ADDENDUM #1
RFP 19-04-317
EAP SERVICES

May 15th, 2019

To: All Vendors of Record

RE: Addendum #1

All vendors are to accept the information contained herein as the official response of IPTC.

TO ALL BIDDERS OF RECORD AND TO WHOM IT MAY CONCERN:

This Addendum is being issued prior to the due date for receiving proposals.

This Addendum forms a part of the Contract Documents and modifies the original Request of Proposal as noted below and shall be incorporated into the Contract Documents. All other provisions of the RFP released April 24th, 2019 with the exception of changes below, shall remain unchanged.

This Addendum is issued in accordance with the provisions of Procurement Instructions of the Request for Proposal document. All Proposals shall be based upon work as modified by this Addendum.

Acknowledged receipt of this Addendum on the Acknowledgement of Addendum Form is required. Failure to do so may result in disqualification of the Bidder.

This addendum addresses written questions received before the due date and time concerning RFP 19-04-317 EAP Services

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1. Page 6 Section 1.2, 1st paragraph – What does it mean "IndyGo desires an addition of the administration of the discount program?"
   IPTC Response: Is there a discount program available for IndyGo employees to take advantage of?

2. Clarification on the number of visits per employee and the number of visits per qualified dependents that your current vendor is providing: Page 7, EAP Services # 1: Is it 8 sessions per qualified person or 8 sessions per family?
   IPTC Response: 8 sessions per qualified family member per event

3. What is the current annual utilization percentage IndyGo is experiencing and what was the utilization percentage for the previous contract year?
   IPTC Response: 2017 = 8.84% and 2018= 5.49%

4. How is the current utilization percentage calculated – strictly on claims or does it include all "touches" – meaning every contact with HR, Supervisors, employees at health fairs, trainings, etc.
   IPTC Response: This includes contacts with supervisors, trainings, and claims.

5. Page 8 Section 1.2, EAP Services #19 – could you supply a description of IndyGo's Health and Wellness Coaching program?
   IPTC Response: Employees participating in the wellness program have a biometric health screening during their first quarter of participating in the wellness program. They are expected to complete at least 4 coaching sessions, one healthy activity (that will help them achieve the goal/goals set by the health coach), and one physical. Participating in the wellness program allows employees to pay 15% of the health insurance premium, whereas non-participating employees pay 30% of the premium. Also, employees can earn up to $150.00 for reaching the goals set by the health coach.

6. Page 8 Section 1.2, EAP Services # 26 – "The Vendor will strive to provide short-term counseling where feasible, and not simply act as a clearinghouse." Speaking to this statement – how is the current EAP formatted – are employees and eligible dependents able to use all their sessions and then move into insurance or are the presenting problems screened and moved to insurance without using the EAP (or using one-two sessions). If moved to insurance what percentage of cases does this involve in a year?
   IPTC Response: The current EAP is formatted such that if a counselor can resolve the issue/concern in 8 visits or less, they will stay with EAP. If it appears, after a few visits that the individual may need additional help beyond the scope of what can be provided with EAP, they may receive a referral sooner rather than later. This will minimize having the employee to re-present the concern when/if they must transfer.

7. Page 9 Section 1.2, EAP Services # 29 – "caseload activities of the provider" – what is this referring to – management referrals or routine cases or something else?
   IPTC Response: The caseload of activities would include but not limited to the following information; how many number of new cases opened (Assessments, follow-up, phone contacts, no shows, etc.) individuals provided consultations, number of employees in training (number of sessions and number of attendance), number of visits to work life services, number of hours spent, cases closed, referrals made.

8. Can IndyGo send a census that we can use for quoting our EAP product?
   IPTC Response: There are 725 employees, of which 523 are union represented and 202 are not.

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