TO: All Holders of Request for Proposal No.18-04
Supplemental EAP Provider Support Services

DATE: November 19, 2018

SUBJECT: Answers to Questions Posed by Interested Parties

The information provided herein below is for informational purposes only. Any changes to the RFP will be by written addendum only and nothing stated in the following material shall be construed as a change or qualification, in any way, to the provisions of the RFP.

QUESTION #1:
Do you currently have this program in place?

RESPONSE #1:
No, this is a new service

QUESTION #2:
What is your current volume of calls?

RESPONSE #2:
The EAP does not track the volume of calls but during after-hours and weekends an estimate would be around 5-10 calls a month. I expect this number to increase once the after-hours and work-life services are available and advertised.

QUESTION #3:
Can you provide a report of the volume of calls/referrals for the last 2 years?

RESPONSE #3:
The EAP does not track the volume of calls but during after-hours and weekends an estimate would be around 5-10 calls a month. As far as work-life referrals, we do not have this service in place so cannot provide a report of the volume of referrals.

QUESTION #4:
Do you currently have Work Life Services?

RESPONSE #4:
No. Work-life services are not currently offered at Port Authority.

QUESTION #5:
Is the Bachelor's/Master's Degree a requirement or an expectation?

RESPONSE #5:
After-hours clinicians are required to have a Master's Degree. Work-Life consultant requirement is a Bachelor's Degree with a preferred Master's Degree.

QUESTION #6:
Are your referrals mandatory or volunteer?

RESPONSE #6:
We do not have mandatory referrals. All referrals are on a voluntary basis.

QUESTION #7:
Are there Supervisor referrals?

RESPONSE #7:
Yes.

QUESTION #8:
Are they escalated immediately or next day?

RESPONSE #8:
This will depend on the Supervisor's request and the severity of the situation as assessed by the after-hours clinician. The Supervisor can request an immediate call to the employee or that the information be communicated to the EAP Manager to be dealt with on the next business day.

QUESTION #9:
Can Port Authority produce a policy for their referral process?

RESPONSE #9:
We do not currently have a policy for the referral process.

QUESTION #10:
Does your EAP Program include Legal Services and Financial Services?

RESPONSE #10:
No, we currently do not offer those services.

QUESTION #11:
Do the Back-up hours include coverage of trainings, vacations and other meetings?

RESPONSE #11:
Back-up hours include full day trainings, holidays, vacations and sick days.

QUESTION #12:
Does Back-up hours include triage emergency care?

RESPONSE #12:
Refer to the Scope of Services, Section 4.1 (2) (b) and (c) on page 26, which describes the clinical risk assessment to determine the callers risk and the management of such risk.

QUESTION #13:
How are emergency referrals reported to the Project Manager? Is this at all times?

RESPONSE #13:
Voicemail message or email after the situation has been stabilized. Yes, this is at all times.

QUESTION #14:
Are you able to put the phone number on the website?

RESPONSE #14:
The EAP number is on our internal website and it will need to be on the Work-Life website as well.

QUESTION #15:
Back-up service is that instant or not?

RESPONSE #15:
Please refer to the Scope of Service, Section 4.1(A)(1), page 25.

QUESTION #16:
High Risk can call anytime?

RESPONSE #16:
Employees in crisis will be encouraged to call anytime.

QUESTION #17:
Can the information be sent in an email or should we call?

RESPONSE #17:
Either Voice mail message or email will work.

QUESTION #18:
Is there mandatory EAP?

RESPONSE #18:
No.

QUESTION #19:
If a Manager has a situation with personnel, can they call or would the person call?

RESPONSE #19:
It would depend on the situation. The Manager may call on behalf of the employee, they may have the employee in their office available to talk to the clinician, or the manager may want to communicate to the EAP that their employee will be calling.

QUESTION #20:
What does Back-up Services cover?

RESPONSE #20:
Please refer to the Scope of Services, Section 4.1.

QUESTION #21:
What about notifications out for a meeting? Will the backup service kick in?

RESPONSE #21:
The EAP Manager would transfer calls into the backup service if attending a meeting in which they are unable to be disturbed. This would be a rare occurrence.

QUESTION #22:
In the scope, page 26, report immediately after call, what is immediately?

RESPONSE #22:
When the high-risk crisis call is completed and the situation is stabilized, the backup service will report the call to the EAP Manager within 30 minutes via voicemail message or email. The report (per Scope of Services Section 4.1(3)(b) on page 26) will be emailed to the EAP Manager within one hour.

QUESTION #23:
Three 30 minute calls per person. Clarification needed on what happens when the call reaches 31 minutes.

RESPONSE #23:
The length of the call shall be monitored by the consultant. Port Authority is not responsible for any additional charges outside of the Scope of Services. Additionally, legal consultations may not be used for employment issues.

QUESTION #24:
Will the Contractor be able to ask financial questions?

RESPONSE #24:
If the information is appropriate to the nature of the call.

QUESTION #25:
When is the anticipated start date?

RESPONSE #25:
The anticipated start date is between mid to late February 2019.

QUESTION #26:
Do you expect a two week turn around after award?

RESPONSE #26:
We aren't sure the exact time it will take to "go-live." This is the reason there is no solid start date. This will be addressed after award with the successful proposer.

QUESTION #27:
Please clarify that the free-to-employee legal and financial consultations are limited to 3 times per year to each employee. (Is that three per benefit year or three per year based upon the date of the initial consultation?)

RESPONSE #27:
Each employee are allowed three free-to-employee 30 minute legal and financial consultations per calendar year.

QUESTION #28:
Does the EAP or Work-Life Services program currently have a call center?

RESPONSE #28:
No, it does not.

QUESTION #29:
Approximately how many individuals do you employ annually?

RESPONSE #29:
We currently employ approximately 2,650 employees.

QUESTION #30:
What is the projected annual increase/decrease over the course of this contract?

RESPONSE #30:
We do not have a projected number, though any changes made will be marginal.

QUESTION #31:
Would you be willing to commit to a proposal that requires a guaranteed minimum number of covered/billable employees?

RESPONSE #31:
We would be willing to consider a proposal for a guaranteed minimum number of employees.

QUESTION #32:
Please provide estimated volumes for EAP and Work-life calls per month. Currently, approximately how many employees make use of the EAP services/programs on a monthly basis?

RESPONSE #32:
The EAP does not track the volume of after hour calls and we do not offer work-life services to estimate. During after-hours and weekends an estimate would be around 5-10 calls a month. I expect this number to increase once the services is available and advertised.

QUESTION #33:
Please clarify the breakdown between the prime contractor and any possible subcontractor. Is it 75/25% of the contract value or actual work performance?

RESPONSE #33:
Per section 2.2.3 of the RFP, the Contractor may subcontract 25% of the work to be performed, the remaining 75% must be performed by the Contractor.

QUESTION #34:
How much lead time will the contractor be given between the contract award and the expected go-live date?

RESPONSE #34:
We do not know this at this time, we expect a go live between mid to late February and an award date of January 25th.

QUESTION #35:
Do you required that these services be performed (in whole or part) locally?

RESPONSE #35:
No Preference, but after-hour clinicians must know and understand the local emergency resources and work-life consultants must be ready to offer service and referral information within the Greater Pittsburgh area.

QUESTION #36:
What is the date/year of the final decision?

RESPONSE #36:
We anticipate presenting this to the January 2019 Board for approval.

QUESTION #37:
We are a private company that does not provide financial information. We have been in business for 35 years and count the Federal Government as a customer. Will you consider a bid without providing financials?

RESPONSE #37:
Per Section 2.7.1 of the RFP, the Proposer will be required to present financial records for Authority to review the financial condition of the Proposer, in order for the Proposer to be considered eligible for award of the Agreement with Authority for the required services. Please refer to the referenced section of the RFP to determine in greater detail what will be required of a privately owned firm, such as yours, and when those items would be required.

QUESTION #38:
Can you confirm if we would be disqualified by responding "no" to the following requirement?

"2.2.2 Agent

A requirement of the Agreement is that the Contractor shall maintain, during the duration of the Agreement, an agent in Allegheny County, Pennsylvania authorized to accept notice and service of process on behalf of the Contractor and the Proposer shall so acknowledge and agree."

RESPONSE #38:
No, the proposal would not be disqualified, but if the Proposer does win the award, they would be expected to acquire an agent prior to the Agreement being executed. If one cannot be obtained, or the proposer refuses to obtain one, the Proposer would then be disqualified.

QUESTION #39:
Would you confirm that you require 10 printed copies of the redlined contract as part of the proposal submission?

RESPONSE #39:
The redlined copies of the contract would be included in the proposal's appendix. It would need to be included in each copy of the proposal.

QUESTION #40:
Why is Port Authority considering these services when an on-site EAP program is already offered?

RESPONSE #40:
We are augmenting our internal EA Program with after-hour back-up and work-life services to better serve our employee's needs.

QUESTION #41:
What are your goals for the hybrid EAP? i.e. enhance benefit package, improve employee health and wellness, manage risk and employee performance, contain healthcare costs?

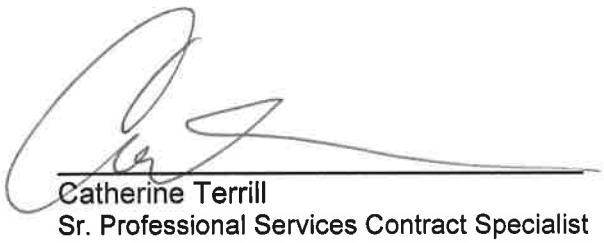
RESPONSE #41:
Our goals are to provide comprehensive behavioral health services to our employees outside normal business hours and to offer work-life services that will provide access to expert guidance, information and referrals to assist our employees in managing daily life events, challenges and finding work life balance.

QUESTION #42:
What services are included in your current EAP?

RESPONSE #42:
The Employee Assistance Program currently provides assessment, referral, short-term counseling, awareness training and case management to our employees and immediate family members along with consultation and training to management.

QUESTION #43:
Does the font size restriction apply to Graphics?

RESPONSE #43:
No. The font size does not apply to Graphics, though, it is important to remember the proposal may have no more than 50 pages.



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cc: Project File