

CITY OF GALLUP  
CENTRAL PURCHASING OFFICE  
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AMENDMENT NO. **One (1)**

RFP NO. **2015/2016/07/P**

TITLE: **Employee Assistance Program (EAP)**

THE FOLLOWING REVISIONS, ADDITIONS AND/OR CLARIFICATIONS SHALL FORM A PART OF THE PROPOSAL DOCUMENTS AND EACH OFFEROR SHALL INDICATE WITH THEIR PROPOSAL THE RECEIPT OF THIS NUMBERED AMENDMENT. REVISIONS, ADDITIONS, AND/OR CLARIFICATIONS ARE AS FOLLOWS:

1) RFP acceptance date has been **extended to Tuesday, March 1, 2016 at 2:00 p.m.** (local time).

2) This amendment is also hereby issued to respond to questions received to date. Responses are as follows:

Question: Who currently provides EAP services to the City of Gallup? For how many years?

Response: Presbyterian Healthcare Services DBA The Solutions Group; 4 years.

Question: Does the current provider qualify as a City of Gallup Resident Business?

Response: No, current provider did not qualify as a local City of Gallup resident.

Question: Are you currently pleased with the EAP services you are receiving?

Response: No, we are not pleased with the EAP services we are receiving.

Question: Are there specific areas of enhancement you are seeking at this time?

Response: We are seeking a provider-led promotion of the EAP program to increase utilization rate.

Question: What is the current pepm rate? Based on how many employees?

Response: \$2.72 per employee/per month based on 450 employees.

Question: What was the total dollar spend for the EAP in 2015?

Response: FY 2015-2016: \$7,344.00 to date.

Question: What was the total dollar spend for the EAP in 2014?

Response: FY 2014-2015: \$14,688.00

Reference RFP Section D. Specific Requirements, #6, Legal, Financial, and Work-Life Services

Question: Is the City of Gallup currently receiving Work-Life Services, i.e. child care and elder care consultation and referral?

Response: No.

Question: Is City of Gallup currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount?

Response: No.

Question: Is City of Gallup currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners?

Response: No.

Can you provide recent utilization reports or provide utilization statistics?

Question: Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in 2015?

Response: Eight (8)

Question: Can you provide total number of initial inquiry/assessment calls to the EAP in 2014?

Response: Data not available.

Question: Can you provide the total number of in-person EAP sessions provided in 2015?

Response: Eight (8)

Question: Can you provide the total number of in-person EAP sessions provided in 2014?

Response: Twenty-six (26)

Question: Can you provide the total number of telephonic EAP sessions delivered in 2015?

Response: Three and one-half (3.5)

Question: Can you provide the total number of telephonic EAP sessions delivered in 2014?

Response: Data not available

Question: Can you provide the total number of EAP cases in 2015?

Response: Eight (8)

Question: Can you provide the total number of EAP cases in 2014? Response: Twenty-nine and one-half (29.5)

Question: Can you provide the average number of sessions provided per case in 2015?

Response: Data not available

Question: Can you provide the average number of sessions provided per case in 2014?

Response: Data not available

Reference RFP Section D. Specific Requirements, #5, Brown Bag Seminars/ Workshops

Question: Can you provide the number of training hours provided in 2015? How many of those hours were provided in-person? How many were provided via web?

Response: (1) Four-hour training was provided in-person.

Question: Can you provide the number of training hours provided in 2014? How many of those hours were provided in-person? How many were provided via web?

Response: (1) - Two-hour training was provided in-person.

Response: (12) - One-hour webinars were provided.

Question: How many hours are included annually in the current contract?

Response: (4) hours of "brown bag" training are required annually in the current contract.

Reference RFP Section D. Specific Requirements, #9, EAP Orientation

Question: Can you provide the number of orientation hours provided in 2015? How many of those were provided in-person? How many were provided via web?

Response: (None)

Question: Can you provide the number of orientation hours provided in 2014? How many of those were provided in-person? How many were provided via web?

Response: (None)

Question: How many hours are included annually in the current contract?

Response: The contract does not specify an annual requirement but that it should be offered periodically.

Reference RFP Section D. Specific Requirements, 11.c. "Contractor shall provide comprehensive training as requested for managers and supervisors regarding use of effective management skills in the workplace.

Question: How many hours of manager/supervisor training were provided in 2015?

Response: (None)

Question: How many hours of manager/supervisor training were provided in 2014?

Response: (None)

Reference RFP Section D. Specific Requirements, 11.b. "The EAP shall provide on and off-site assistance as needed with management referrals for "difficult" employees, workplace conflicts, return-to-work conferences and other identified needs of the workplace."

Question: How many of these management services were provided on-site in 2015? How many hours?

Response: (None)

Question: How many of these management services were provided on-site in 2014? How many hours?

Response: (None)

Reference RFP Section D. Specific Requirements, #4, CISM Services

Question: Does the City of Gallup currently receive CISM services on a fee-for-service basis?

Response: No.

Question: How many Critical Incident events were provided in 2015?

Response: (None)

Question: How many Critical Incident events were provided in 2014?

Response: (None)

Question: How many hours of Critical Incident support were provided in 2015?

Response: (None)

Question: How many hours of Critical Incident support were provided in 2014?

Response: (None)

Mediation Services

Question: Does the City of Gallup currently receive Mediation Services?

Response: No

Question: Are these services included free of charge in the current EAP program, or are these services provided on a fee-for-service basis?

Response: N/A – Currently, we do not receive mediation services.

Question: How many hours of Mediation Services were provided in 2015?  
Response: (None)

Question: How many hours of Mediation Services were provided in 2014?  
Response: (None)

On Page 11 of the RFP, it states “The current employer-paid EAP program includes up to five (5) visits per year for the employee and qualified dependents.” This is different from the number of counseling sessions shown in D.1.a, on Page 13.

Question: Is the City of Gallup making a change in the number of sessions being offered to their employees?

Response: Yes, the City is interested in 6 visits rather than 5 visits as currently provided.

Question: Of the 400 City of Gallup employees, how many are non-safety City of Gallup employees? How many are public safety personnel?

Response: (280) Non-Public Safety; (120) Public Safety

Question: Should we include samples of our EAP Communication/Awareness Materials (Point D 10 on page 16) in our RFP response. If so does this material count toward the number of total pages in our RFP response?

Response: Samples of material regarding Point D, page 16 will count towards total number of pages. At minimum, materials to be provided should be listed, described and any valuable points of materials should be emphasized in proposal.

Question: What rate do you pay for training sessions in excess of those specified under your current contract?

Response: No additional costs were incurred in excess of contract requirements.

Question: What rate do you pay for CISD services? Is this rate in addition to your PEPM rate?

Response: N/A- This service was not utilized in the previous contract.

Question: Are all of your CISD services provided on-site? If no, what percentage were on-site during the past year?

Response: N/A - This service was not utilized in the previous contract.

Question: How long has your current EAP provider been contacted with you?

Response: (4) Years

Question: How many times has this current EAP provider had their contract renewed with the City of Gallup?

Response: X (3)

Question: What is the rate of utilization for your EAP services, each year for the past 2 years?

Response: 1.3% in 2015; 3.2% in 2014

Question: How is this utilization rate determined?

Response: Calculations were based on: New Open Cases/Number of Employees.

Question: How many EAP counseling "cases" has there been, each year for the past 2 years?

Response: (8) cases per year - 2015; (29.5) cases per year -2014

Question: How many EAP orientation sessions have been provided, each year for the past 2 years?

Response: None

Question: How many EAP workshops have been provided, each year for the past 2 years?

Response: (4) Four-hour training in 2015; (1) Two-hour training and (12) One-hour webinars in 2014 were provided.

Question: How many CISDs have been provided, each year for the past 2 years?

Response: N/A - This service was not utilized in the previous contract.

The RFP states on page 11 that the EAP program provides "5 visits per year" for the employee and qualified dependents. On page 13, Section 1.a.i requires that contractors provide up to six counseling sessions per family member "per incident" "per calendar year". Similar language is used in Section 1.a.ii.

Question: Does this mean that the EAP benefit is being expanded under this new RFP, from only 5 sessions per year? If yes, what was the reason for the expansion?

Response: The increase in benefit is based past utilization of EAP services to provide cost-effectiveness to the employer.

Question: As stated in Sections 1.a.i. and ii, are there any limits on the number of incidents that are eligible for EAP assistance per calendar year? Stated another way, can employees and dependents access EAP counseling services multiple times per year, six sessions per episode, without limit?

Response: Yes.

Question: Does the current EAP contractor provide legal, financial and work/life services?

Response: Yes. If so, what do these services consist of? Services consisted of webinars germane to legal, financial and work/life.

Question: Who is the current health insurance provider for the City of Gallup?

Response: Healthcare is provided by Blue Cross/Blue Shield of NM.

Question: Is there a possibility of the health care provider changing within the first year of the EAP contract being awarded? It is undetermined at this time.

On page 13, section 1.d, the RFP requires that counselors in sufficient numbers are available to provide services for urgent requests within 24 hours and non-urgent requests within 3 business days.

Question: Do these same response time standards exist under the current EAP contract?

Response: Yes. If not, what are the current standards?

Question: Does the current provider consistently meet the response time standards in place?

Response: Yes.

Question: In your assessment do you currently have sufficient numbers of EAP counselors available?

Response: In terms of services needed locally, our assessment is that we did not have a sufficient number of EAP counselors available.

Question: Regarding the City's current program: who answers the phones? Is it a customer service person or a clinician?

Response: Customer Service

DATE: February 17, 2016

BY/S/ Frances Rodriguez  
Frances Rodriguez, Purchasing  
Director

Acknowledge  
Receipt Amendment No. One (1)

BY/S/ \_\_\_\_\_  
Authorized Signature of  
Offeror/Bidder

COMPANY NAME:  
\_\_\_\_\_

**[TO ACKNOWLEDGE RECEIPT, RETURN ONE (1) COPY WITH PROPOSAL]**