

ADDENDUM ONE

DATE: April 12, 2013

TO: All Vendors

FROM: Mary Lanning/Michelle Musick, Buyer
 State Purchasing Bureau

RE: Questions and Answers for RFP Number 4309 Z1
 to be opened April 22, 2013

Following are the questions submitted and answers provided for the above mentioned Request For Proposal. The questions and answers are to be considered as part of the Request For Proposal.

QUESTIONS	ANSWERS
1. How long have you been with your current vendor?	Approximately thirteen (13) years.
2. Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance? How are these services being administered? Through a website or can your employees call and speak to lawyers, financial professionals for example? Are the childcare, eldercare services self-service or does the program provide research and referrals? a. If the State does not currently have these services available, would you all be interested in having them included?	These services are currently available as part of the program through either face-to-face, telephone or web options. Referrals are made as necessary.

QUESTIONS	ANSWERS
<p>3. With the current model, it appears that ees can go to EAP sponsored locations and receive 5-sessions of face to face counseling and if they need to go outside of these locations they only have access to 3-sessions of face to face counseling, has this caused any issues in the past? Is the State happy with this model? If a vendor is able to provide 5-sessions of face to face counseling anywhere and everywhere in the state at a fixed, competitive cost would it be The State's preference to have 5-sessions available to its ees or 3?</p>	<p>The State is seeking proposals that include a minimum of five (5) visits per incident, regardless of the employee's physical location. Bidders may propose an alternate solution however the State may or may not choose to consider an alternate solution.</p>
<p>4. Regarding trainings, how many onsite training hours are currently included in your program? How many did The State use last year?</p>	<p>A minimum of twelve (12) on-site training hours per 1,000 covered employees is expected. See Exhibit A.</p>
<p>5. In the same vain, for critical incidents (i.e. a natural disaster, ee fatality, layoffs, etc) what type of support does the current program allow for? How many annual onsite hours are built in? How many events did the State have last year?</p>	<p>The provider must be able to respond to a request for assistance within 30 minutes, either by phone or in person, and must be able to be on site within 24-48 hours depending on location. Critical incident on-site hours and related costs are at the discretion of the bidder. The State is not to release how many events occurred in the last year due to employee confidentiality concerns.</p>
<p>6. Is the State satisfied with the program utilization? Can you provide a copy of a most recent utilization report?</p>	<p>Current program utilization is approximately 6.2% of eligible employees.</p>
<p>7. Why is The State out to bid?</p>	<p>The State seeks to bid this service to provide the State of Nebraska employees the best service for a competitive price.</p>
<p>8. Where is the State's satisfaction level with the incumbent provider?</p>	<p>The State does not comment on existing contractual relationships with vendors.</p>
<p>9. Have you all had any service issues? If so, please explain.</p>	<p>The State does not comment on existing contractual relationships with vendors.</p>
<p>10. Is it a requirement that all bidding vendors be formally registered to do business in the State of Nebraska at the time of our submission or can the awarded vendor register upon being awarded the contract?</p>	<p>The awarded bidder must provide proof of registration with the Nebraska Secretary of State prior to the contract finalization.</p>

QUESTIONS	ANSWERS
11. Do we need to post a bid bond and or performance bond? If so, what is the cost? Please advise on this process.	A Bid Bond is not required. A Performance Bond in the amount of \$100,000 may be required at the time of the contract award.
12. In regards to insurance requirements, is there any flexibility around the requirements? For example if we may have less coverage in a couple of areas but a larger overall umbrella than required, would that be acceptable? Please advise around requirements and any flexibility.	The insurance requirements stated in the RFP are minimum mandatory insurance coverages required by the State of Nebraska.
13. What is your current Utilization Rate?	Please see the response to Question #6.
14. Can you share what you currently paying for your EAP program?	The State currently pays \$15.00/employee/year.
15. How many training hours are currently covered or used in your EAP program?	Please see the response to Question #4.
16. Who are you currently using for your existing EAP Program?	The State's current EAP provider is Best Care EAP.
17. What is your current session model?	Please see the response to Question #3.
18. If you currently have an EAP for employees, what would you like to see that your current program does not offer?	Please refer to the RFP and Attachment 2 for the services being requested.
19. What is most important to you as a provision(s) in your EAP vendor?	See #18.
20. Are there any unions?	Yes.
21. If employees don't participate in the program, are they penalized on their contribution?	Participation in the program is voluntary for eligible employees.
22. Is your EAP a Staff EAP?	The State's EAP program is provided via contract with a third-party vendor.

QUESTIONS	ANSWERS
<p>23. Can you provide any history regarding program utilization? Specifically it would be helpful to have the following:</p> <ul style="list-style-type: none"> a. Number of face to face sessions delivered in 2011 and 2012 b. Number of individuals who accessed the EAP Program c. Total hours of in person training delivered in 2011 and 2012 d. Total hours of in person critical incident support delivered in 2011 and 2012 e. Number of SAP evaluations completed in 2011 and 2012 (if any) 	See Exhibit A.
<p>24. 2. Who is your current vendor?</p>	See response to Question #16.
<p>25. Is the State of Nebraska satisfied with your current vendor?</p>	The State does not comment on existing contractual relationships with vendors.
<p>26. Why is the State of Nebraska going out to bid with this program?</p>	See #7.
<p>27. IV B Question 7 – Can you provide additional detail regarding the 12 hours of onsite service hours per 1000 employees, specifically any detail in the types of services provided during these hours?</p>	Expected services are wide ranging, for example, from team building exercises and stress management to financial planning and organization skills. Bidders are expected to offer a wide array of on-site training options.
<p>28. How long have you been contracted with Best Care EAP?</p>	See #1
<p>29. Why are you going out to bid?</p>	See #7.
<p>30. Are there any service issues?</p>	The State does not comment on existing contractual relationships with vendors.
<p>31. Are there any likes about the current vendor?</p>	See #30.
<p>32. Are there any dislikes about the current vendor?</p>	See #30.
<p>33. Are you happy with a utilization of only 6.2%?</p>	See #30.
<p>34. Do you currently have any current performance targets? If so, what are they? Are they being met?</p>	See #30.

QUESTIONS	ANSWERS
35. Do you have future performance targets in mind? If so, what are they?	See #34.
36. If the incumbent matches the lowest rate you receive would you be inclined to stay with them?	All RFP responses will be evaluated based on the RFP requirements and the award will be made to the highest scoring bidder.
37. What is the most important factor in choosing an EAP vendor – price or services offered?	See #34.
38. Who is the state's wellness provider?	Health Fitness
39. What kind of coordination are you looking for with the wellness provider? (please explain in detail)	Coordination between the Wellness and EAP providers occurs surrounding training/education opportunities for State employees. Both vendors also provide education and referrals as appropriate (phone numbers, informational fliers, etc.) regarding services available from each. For instance, Wellness representatives may refer to EAP participants who have self-identified as having problems with stress.
40. Does your current EAP program support DOT oversight and facilitate those services? Do you all have ees regulated under DOT? How many cases has the State had over the last 2 years?	This question is unclear.
41. On Attachment 2, (State of Nebraska Employee Assistance Program Administration), Question # 5 5. Must be able to provide on-site support at all Open Enrollment events. Can you please clarify exactly what type of support you are requiring? How many events per year? What are the locations?	The EAP provider is required to attend and present at one Open Enrollment meeting annually in order to educate statewide HR staff about benefits offered as part of the service. This event generally occurs in the Spring in Lincoln, Nebraska. Other requests for presentations may be proposed and can be considered on a case by case basis.
42. Please clarify where Attachment 2 should be included in our response	Attachment 2 may be included with the technical response

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<p>43. Please clarify whether the 6.2% utilization referenced in section IV.B.3 represents face-to-face utilization or total penetration</p>	<p>This figure represents face-to-face utilization.</p>
<p>44. Please provide face-to-face utilization, and corresponding enrollment, for 2011 and 2012</p>	<p>Please see the response to Question #6.</p>
<p>45. Please provide enrollment for both populations requested in Attachment 3</p> <ul style="list-style-type: none"> -Eligible employees -Participating employees 	<p>Please see the RFP and accompanying documentation for information about the number of eligible employees and utilization.</p>
<p>46. OHBS prices on a PEPM basis and bills on a monthly schedule while the RFP indicates an annual payment schedule to be paid based on July 1 enrollment, will proposals with pricing and billing on a monthly basis be considered?</p>	<p>As stated on Attachment 3, the State is requesting proposals for Per Employee Per Year pricing for EAP services. COBRA and Run Out services are being requested at a Per Participating Employee Per Month rate.</p>
<p>47. Attachment 2, Mandatory Requirement # 4: If the facilitate face to face counseling within 24 hour is unable to be met, will proposals still be considered?</p>	<p>Mandatory requirements must be met in order for a proposal to be considered.</p>
<p>48. Currently, State of Nebraska has a staff model currently. Our model is an affiliate model, is the State of Nebraska interested in pursuing an affiliate mode for their vendor?</p>	<p>Bidders must respond to the mandatory requirements of the RFP. Bidders may propose an alternate solution however the State may or may not choose to consider an alternate solution.</p>