



LAKE COUNTY FLORIDA

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ADDENDUM NO. 2

Addendum Date: March 25, 2014
Request for Proposal 14-0019
Employee Assistance Program (EAP) Services

It is the vendor's responsibility to ensure their receipt of all addenda, and to clearly acknowledge all addenda within their initial bid response. Acknowledgement may be confirmed either by inclusion of a signed copy of this addendum with the initial bid response, or by completion and return of the addendum acknowledgement section of the solicitation. Failure to acknowledge each addendum may prevent the bid from being considered for award.

The purpose of this addendum is to provide responses to vendor questions.
This addendum ___ does X **does not change** the date for receipt of bids or proposals.

The following additional questions and responses are provided for information. Questions 1 through 5 were addressed in Addendum No.1.

Question 6: How many hours of on-site Critical Incident Stress Debriefing sessions, if any, were conducted over each of the last three contract years?

Answer 6: See the annual reports provided with the RFP. There were no onsite Critical Incident Stress Debriefing sessions for the last three (3) plan years.

Question 7: What is the total number of on-site CISD hours included in the County's current contract on an annual basis?

Answer 7: Onsite CISD is available upon request, see current contract at http://www.lakecountyfl.gov/DocumentShare/Procurement_Services/term-supply_contracts/08-0025.pdf.

Question 8: What is the total number of training hours included in Lake County's current contract on an annual basis?

Answer 8: Onsite training hours are available upon request. See current contract: http://www.lakecountyfl.gov/DocumentShare/Procurement_Services/term-supply_contracts/08-0025.pdf

Question 9: How many training hours were used each of the last three years?

Answer 9: None

Question 10: What is the total number of training hours for employee and supervisor orientations, brown bag seminars, annual open enrollment sessions, and other sessions that Lake County anticipates would be required annually?

Answer 10: Per Statement of Work, Item J, Provide annual training session for all County supervisory personnel and per Statement of Work, Item K, Provide a minimum of eight (8) hours for onsite EAP seminars.

Question 11: Please confirm that Lake County is seeking quotes for a 6-session EAP.

Answer 11: Confirmed

Question 12: Does the current program include toll-free access to attorneys, financial professionals; elder care and child care specialists, etc. for support with work-life issues or are these services provided online only?

Answer 12: It includes toll-free access

Question 13: How many employees fall under the Department of Transportation regulations regarding substance abuse?

Answer 13: Approximately 70 employees.

Question 14: How many DOT cases occurred during each of the last three years?

Answer 14: Please refer to the provided annual reports for utilization of DOT/SAP, Fitness for Duty etc.

Question 15: The RFP states that the complete RFP document must be submitted with the response. Do each of the items listed under Section 2 - Scope of Services need to be addressed within the RFP document or are these items addressed within the Excel file?

Answer 15: Section 2 – Scope of Services is addressed in the Questionnaire/Excel file.

Question 16: Are the Life Coaching services delivered on a one-to-one basis or are these group sessions done via webinar, for example?

Answer 16: One to One, via telephonic sessions

Question 17: How many total hours should be included for Critical Incidents and trainings?

Answer 17: RFP states unlimited, but as stated above, has not been requested in the last 3 years.

Question 18: Are referrals for Fit for Duty and SAP acceptable?

Answer 18: As stated in the Rate Quote tab, SAP and FFD Evaluations fees may be charged separately. List fees under Additional Fees.

Question 19: Confirm the number of training, critical incident response, and health fair hours requested separately.

Answer 19: These items are addressed in the Scope of Services.

Question 20: Is it a requirement of your selected EAP and Work-Life Services to include Fitness for Duty exams for employees?

Answer 20: It is an important component, however we would like the vendor to submit a quote if FFD exams are not included.

Question 21: Is it a requirement of your selected EAP and Work-Life Services to include Substance Abuse Professional (SAP) services?

Answer 21: Yes.

Question 22: Can you prove previous utilization information for the Life Coaching Services, (A.b.) of the scope of work?

Answer 22: See the annual reports provided with the RFP.

Question 23: Scope of Services, Section 2.1, letter D - Is it the preference of the County that routine (non urgent) requests for counseling, the EAP vender should schedule the first EAP counseling appointment for the employee/dependent, rather than the employee/dependent calling the referral given to schedule his/her own appointment?

Answer: The requirement is to provide assistance to members in scheduling counseling sessions and that the proposed process shall be timely.

Question 24: Scope of Services, Section 2.1, letter E - Who currently provides the County's behavioral health benefits?

Answer 24: See the current contract at the following link:

http://www.lakecountyfl.gov/DocumentShare/Procurement_Services/term-supply_contracts/08-0025.pdf.

Question 25: Scope of Services, Section 2.1, letter H - Are the quarterly meetings between the Account Manager and the County to be in person in Lake County, or can the meeting take place via teleconference/phone call?

Answer 25: It depends upon the needs of the County at the time of request.

Question 26: Scope of Services, Section 2.1, letter J - Is there to be one(1) training session for all supervisory personnel, or will multiple session be required to accommodate all of the supervisors? Is this to be provided onsite, or would webinar/online training suffice?

Answer 26: One (1) training annually onsite.

Question 27: Scope of Services, Section 2.1, letter R - Provide utilization data for Fitness for Duty Evaluations for the past 3 years.

Answer 27: See the annual reports provided with the RFP.

Question 28: Scope of Services, Section 2.1, letter S - Provide utilization data for DOT SAP service for the past 3 years.

Answer 28: See the annual reports provided with the RFP.

Question 29: Page 9 of the RFP, Tab D, Financial Stability. Given that we are a private company, we do not provided financial statements. Would a letter from our bank attesting to our financial standing suffice?

Answer 29: Yes.

Acknowledgement of receipt and understanding of this addendum:

Firm Name: _____ Date: _____

Signature: _____ Title: _____

Typed/Printed Name: _____