



**ADDENDUM #2
Human Resources
Employee Assistance Program (EAP)
RFP # 7441-23**

March 27, 2023

The attached addendum supersedes the original Information and Specifications regarding RFP # 7441-23 where it adds to, deletes from, clarifies or otherwise modifies. All other conditions and any previous addendums shall remain unchanged.

Please note: BIDS will only be accepted electronically by emailing purchasing@bouldercounty.org.

1. Question: There is a request for a geo access report based off the zip code census. I am not seeing the census attached or anywhere in the documents provided. Please advise.

ANSWER: There were instructions in the purchasing document about following a link to an ebox that included all of the attachments to the RFP (census, claims experience). Please follow those instructions.

2. Question: How long has Curalinc been Boulder County's EAP vendor?

ANSWER: Since 1/1/2016

3. Question: How many onsite training hours were used in 2021 and 2022? Number of locations?

1 training hour used 4/12/2021, presented virtually

4. Question: How many Disruptive Event Management (DEM)/Critical Incidents did you have in 2021 and 2022 that required an onsite presence by the EAP?

2021: 3 Critical Incidents, no onsite presence required, all were handled virtually.

2022: 7 events, all were represented in person.

5. Question: Total DEM/CISD onsite hours in 2021 and 2022?

Total hours used in 2021: 14, Total hours used in 2022: 17

6. Question: What are you looking for in satisfaction that your current EAP vendor does not provide?

ANSWER: The county is happy with the service and support from CuraLinc. The issues we have encountered include struggling to find providers taking in-person patients and child/teen providers. We're also interested in exploring a higher level of counseling to help address secondary trauma that many of our caseworkers are experiencing.

7. Question: Please disclose the other vendors responding to this RFP.

ANSWER: That information will be available via open records request only after the RFP process has been completed and a contract awarded. We do not share competitor information during an RFP process.

8. Question: Could you please outline Boulder County's current EAP session limits and cost?

ANSWER: Please see the Rate Information tab of the Workbook for this information.

9. Question: Could you please outline Boulder County's current employee mental health programs, services, etc., beyond their EAP vendor?

ANSWER: In addition to the EAP, the county has behavioral health coverage through the medical plan benefit with Cigna. Our wellness program also provides access to a mindfulness app called RethinkCare (formerly called whil).

10. Question: Could you please outline the current successes Boulder County has with its existing EAP and overall employee mental health programs?

ANSWER: We've seen a big increase in the number of employees and household members that have utilized EAP during the pandemic. We are eager to keep building upon this utilization and hope that our efforts to normalize

the conversation around mental health will continue to support these high engagement numbers.

11. Question: Could you please outline the goals and/or objectives Boulder County has in seeking out a new EAP?

ANSWER: The custom questions in the RFP will lead to this, but in short: exceptional service to members and county staff, in-person providers, adolescent providers, strong network, a vendor who will provide scheduling with providers on behalf of the members, reasonable cost, secondary trauma support, and critical incident support. We're also interested to learn about new supports/options that have arisen as a result of the pandemic.

12. Question: Could you please outline the current challenges Boulder County has with its existing EAP?

ANSWER: See the answer to Q6.

13. Question: Could you please outline any top requirements and/or how vendor selection will be graded by Boulder County in the evaluation process?

ANSWER: See the answer to Q11 for what the county will prioritize in evaluation of the bidders.

14. Question: Could you please outline any remaining gaps Boulder County has identified with its overall employee mental health strategy?

ANSWER: We have had several complaints about the general lack of availability for in-person counseling sessions as well as a lack of availability for counselors that work in-person with kids/adolescents. We've also had concerns about the level of counseling provided for our employees that are experiencing secondary trauma. Many of them have a Masters in Social Work and would like to have a higher level of counseling.

15. Question: Could you please confirm Boulder County's current health plan provider (IE Cigna) and if they're self-funded?

ANSWER: Yes, the county is self-funded and the current medical provider is Cigna and the current pharmacy provider is CVS.

16. Question: We would like to share a sample contract with Boulder County as part of our RFP submission. In order to share this contract, we would need to execute an NDA (attached below). Would Boulder County be willing to execute this NDA, so that we may provide our sample contract? If yes, does Boulder County agree

to have this completed prior to RFP due date? If unable to complete prior to RFP due date will Boulder County accept our proposal with the sample contract pending until NDA execution?

ANSWER:– The county requires its own contract be executed. If you have deviations from our standard contract, you can state them in your proposal.

17. Question: In Section A, Question 1 of the Workbook, Boulder County requests a separate Word document that answers the questions in Section A titled 'Carrier Name_Program Descriptions.' However, in the RFP instructions it only mentions turning in the Workbook in Excel. Please confirm that Boulder County wants Section A answered in both Excel and Word format.

ANSWER: We expect that your response about Program Descriptions needs to be longer than will nicely fit into an Excel cell. If you just want to list a few programs and not create a supporting attachment, that is fine. However, if you create any supporting attachments, they must be included in your bid response, along with the Excel workbook referencing them.

18. Question: To ensure accurate pricing, could you please provide a census similar to the example provided in the attachment titled " (Vendor X) Data Request Form" and additional information for custom ROI

ANSWER: N/A

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

ANSWER: We'd like to explore offering more visits, greater access to in-person counseling, higher level of counseling for our employees dealing with secondary trauma, and a larger network that works with kids/adolescents. We're also interested to learn about any new offerings that have developed as a result of the pandemic.

20. Question: What is Boulder currently paying for their EAP services (PEPM or PEPY rate)? Based on how many employees?

ANSWER: Please see the Rate Information tab of the Workbook for this information.

21. Question: What was the total dollar spent for the EAP in the most recent contract year?

ANSWER: \$70,552.00

(Based on \$2.52 PEPM (2,300 employees) and including the extra 10 sessions at \$100 per session, the total cost for EAP)

22. Question: Why is Boulder requesting this RFP at this time?

ANSWER: The reason is two-fold: The 5-year contracting cycle is coming to a close at the end of 2023, so an RFP is required. However, there has been a lot of change in the MH/BH space and in need since the pandemic began. The county is interested in evaluating the current marketplace and determining the right fit for them for the next few years.

23. Question: How long has Boulder contracted with the current Vendor.

ANSWER: See the answer to Q2.

24. Question: Can you provide recent utilization reports or provide utilization statistics?

- a. Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in the most recent contract year?
- b. Can you provide the total number of EAP counseling sessions provided in the most recent contract year?
- c. Can you provide the total number of EAP counseling sessions provided in the prior contract year?
- d. Can you provide the total number of EAP cases in the most recent contract year?
- e. Can you provide the average number of EAP counseling sessions provided per counseling case in the most recent contract year?

ANSWER: The utilization we were able to gather from the current EAP vendor and Medical administrator was included in the eBox attachments link in the purchasing document of the RFP. Please review that information.

25. Question: Can you provide the number of orientation, training, benefit fair hours provided in the most recent contract year? How many of those hours were provided in-person?

- a. How many hours are included annually in the current contract?

0 hours used for orientation, training, or benefit fairs in 2022. No onsite presence in 2021, 20 hours currently included in contract.

26. Question: How many Critical Incident events were responded to in the most recent contract year?

ANSWER: 7

27. Question: How many Critical Incident events were responded to in the prior contract year?

ANSWER: 3

28. Question: How many hours of Critical Incident support were provided in the most recent contract year?

ANSWER: 17

29. Question: How many hours of Critical Incident support were provided in the prior contract year?

ANSWER: 13

30. Question: How many hours of on-site Critical Incident support are currently provided in the contracted rate?

ANSWER: Their bank of hours that is currently included, is 20 hours for the year. These hours can be applied to Critical Incident, Trainings and/or health fair attendance.

31. Question: In an effort to be a “green” company, we generally provide promotional materials electronically. If printed materials are desired, how many printed brochures and how many printed posters are requested annually?

ANSWER: The county is also focused on sustainability. At this time, no printed materials are requested.

32. Question: Can you share how many organizations submitted questions to Boulder?

ANSWER: Not relevant

33. Question: From the Client Information and RFP Instructions – “Company Rating” typically when we see this it refers to the AM Best or Moody’s rating, which are associated with Insurance Companies not EAP. Are you seeking some other type of rating?

- a. If we do not have requested rating will it negatively impact our proposal?

ANSWER: If you do not have a rating such as S&P, Moody's, or AM Best, please just explain that in the response. This will not be negatively help against a bidder.

34. Question: The Client Information and RFP Instructions, list some attachments that are to be included, but not all that are being asked for in the Questionnaire Workbook. Are all those in the Workbook required as well?

ANSWER: Yes, we consider any additional attachment requested in the Workbook to be part of a complete Workbook response, please include those in your bid response.

35. Question: The Client Information and RFP Instructions indicate a w9 should be included, but does not indicate that a Certificate of Insurance is needed with the proposal. Please confirm this is correct?

ANSWER: Please include a sample COI

36. Question: Please confirm that submissions may only be received via email. Please also further explain the process of submission based on the following instructions included in the RFP:

"Bids must be submitted via secure email link to purchasing@bouldercounty.org and cc: karissa.wiseman@aon.com. (Note: This submission format via your secure system is required due to the limit on file size for materials sent to the county in other ways. The County needs to be able to download your bid materials in order to bypass email size limits.) The subject line should read "RFP #7441-23" Bid Submission by ___(Carrier Name)___"

Please specifically explain what is meant by "secure email link".

ANSWER: Proposals are only accepted through email. No zip files, they will not be opened.

37. Question: How long has Curalinc Healthcare been providing EAP services to the County?

ANSWER: See the answer to Q2.

38. Question: How satisfied with Curalinc is the County?

ANSWER: Very Satisfied.

39. Question: Does the current EAP provide all services requested within the questionnaire to the County currently? If not, please list which specific services are not currently included within the stated PEPM cost.

ANSWER: Yes, they do.

40. Question: Regarding the Excel questionnaire: the instructions state the following:

"Please confirm you have attached a Word document (not PDF) that answers the following questions and labeled it "Carrier Name_Program Descriptions"

Please confirm if the questionnaire is to be submitted as a Word document or as an Excel document.

ANSWER: The questionnaire is an Excel document and should be returned as an Excel document (not PDF'd). There are additional attachments requested as part of the Workbook response. We imagine many of those will be PDFs. However, for this particular one, we'd like it in Word format so that we can copy and paste to create a comparison document for the evaluation committee.

41. Question: Are on-site clinicians currently included in the cost of the EAP? Please detail how many clinicians are expected to provide onsite counseling, how many hours per month, and at how many locations

ANSWER: The county has not established an on-site clinician as part of their current EAP. There is no discussion that is something that will be added in 2024. If desired at a future date, both the expectations and the cost will be discussed with the awarded vendor.

42. Question: How many onsite training, orientation, Critical Incident Response, and health/benefits/open enrollment fair hours were utilized each of the last 3 years?

ANSWER: Please see prior answers.

Submittal Instructions:

Submittals are due at the email box only, listed below, for time and date recording on or before **2:00 p.m. Mountain Time on April 6, 2023.**

- To be considered a qualified candidate, your response to this RFP must:
 - Include a cover letter clearly spelling out deviations from requested services. Please note that plan designs, all benefit provisions, and policy particulars must be replicated to match the plan coverages and procedures. Unless indicated otherwise, your proposal will be interpreted as a duplication of the plan benefits, procedures, and policies as set forth in this RFP;
 - Respond clearly and concisely to all the financial sections of the RFP;
 - Comply with all specifications or clearly indicate where and why your proposal deviates;
 - Respond clearly and concisely to all questions in the questionnaire section without referring us to preprinted materials as your response;
 - Be received electronically by Boulder County Purchasing & Aon **no later than 2:00 PM MDT on April 6, 2023.** Bids must be submitted via secure email link to purchasing@bouldercounty.org and cc: karissa.wiseman@aon.com. (Note: This submission format via your secure system is required due to the limit on file size for materials sent to the county in other ways. The County needs to be able to download your bid materials in order to bypass email size limits.) The subject line should read “RFP #7441-23” Bid Submission by ___(Carrier Name)___”
 - Vendors must answer whether line-item pricing information submitted with a bid is confidential or closely held.

Please note that email responses to this solicitation are limited to a maximum of 50MB capacity.

NO ZIP FILES OR LINKS TO EXTERNAL SITES WILL BE ACCEPTED. THIS INCLUDES GOOGLE DOCS AND SIMILAR SITES. ALL SUBMITTALS MUST BE RECEIVED AS AN ATTACHMENT (E.G. PDF, WORD, EXCEL).

Electronic submittals must be received in the email box listed below. Submittals sent to any other box will NOT be forwarded or accepted. This email box is only accessed on the due date of your questions or proposals. Please use the Delivery Receipt option to verify receipt of your email. It is the sole responsibility of the proposer to ensure their documents are received before the deadline specified above. Boulder County does not accept responsibility under any circumstance for delayed or failed email or mailed submittals.

Email purchasing@bouldercounty.org; identified as **RFP #7441-23** in the subject line.



**RECEIPT OF LETTER
ACKNOWLEDGMENT**

March 27, 2023

Dear Vendor:

This is an acknowledgment of receipt of Addendum #2 for RFP #7441-23, Employee Assistance Program (EAP).

In an effort to keep you informed, we would appreciate your acknowledgment of receipt of the preceding addendum. Please sign this acknowledgment and email it back to purchasing@bouldercounty.org as soon as possible. If you have any questions, or problems with transmittal, please call us at 303-441-3525. This is also an acknowledgement that the vendor understands that **BIDS will only be accepted electronically by emailing purchasing@bouldercounty.org.**

Thank you for your cooperation in this matter. This information is time and date sensitive; an immediate response is requested.

Sincerely,

Boulder County Purchasing

Signed by: _____ **Date:** _____

Name of Company _____

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