



Department of Procurement Services

160 South Hollywood Street · Room 126 · Memphis, TN 38112 · (901) 416-5376

QUESTIONS AND ANSWERS

RFP 07172023LB Employee Assistance Program (EAP) Services

1. Why is MSCS out to bid?

Answer: The contract for our current EAP services expires September 1, 2023. Current contract since 2018.

2. What is MSCS looking for in a potential new partner that they're not currently receiving from their current vendor?

Answer: It is imperative that the chosen vendor provides training for district employees, works well with HR personnel (esp. OPS, Benefits, Staffing, and Total Rewards), supports the Superintendent's vision, listens to the needs of stakeholders, and quickly responds with requests for support.

The current EAP vendor meets the needs of employees within the district. They provide a variety of counseling and mental health services. An even better would have a component that incorporates a mental fitness assessment of employees with whom the district has acute concerns. Ideally, this would be at no additional charge for the district.

3. Who is the current vendor?

Answer: Methodist Le Bonheur Healthcare

4. Where is MSCS' satisfaction level with your incumbent provider?

Answer: Satisfied

5. Have there been any service issues? If so, please explain.

Answer: The vendor that we currently have satisfactorily meets the needs of the district. Of course, the more high-quality services provided at the lowest price is always given the strongest consideration.

6. How long have you been with this vendor?

Answer: Since 2018 and 1999-2013

7. What does the current program model look like?

Answer: In person, virtual, and telephone options

8. How many EAP counseling sessions are included in the current program?

Answer: 10 PEMP

9. Does the current program allow for legal, financial, childcare, eldercare, and personal convenience assistance? How are these services being administered? Through a website or can their employees call and speak to lawyers, financial professionals for example? Are the childcare, eldercare services self-service or does the program provide research and referrals?
Answer: EAP Work/Life Enrichment resources include a variety of accessible online resources
10. Regarding trainings, how many onsite training hours are currently included in the program? How many were used last year?
Answer: 24 onsite, 26 utilized
11. In the same vain, for critical incidents (i.e. a natural disaster, ee fatality, layoffs, etc) what type of support does the current program allow for? How many annual onsite hours are built in? How many events were there last year?
Answer: CISD/Crisis support as needed; 21 crisis events last year
12. What is the current rate on the program?
Answer: .81 PEPM
13. What has utilization looked like for the current program? Is MSCS satisfied with the program utilization? Can you provide a copy of the most recent utilization report?
Answer: Yes. It is attached.
14. With most of our workforce remote and no longer in an office with the same printing and binding capabilities is there an option to submit our response electronically?
Answer: Yes
15. Due to the quick turnaround of this RFP and over a holiday weekend we request the opportunity to provide references upon being named a finalist, will this be acceptable to MSCS?
Answer: Yes
16. A few of the providers requested in the provider network grid are not standard to an EAP (for example RNs and Psychologists), with that said we will plan to fill in the fields that are standard to an EAP network, please advise if this will be a problem.
Answer: Yes, that is acceptable.
17. Could you provide a zip code census?
Answer: Shelby County and surrounding area zip codes
18. What has been your PEPM for the past three years?
Answer: .78 in 2018; .81 with the addition of work/life resources
19. How many hours were used in the past three years? Could you break those down to CISD, supervisory training, webinars, table/booths/visibility, open enrollment?
Answer:

June 2020 to May 2021- 3 hours CISD, 10 hours Training/Orientation

June 2021 to May 2022 – 38 hours CISD, 39 hours Training/Orientation/Events

June 2022 to May 2023 – 47 hours CISD, 78 hours Training/Orientation

20. Are you looking for a PEPM or lump sum in the pricing?

Answer: Both

21. Is the MBE/DBE requirement required? If so, what is the percentage?

Answer: There is no MWBE percentage requirement.

22. If we are not MBE/DBE certified, would you accept an effort to reach out to our clinicians and clinician offices to see who is certified or is eligible for certification and a commitment to get them certified?

Answer: Neither certification is required.

23. What has your Utilization Rate been for the past three years?

Answer: This Year 4.08%, Last Year 3.56%, and 4.21% Year Before Last

24. Could you provide a sample Utilization Report?

Answer: It is attached.

25. What has been working with your current EAP program and what could improve?

Answer: Our current EAP vendor is responsive and flexible. They are also priced reasonably. A mental fitness assessment for selected employees at no additional cost would be an improvement.

26. How many Substance Abuse Professional Services (SAPS) cases have you had in the past three years? What has been the rate per case?

Answer: SAP is not a resource utilized by MSCS.

27. What is meant by "Electronic Media" tab? (What would you like inserted here?)

Answer: A copy of your RFP proposal should be provided electronically via a USB drive.

28. Is this the correct way to address the mailing address:

Ms. LaQueeya Braxton, Senior Buyer
Shelby County Board of Education
Procurement Office
160 S. Hollywood Street
Room 126
Memphis, TN 38112

Answer: Yes, the address is correct.

29. Who is the current EAP provider and how long have they been providing services to the organization?

Answer: See prior answers.

30. Please provide the current rate and a rate history throughout the contract term for the EAP.

Answer: Refer to Question #23.

31. How many hours of the following services are included within the current EAP contract per year?

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident support events (# events/# hours)
- Webinar training

Answer: 28 hours included for training (in person or virtual) and health fair/district events

EAP Orientation as needed, and CISD/crisis support as needed.

32. How many total hours of the following services were utilized in each of the last two (2) years?

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident support events (# events/# hours)
- Webinar training

Answer: June 2020 to May 2021- 3 hours CISD, 10 hours Training/Orientation

June 2021 to May 2022 – 38 CISD, 39 hours Training/Orientation/Events

June 2022 to May 2023 – 47 hours CISD, 78 hours Training/Orientation

33. Please provide copies of 2021 and 2022 EAP utilization reports.

Answer: It is attached.

34. If reports are not available, please provide the following for each of the last 2 years and YTD:

- Number of employees on which the report is based
- Total number of clinical cases
- Total number of work-life cases
- Total number of clinical sessions

Answer: Based on 13,000 employees

June 2020 to May 2021 – 559 cases opened, 1,823 clinical sessions.

June 2021 to May 2022 – 478 cases opened, 1,830 clinical sessions.

June 2022 to May 2023 – 544 cases opened, 1,821 clinical sessions.

35. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

Answer: 4

36. What are the three components that are most important to you in an EAP?

Answer: Supporting the Superintendent's initiatives, timeliness/availability, and qualified EAP personnel

37. Is your workforce currently in-office, remote, or hybrid?

Answer: In office

38. Please provide insight into the condition of the workforce. Are your employees facing:

- Stress?

- Low Morale?
- Inflation worries?
- Financial challenges?
- Burnout?

Answer: All

39. How do you utilize EAP in managing employee health and well-being?

Answer: Employees are provided have access to a variety of support services to mitigate stress and promote social and emotional well-being

40. How do you currently track the effectiveness of the EAP program?

Answer: Utilization Reports, Impact Reports, Client Satisfaction Surveys, and Contract Representative Consultations

41. How do you currently track and manage contract compliance?

Answer: We utilize and maintain a contract management system, Ntracs, and it is designed to provide greater control, consistency, and compliance with contract review and filing.

42. Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

Answer: Yes

43. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

Answer: CSR

44. Please provide an employee zip code census in Microsoft Excel format so we may run a GeoAccess provider coverage report.

Answer: Additional clarification needed regarding this question.

45. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

Answer: It could be either or both.

46. Who is your health plan provider and is the plan self-funded?

Answer: Methodist LeBonheur Healthcare is the health plan provider for Shelby County Schools, along with Cigna.

47. Is a valid Shelby County Business License required at time of proposal to be eligible for award?

Answer: No, however; If the respondent has a Shelby County business license, please provide it in your proposal.

48. Is there a MWSBE subcontracting goal? What is the percentage? Is a Good Faith Effort (GFE) sufficient/required?

Answer: There is no MWBE percentage goal required for this solicitation.

49. "Please describe any contractual relationship your organization currently has with Methodist Hospital Corporation in Memphis. If no contractual relationship currently exists, please describe your willingness to enter into a contractual relationship with Methodist Hospital Corporation if MSCS so requests." Please describe what type of contractual relationship is expected and what the purpose is. Please explain the reasoning behind why MSCS would request that the vendor enter into a contractual relationship with Methodist Hospital Corporation.

Answer: MLH offers a clinic agreement for Shelby County Schools employees through Methodist Community Care associates, contracted with the Shelby County School Board to provide clinic services for employees.

50. Can you please confirm that they effective date is 9/1/23? Is there flexibility to have a 60 day implementation period?

Answer: Yes and No

51. Is there a required % for MWBE requirement?

Answer: There is no MWBE percentage goal required for this solicitation.

52. Please confirm the headcount eligible for the EAP benefit. Is it 23,000 or 15,000 as our employer service hours are dependent on the headcount.

Answer: 15,000 for active employees but will include pre and post retirees at no additional cost to the district

53. Are you able to share current utilization for the last 2 years?

Answer: Yes. It's attached.

54. Can you share a current eligible census?

Answer: In order for MSCS to answer this question, more clarity is needed.

55. Can you kindly share your current contracted rate?

Answer: Refer to Question #12.

56. Who is your current EAP vendor?

Answer: Refer to Question #3.

Thank you,

Procurement Services