



Maryland

**DEPARTMENT OF BUDGET
AND MANAGEMENT**

LARRY HOGAN
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Lieutenant Governor

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Secretary

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Deputy Secretary

**QUESTIONS AND RESPONSES
PROJECT NO. F10B0600055
Employee Assistance Program**

July 21, 2020

Ladies/Gentlemen:

This List of Questions and Responses, questions #51 through #56, is being issued to clarify certain information contained in the above named RFP. The statements and interpretations of contract requirements, which are stated in the following questions of potential Offerors, are not binding on the State, unless the State expressly amends the RFP. Nothing in the State's responses to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor asking the question as to what the contract does or does not require.

51. Provider Director- our Network is considered proprietary and actual names of providers cannot be shared with the State. Please confirm that this is acceptable.

Response: In relation to EAP Technical RFP (Attachment T), the State is seeking firms to provide access information [based on all currently eligible employees home addresses using the census population data] for each type of available provider identified on Attachment T-4 [Clinical Psychologists, Licensed Clinical Social Workers, Family Therapists, & Psychiatrists] and total number of participating in-network providers by specialty for each county identified. The State is not seeking firms to provide the names of its actual providers. The State reserves the right to request additional Provider Network information as noted in the RFP section 2.3.7.1.

52. Is the additional word Doc provided (filled out) by the State the only info needed to show details of our provider network? Please confirm.

Response: The word document entitled "EAP Technical RFP (Attachment T)," shall be completed by the offeror to provide the State with detailed information related to its provider network.

53. *Please clarify the total # of onsite hours + type the State is looking to include in this proposal (seminars, critical incident time, health fairs etc.). We would need additional time to provide an adequate response to this RFP.*

Response: Please see Attachment B Financial Proposal Tab B-4 Premium Rates – Note c. which states that Premium rate include five (5) session in-person EAP counselling (self-referral and supervisor referral), 30 hours of onite support and/ or training per year, access to work/life service including at least 30-minute consultation and access to sample forms and resources, general and administrative overhead, cost of fulfilling scheduled services and completing open cases upon termination and purchasing burden and profit. Fee should also include implementation expenses, attendance at up 60 open enrollment and up 60 wellness fair events per year, and one (1) annual visit by account management representative(s) for a vendor summit or for program assessment/adjustments/planning.

54. *Please confirm, is the State looking for 2 different or combined responses? (one in the narrative following the format on pages 53-60 RFP + the additional word document “EAP Technical RFP” sent by the State completed by the Vendors)? Please clarify as well as the formatting. This is not 100% clear from the RFP.*

Response: Yes, the State is seeking offerors to provide 2 separate responses, as follows: (1) Offerors shall provide in its technical proposal responses to the requested information as stated on pages 53 through 60 and beginning with RFP Section 5.3 [Proposal Format, Volume I - Technical Proposal]...Section 5.3.1 through 5.3.2P, AND (2) Offerors shall complete Attachments T-1 through T-9 in the word document entitled "EAP Technical [Proposal] RFP (Attachment T)".

55. *RFP section 2.3.5.1 The purpose of the supervisory referral program is to provide treatment to State employee experiencing adverse conditions that may negatively impact (or have negatively impacted) their performance. A referral submitted by an Agency EAP Representative on behalf of Active Employee is required for benefits provided through the EAP. An active employee is entitled to two (2) supervisory-referral episodes per EAP plan year. An active Employee is not responsible for payment to the Contractor for services provided pursuant to this RFP. The RFP seems to indicate in other places that the State is moving the EAP to being self-referrals as well. Does the highlighted still apply?*

Response: Please see the response in Q & A # 1 item 8.

56. *RFP section 2.3.2.4 Work/Life Support: “The Contractor shall provide additional lifestyle support, including at a minimum financial planning, career coaching, and legal services on a prepaid basis” These are inconsistent in how the State describes these services in two different places. What is the State referring to for mediation (legal – like for family law or workplace mediation). And not sure what is meant by prepaid”? Please clarify.*

Response: Please see the response in Q & A # 1 item 9.

Please note no additional questions will be accepted or answered. Remember proposals are due on July 29, 2020 no later than 2:00 p.m.

Date Issued: July 21, 2020

By:

Lola Tiamiyu
Procurement Officer