



**ADDENDUM
EMPLOYEE ASSISTANCE PROGRAM
CITY OF AUSTIN, TEXAS**

RFP: JRD0305

Addendum No: 2

Date of Addendum: April 8, 2015

This addendum is to incorporate the following changes to the above referenced solicitation:

1.0 Questions:

Q1: How long have you currently been with Alliance Work Partners?

A1: The current contract term with Alliance Work Partners is three (3) years with two (2)-12 month extensions.

Q2: Regarding applicable State licenses, is it a requirement to have necessary State licenses to bid on this opportunity or can a vendor secure all necessary licenses prior to contract award?

A2: A State of Texas license is not required, but if the Proposer does have any applicable State of Texas licenses we would like for them to be submitted.

Q3: Is it the City's goal to work with a qualified provider that is headquartered in Texas?

A3: It is not a requirement to be headquartered in Texas, but it is a requirement to have a local office for counseling and training services. Proposers will be evaluated on local business presence with a maximum of 10 points to be awarded. Please refer to Section 5.0 of the Section 0600.

Q4: Regarding program promotion and orientation, how many service, orientation and/or training hours are provided thru the incumbent program? How many hours did the City use last year for orientations and trainings?

A4: 2014 Orientation = 0 hours, 2014 Events = 16 hours, 2014 Trainings = 410 hours. Reports with this information are uploaded as Exhibits 6 and 7. We request for vendors to attend our Health Expos up to 4 times per year with each event being 8 hour days.

Q5: Specific to management training, how many management trainings do you all conduct on an annual basis? How long have your trainings lasted in the past?

A5: In 2014 we did not have any management specific trainings schedule, although we do require management trainings to be an option. Typically all trainings are 1-2 hours in length.

Q6: For critical incidents (i.e. a natural disaster, ee fatality, layoffs, etc), how many events did the City have last year? Is support included in the current rate or an additional fee?

A6: There were 17, and they are included in the current rate and unlimited.

Q7: The RFP references support for compliance with Department of Transportation regulated employee situations (i.e. DOT regulated drivers failing drug tests)? Please confirm and detail the support the City will require from the selected EAP vendor. How is the City billed for these cases by the incumbent provider? Would the City prefer the cost for DOT support by included in the quoted EAP rate or billed on a case by case basis?

A7: 49 CFR 40 subpart O, added as Exhibit 8, details the express duties and requirements for SAPs to be supplied by the Vendor. Briefly; the EAP will provide certified SAPs who will evaluate the

employees who fail an Alcohol or Drug test, or self-report a problem with Alcohol or Drugs, and based upon interviews and review of the medical documentation provided by the MRO, creates an initial treatment, counseling, and education plan for the employee, which will determine when the employee will be eligible to return to work; and a longer term testing regimen (1-5 years) for the employee's follow-up program. This is included in the contract rate, and should be included in the rate proposal.

Q8: How many DOT cases/evaluations did the City have in 2013 and 2014?

**A8: 2013 – Approximately 10
2014 – Approximately 14**

Q9: Does the City have specific Fitness for Duty requirements/policies and does the City work directly with your current EAP provider for these situations? Please also highlight how this is currently priced thru the existing program and what the City's preference may be.

A9: The City does not at this time, but would like to work to establish this with the successful Contractor in the future. All costs should be included in the rate proposal.

Q10: Does the City have a dedicated account manager that ONLY works with the City of Austin and no other customers?

A10: No.

Q11: What is the current rate (price) for the EAP program?

A11: \$259,016.10 for 2015

Q12: Is the City satisfied with the program utilization?

A12: Yes.

Q13: Why is the City out to bid?

A13: The Contract term is ending.

Q14: Where is the City's satisfaction level with the incumbent provider?

A14: Satisfaction level is high.

Q15: Has the City had any service issues?

A15: No.

Q16: Is the City interested in looking at enhancements or modifications to its current EAP program design?

A16: No.

Q17: Has the EAP program maintained the same program components for the life of the program? Have there been any changes? Is it the City's goal to keep the program the same?

A17: The components have remained the same throughout the life of the Contract with the Tobacco Cessation course having changes. It is the City's goal to keep the program the same.

Q18: Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance? How are these services being administered? Are the childcare, eldercare services self-service or does the program provide research and referrals? We can provide formal, full service legal, financial, childcare, eldercare and personal convenience assistance within our EAP services, would you like these included as a program option?

A18: Yes, the program allows for legal, financial, childcare, eldercare and personal convenience care through a website and by phone. The program can provide referrals. Legal, financial, childcare, eldercare and personal convenience care should be included as a program option.

Q19: For Tab 1: Please define how you perceive "large" employer groups.

A19: 10,000+ employees.

Q20: For Tab 2: Aside from forms 0835 and 0900, the other three forms do not contain fillable fields. How should we fill them out?

A20: Forms 0800 and 0805 have a solicitation number field (RFP JRD0305) and a signature block. Form 0810 is included by reference.

Q21: Is there a specific MBE/WBE utilization requirement for this contract?

A21: No

Q22: If so, how has the incumbent met this goal?

A22: There are no goals.

Q23: What are the specific MBE/WBE certifications the City will recognize for compliance purposes?

A23: Vendors must be certified through the City of Austin.

Q24: Is there a preference that MBE/WBE suppliers utilized for compliance purposes be headquartered in the state of TX?

A24: No, the only requirements are those that are necessary to be certified with the City.

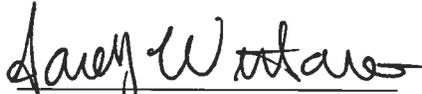
Q25: How will MBE/WBE utilization efforts impact the evaluation factors during award consideration?

A25: This is not an evaluation factor. Please evaluation factors in Section 5.0 of the 0600.

2.0 ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

BY THE SIGNATURES affixed below, this Addendum is hereby incorporated into and made a part of the above-referenced Invitation for Bid.

APPROVED BY:


Sandy Wirtanen, Buyer II
Purchasing Office

4/8/15
Date

ACKNOWLEDGED BY:

Vendor Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICITATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.

