



MARTIN O'MALLEY
Governor

ANTHONY BROWN
Lieutenant Governor

T. ELOISE FOSTER
Secretary

DAVID C. ROMANS
Deputy Secretary

**Amendment #2 to Request for Proposals (RFP)
DBM Employee and Labor Relations Division
Solicitation No. F10B4400008
March 13, 2014**

This Amendment is being issued to amend and clarify certain information contained in the above named RFP. All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below; new language has been double underlined and marked in bold (ex. **new language**) and language deleted has been marked with a ~~strikeout~~ (ex. ~~language deleted~~).

1. Amend Section 1.2 to ADD "**x. Key Personnel**," "**y. Initial Assessment**," "**z. Initial Assessor**," and "**aa. Critical Incident Stress Debriefing**" to the definitions as follows:

x. Key Personnel -- Personnel employed by the Contractor to include its Contract Administrator and any other personnel the Contractor designates as Key Personnel in its Proposal.

y. Initial Assessment -- The process by which a counselor assigned by the Contractor provides up to three hours of counseling for a State employee in response to an EAP supervisor-generated referral from the Employee and Labor Relations Division. Initial Assessment does not mean a separate, evaluative counseling session in addition to the up to three hours of counseling covered by the EAP.

z. Initial Assessor -- Either the Contractor or a counselor from its network of counselors or both, as appropriate.

aa. Critical Incident Stress Debriefing -- a facilitator-led group process conducted soon after a traumatic event with individuals considered to be under stress from trauma exposure (United States Department of Labor, OSHA, "Critical Incident Stress Guide," available at <https://www.osha.gov/SLTC/emergencypreparedness/guides/critical.html>).

2. Amend Section 2.1.3 to correct a reference to the Maryland Annotated Code Insurance Article:

2.1.3. Be registered as a third party administration under Md. Ann. Code, Insurance Art., Title 48, Subtitle 3.

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3. Amend Paragraph 3 of Section 3.2.1 as follows:

An EAP ~~i~~Initial ~~a~~Assessment, which is free to the employee and requires no payment from the State, is actually a “window” that can consist of (1) a single one-hour session or (2) up to three separate one-hour sessions, as deemed necessary by the ~~i~~Initial ~~a~~Assessor. Any counseling recommended by the ~~i~~Initial ~~a~~Assessor beyond the third session becomes the payment responsibility of the employee or the employee’s health insurance carrier. Employees may be granted administrative leave to attend the ~~i~~Initial ~~a~~Assessment in the event that the appointment conflicts with the employee’s work schedule.

4. Amend Paragraph 4 of Section 3.2.1 as follows:

The EAP is two-pronged, in that an employee can be referred to a mental health provider for receipt of traditional counseling services or to a substance abuse provider for enrollment in a six-month treatment program, usually due to violation of the Governor’s Executive Order (01.01.1991.16), State of Maryland Substance Abuse Policy. The scope of this RFP only covers the provision of mental health counseling services. Services related to substance abuse will be provided through the employee’s health plan. In as much as the EAP Program is voluntary, it is required that all referral forms that are submitted bear the employee’s signature and a check mark beside “yes” indicating s/he is willing to participate. Referrals submitted to the State EAP coordinator without those two items will not be processed. **The Contractor must comply with the following procedural steps for processing EAP referrals for Mental Health Counseling, or implement an alternate electronic process providing equal or greater confidentiality as proposed in the Contractor’s Technical Proposal and as approved by the Contract Monitor:** ~~Procedural steps for processing EAP referrals for Mental Health Counseling are as follows:~~

5. Amend Section 3.2.1 (k) as follows:

The Contractor-generated appointment letter must instruct the employee to contact his/her assigned counselor ~~within~~ **at least** 3 Business Days **before** of the appointment to confirm his/her ~~i~~Initial ~~a~~Assessment appointment. The appointment letter shall specify the deadline date for the employee to contact the counselor. The letter shall include the counselor’s name, complete address, and telephone number, and indicate by “cc” at the bottom that the employee’s Agency EAP Representative has received a copy.

6. Amend Section 3.2.1 (l) as follows:

The State EAP coordinator and the Agency EAP Representative must be notified by the Contractor of all employees who fail to appear for ~~the~~ ~~i~~Initial ~~a~~Assessment appointments within three (3) business days of the missed appointment. An employee who fails to appear at a scheduled appointment is not eligible for an appointment for a year.

7. Amend Section 3.2.3 to ADD a comma as follows:

3.2.3 Online Educational Modules and Webinars - Optional Services

If the State chooses, the Contractor shall provide all State of Maryland Employees access to online educational materials, modules and webinars on topics, including but not limited to, conflict resolution, eldercare, fitness, nutrition, stress management, family

care, addiction, trauma, legal and financial topics. Access to the information should be provided through the State of Maryland's Employee website and should be promoted by the Contractor.

8. Amend Section 3.2.6 as follows:

3.2.6 Reports

Provide monthly, quarterly, and annual aggregate reporting of plan utilization and activity data including but not limited to: number of referrals, source, problem areas, open cases, closed cases, number of sessions per referral, **location of EAP counseling sessions**, timeliness of appointment scheduling, gender of employee, age bands, marital status, and referral outcome. Quarterly reports ~~must~~ **should** also include a summary and detailed supporting data on performance specific to each Performance Guarantee. Contractor will also report results of each performance measure quarterly.

9. Amend Section 3.2.7 (l) as follows:

l. Notify the agency EAP coordinator if a referred employee fails to contact the EAP provider ~~within 72 hours of~~ **at least 3 Business Days before** the EAP counseling session or if the referred employee fails to attend the EAP counseling session;

10. Amend Section 3.2.7 (t) as follows:

h. Make a reasonable effort to ensure referred employees will not need to travel more than 50 miles from either their workplace or home for an EAP appointment.

Issued and authorized by

<signed>
Rachel Hershey
Procurement Officer