

# University of New Mexico Hospitals

Request for Proposals

Addendum No. 3

**RFP P466-22 Employee Assistant Program (EAP)**



**Due Date: July 7, 2022, 2:00 p.m. MST** The time and date proposals are due shall be strictly observed.

## **ADDENDUM NUMBER THREE**

### **RFP P466-22 Employee Assistance Program Q & A**

1. Who is the current EAP provider and how long have they been providing services to the organization? **Answer: Outcomes**
2. What is the current number of counseling sessions allowed per member per year? **Answer: 5 sessions.**
3. Please provide the current rate and a rate history throughout the contract term for the EAP. **Answer: The current rate is \$2.22 PEP**
4. Do you have a budget cap or a not to exceed amount for EAP Services? **Answer: UNMH does not feel this information is relevant.**
5. What are your top 3 priorities in an EAP? **Answer: UNMH does not feel this information is relevant.**
6. How many hours of the following services are included within the current EAP contract per year? **Answer: UNMH does not feel this information is relevant.**
  - Onsite training/orientation/educational seminars **Answer: UNMH does not feel this information is relevant.**
  - Onsite health fair/event participation **Answer: UNMH does not feel this information is relevant.**
  - Onsite critical incident support events (# events/# hours) **Answer: UNMH does not feel this information is relevant.**
  - Webinar training **Answer: UNMH does not feel this information is relevant.**
7. How many total hours of the following services were utilized in each of the last two (2) years? **Answer: UNMH will not provide the information at this time**
  - Onsite training/orientation/educational seminars **Answer: UNMH will not provide the information at this time**
  - Onsite health fair/event participation **Answer: UNMH will not provide the information at this time**
  - Onsite critical incident support events (# events/# hours) **Answer: UNMH will not provide the information at this time**
  - Webinar training **Answer: UNMH will not provide the information at this time**
8. Please provide copies of 2019 and 2020 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years: **Answer: UNMH will not provide the information at this time**

- Number of employees on which the report is based **Answer: UNMH will not provide the information at this time**
  - Total number of clinical cases **Answer: UNMH will not provide the information at this time**
  - Total number of work-life cases **Answer: UNMH will not provide the information at this time**
  - Total number of clinical sessions **Answer: UNMH will not provide the information at this time**
9. Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)? **Answer: UNMH has been through the Covid 19 Pandemic . All are front line essential workers and there has not been any reductions in the force.**
10. Are electronic signatures on proposal documents acceptable? Answer: Yes  
Is your EAP Helpline currently answered by customer service representatives or by clinical personnel? **Answer: UNMH will not provide the information at this time**
11. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.? **Answer: See Section 1.9 Verification of Information**
12. Who is your health plan provider and is the plan self-funded? **Answer: Blue Cross Blue shield of New Mexico and it is self-funded.**
13. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor? **Answer: UNMH will not provide the information at this time**
14. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor? Answer: **UNMH will not provide the information at this time**
15. Section 2.1 states: Offeror's proposal shall be clearly labeled and numbered and indexed as outlined in Section 2.2. Proposal Format. Proposals SHOULD be submitted as outlined below. The original copy shall be clearly marked as such on the front of the binder. *Each portion of the proposal SHOULD be submitted in separate binders and SHOULD be prominently displayed on the front cover.*
- a. Can you identify the 'portions' of the proposal that need to be in separate binders (in the last sentence above)? **Answer: No other binders are required other than an original hard copy. Each portion of the binder needs to be separated by using tabs.**
16. Section 2.1.2 Proposal states: - One (1) ORIGINAL, and one (1) ELECTRONIC COPY of the proposal; ORIGINAL and COPY shall be in *separate labeled binders*.
- a. Please confirm that you want the electronic copy (cd/usb) to be delivered in its own binder. **Answer: No. The thumb drive can come in the Original Hard Copy that you will send in.**
17. Several areas in Section II refer to 'original, hard copy and electronic copy' or 'ORIGINAL and COPY shall be in separate labeled binders'

- a. Because these references indicate some plurals, can you confirm that you only require one (1) paper original and one (1) electronic copy. **Answer: Confirmed. UNMH wants an Original hard copy and thumb drive when submitting the proposal.**
18. SECTION III is titled 'ADDITIONAL INSTRUCTIONS TO OFFERORS NM PREFERENCES'. However, only 2.1 of this section seems to pertain to NM Preferences. 2.2 and beyond seem to be applicable to all.
  - a. Can you confirm this is correct? **Answer: Yes 2.2 and beyond are applicable to all responders.**
19. In responding to the RFP with regard to the following categories, does UNMH wish each of the topics listed in each category to be addressed? If so, where in the proposal would you like to have the following?
  - a. Objectives, Scope of services. **Answer: UNMH expects them to be addressed. Place them in your proposal where you think best and make note on your table of contents.**
20. In exhibit K, line 23 states 'Elder Care Services – Enhanced'
  - a. Can you provide further detail on what these services consist of? **Answer: Support employees with aging family members on education and finding resources.**
21. Please describe UNMH current EAP services. For example, what session model does the UNMH currently have and are work-life services included? **Answer: See Question number 2.**
22. Who is the current provider of EAP services for UNMH? **Answer: See question 1 response.**
23. How long has the UNMH been with the current EAP provider? **Answer: UNMH will not provide the information at this time**
24. Are there are any areas of improvement with the current program or current vendor? **Answer: UNMH will not provide the information at this time**
25. What is the current PEPM rate for the EAP? **Answer: See Question 3 response.**
26. Does UNMH currently have any wellness services they offer their employees? Specifically in regards to the "health management program" question. If so, are these tied to the EAP or a separate program? **Answer: UNMH will not provide the information at this time**
27. How many hours has the UNMH used in the last two years for training, orientation or seminars? **Answer: UNMH will not provide the information at this time**
28. How many hours has the UNMH used for onsite or virtual CISM's in the last two years? **Answer: UNMH will not provide the information at this time**
29. How many hours should we include in our proposed services and would UNMH accept one bank of hours that can be used for all onsite or webinar services? **Answer: UNMH will not provide the information at this time**
30. What has UNMH's utilization been for the last two years? **Answer: UNMH will not provide the information at this time**
31. Is UNMH satisfied with the utilization of the EAP program? **Answer: UNMH will not provide the information at this time**

**32.** We are the current provider of services for the State of New Mexico, would UNMH ever consider piggybacking off of the State's contract, if possible with your procurement processes?  
**Answer: UNMH would like a proposal from your organization.**

**33.** Should we provide client references and contact information with our response or would that be something UNMH would ask for in follow up? **Answer: Under Administrative Requirements, it says to include resumes and bios etc. Yes you need to include them.**

**34.** If you would like us to include client references within our response, how many should we include? **Answer: 2-4**