



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

RFP: JRD0305

Addendum No: 3

Date of Addendum: April 13, 2015

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

1.0 Questions:

Q1: Please provide the rate history since the beginning of the contract.

A1: 2011-2013 = \$246,682

2014-2015 = \$259,016

Q2: How many total hours of On-site Tobacco Cessation Training have been provided in each of the last three (3) years?

A2: Reports from 2014 and 2013 with the Tobacco Cessation training hours were provided in the addendum issued on 4/8/2015. There were four classes conducted in 2012.

Q3: How many hours of critical incident stress debriefings were provided in each of the last three (3) years?

A3: Reports from 2014 and 2013 with the Critical Incident hours were provided in the addendum issued on 4/8/2015. There were four critical incidents in 2012.

Q4: How many mandatory referrals has the City had in each of the last three (3) years? How many were substance abuse related?

A4: 2014 = 15 total, 14 were substance abuse; 2013 = 4 total, 4 were substance abuse; 2012 = 16 total, 15 were substance abuse.

Q5: 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.)?

A5: The City of Austin is not experiencing any specific issues different from other organizations. There have not been any reductions in force. Critical incident numbers are given in the reports provided.

Q6: Please provide utilization information regarding call volume i.e. the number of calls received into the EAP for each of the last three (3) years.

A6: 2014 = 397 calls; 2013= 529 calls; 2012 = 341 calls

Q7: When asked to "confirm acceptance of each requirement," is "confirmed" a sufficient response or are you also seeking a description of how each requirement will be met?

A7: Confirmed is a sufficient response.

Q8: Where should Section 0605 Local Business Presence Identification Form be placed within the proposal/table of contents?

A8: This should be placed in Tab 3 with the other Purchasing documents.

Q9: Is the Helpline currently answered by customer service representatives or clinical personnel?
A9: It is currently answered by customer service representatives.

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

4/13/15

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.