

The Philadelphia Parking Authority
701 Market Street, Suite 5400
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RFP No. 24-02
Employee Assistance Program (EAP) Services
Addendum Two

To: See Email Distribution List

From: Shannon Stewart
Manager of Contract Administration

Date: February 13, 2024

No Pages: 7

This addendum is issued on February 13, 2024, prior to the proposal due date to add, delete, modify, clarify and/or to respond to questions submitted by Prospective Offerors regarding the work included in the above referenced solicitation.

QUESTIONS

1. **Question:** If we cannot submit 3 years of financials will be disqualified from the RFP?
Response: Please refer to II-10 Financial Statements of the RFP document.
2. **Question:** Will you consider signing an NDA if you need 3 years of financials? This is typically a requirement for us to share financial information during an RFP process.
Response: As stated in the RFP document, the Authority will not sign NDA's. Please see Part II-10 Financial Statements of the RFP document.
3. **Question:** Who is the current EAP provider and how long have they been providing services to the organization?
Response: The current provider is Penn Behavioral Health, and the contract has been in place for at least 10 years.
4. **Question:** Please confirm that pricing should be based on 1,066 employees.
Response: As of February 1, 2024, there were 1083 employees however, the Authority hires year-round, as well, there is year-round attrition, therefore that number could increase/decrease at any time.
5. **Question:** What is the current number of counseling sessions allowed per member per issue per year?
Response: Each member is allowed three (3) counseling sessions per issue per year under the current contract.
6. **Question:** Please provide the current rate and a rate history throughout the contract term for the EAP.
Response: The current rate is \$20 per employee per year. The previous rate was \$15 per employee per year.
7. **Question:** 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

Response: There are six (6) 1-hour EAP/Work Life related training sessions included in the contract at no additional charge. Attendance at benefits/health and wellness fairs occurs as needed. Critical incident support is unlimited, as well as web access.

8. Question: 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

Response: Please see below for FY22 and FY23

Trainings - FY22 – 5; FY23 – 3

Onsite health fair/event participation - FY22 Zero (0); FY23 - Zero (0)

Onsite critical incident support - FY22 – Zero (0); FY23 – Five (5)

Webinar training – FY22 - Zero (0); FY23 – Zero (0)

9. Question: Please provide copies of 2021, 2022, and 2023 EAP utilization reports.

Response: Not able to disclose.

10. Question: 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 – **1,028**
- Total number of clinical cases – **FY22 – 30 EAP cases; FY23 – 49 EAP cases**
- Total number of work-life cases -**Zero (0)**
- Total number of clinical sessions – **see clinical cases above**

Response: See above

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

Response: 4

12. Question: What are the three components that are most important to you in an EAP?

Response: Please refer to Part IV – Work Statement of the RFP document.

13. Question: Is your workforce currently in-office, remote, or hybrid?

Response: The Authority's workforce is in-office.

14. Question: How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?

Response: Approximately 50 employees fall under DOT.

15. Question: Are DOT Substance Abuse Professional (SAP) evaluations included within the EAP contract? If yes, is there a cap on the number of evaluations included each year within the EAP rate or are evaluations provided on a fee-for-service basis?

Response: Yes, and there is no cap.

16. Question: How many Department of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been requested in each of the last three years?

Response: Zero (0).

- 17. Question:** Which vendor currently provides EAP services to the Philadelphia Parking Authority (PPA)?
Response: Please see the response to Question 3.
- 18. Question:** How long has the current vendor provided EAP services to PPA?
Response: Please see the response to Question 3.
- 19. Question:** Are there specific areas of enhancement you are seeking currently?
Response: No.
- 20. Question:** Why are you requesting this RFP currently?
Response: The current contract is expiring.
- 21. Question:** What is PPA currently paying for their EAP services, based on how many employees and what session model?
Response: Please see the response to Question 6.
- 22. Question:** What was the total dollar spent for the EAP in the most recent contract year?
Response: Data is not presently available, however, the per employee per month cost is \$20.
- 23. Question:** What was the total dollar spent for the EAP in the prior contract year?
Response: The total amount of the contract for FY23 was \$15,420
- 24. Question:** Is PPA currently receiving Work-Life Services, i.e. telephonic consultation and referral for Childcare, Elder Care, etc.? Should Work-Life Services be included in the quote to be submitted?
Response: Please refer to the Work Statement in Part IV of the proposal.
- 25. Question:** Is PPA currently receiving Legal referral services?
Response: No.
- 26. Question:** Should Legal Consultation Services be included in the quote to be submitted?
Response: No.
- 27. Question:** Is PPA currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners?
Response: No.
- 28. Question:** Should Financial Consultation Services be included in the quote to be submitted?
Response: No.
- 29. Question:** Can you provide recent utilization reports or provide utilization statistics?
Response: Please see the response to Question 10.
- 30. Question:** Specifically, can you provide the total number of initial inquiry/assessment calls to the EAP in the most recent contract year?
Response: Please see the response to Question 10.
- 31. Question:** Can you provide the total number of EAP counseling cases in the most recent contract year?
Response: Please see the response to Question 10.
- 32. Question:** Can you provide the total number of EAP counseling sessions in the prior contract year?
Response: Please see the response to Question 10.

- 33. Question:** Can you provide the average number of EAP sessions per counseling case in the most recent contract year?
Response: Please see the response to Question 10.
- 34. Question:** Can you provide the number of orientation, training, and benefit fair hours in the most recent contract year?
Response: Please see the response to Question 8.
- 35. Question:** How many hours are included annually in the current contract for the number of orientation, training, and benefit fair hours in the most recent contract year?
Response: Please see the response to Question 7.
- 36. Question:** How many of those hours were provided in person for the number of orientation, training, and benefit fair hours in the most recent contract year?
Response: All were provided in person.
- 37. Question:** Are included hours part of a bundle of per type of event for the number of orientation, training, and benefit fair hours in the most recent contract year? Please share details.
Response: Please see the response to Question 7.
- 38. Question:** How many Critical Incident events were responded to in the most recent contract year?
Response: Please see the response to Question 8.
- 39. Question:** How many Critical Incident events were responded to in the prior contract year?
Response: Please see the response to Question 8.
- 40. Question:** How many hours of Critical Incident support were provided in the most recent contract year?
Response: Please see the response to Question 8.
- 41. Question:** How many hours of Critical Incident support were provided in the prior contract year?
Response: Please see the response to Question 8.
- 42. Question:** How many on-site Critical Incident support hours are currently provided in the contracted rate?
Response: Please see the response to Question 8.
- 43. Question:** In an effort to be a “green” company, we generally provide promotional materials electronically. If printed materials are desired, how many printed brochures and how many printed posters are requested annually?
Response: There has been no specified amount requested annually.
- 44. Question:** What hours is the PPA open to receive the proposal from FedEx?
Response: The Authority is available Monday-Friday, 8:30 AM – 4:30 PM to receive packages.
- 45. Question:** Regarding the requirement of one (1) original and six (6) copies to be delivered, in the going green effort, we try to reduce our footprint as much as possible, and therefore would like to ask if this requirement could be reduced?
Response: The requirement for one (1) original and six (6) copies will not be waived.
- 46. Question:** Also, regarding any attachments (such as promotional materials, utilization reports, etc.), could these be excluded in all but the original hardcopy or could this be limited to the USB Drive?

Response: Any documents included in your original proposal must also be included in the six copies.

47. Question: “Whether mailed or hand-delivered, all envelopes must display the company’s name and must be boldly and clearly handwritten (not typewritten) “RFP No. 24-02 Employee Assistance Program Provider”. Would the Authority reconsider this handwritten requirement?

Response: No, the Offeror’s name and project number and title must be handwritten.

48. Question: “Offeror may only submit one copy of their financial statements either with the original proposal or in a separate envelope marked ‘confidential’. ” Is the expectation that this must also be handwritten? Is there any other information required on this separate financial envelope?

Response: Submitting a separate envelope marked “confidential”, whether handwritten or typed, is acceptable.

49. Question: Regarding the Work Statement – “Contractor will be required to provide the following trainings to Authority employees at the Authority’s request. (a) Reasonable Suspicion Training to Authority employees at a supervisor level and above. (b) Substance Abuse Prevention to all Authority employees.” Are both trainings provided today by the incumbent EAP?

Response: Yes, they are. The training is typically held at intervals of once every two (2) years, and as necessary for employees promoted into supervisory capacity.

50. Question: Regarding the Work Statement – “Contractor will be required to provide the following trainings to Authority employees at the Authority’s request. (a) Reasonable Suspicion Training to Authority employees at a supervisor level and above. (b) Substance Abuse Prevention to all Authority employees.” How many hours are anticipated annually for each type of training?

Response: The duration of the sessions are approximately three (3) hours per session.

51. Question: Regarding the Work Statement – “Contractor will be required to provide the following trainings to Authority employees at the Authority’s request. (a) Reasonable Suspicion Training to Authority employees at a supervisor level and above. (b) Substance Abuse Prevention to all Authority employees.” Are these expected to be provided in-person or will virtually be acceptable?

Response: The trainings are expected to be in-person.

52. Question: Regarding the Working Statement – “Have providers who possess knowledge, training, and required certifications to provide US Department of Transportation (DOT)--qualified Substance Abuse Professional (SAP).” We can provide mandatory DOT SAP services. Are these currently included in the EAP contract or does PPA engage another organization for DOT SAP referrals? If included within the EAP contract are there a set number included in the price annually, or are they provided on a fee-for-service basis?

Response: Included in the current contract with no additional fees.

53. Question: Regarding the Working Statement – “Have network EAP service providers with mandatory referral process including fitness for duty evaluations and determinations and threat of violence potential.” Fitness for duty services are not typically provided via an EAP, or its network of EAP service providers, as fitness for duty evaluations are conducted by Psychiatrists. Does the current EAP provide fitness for duty evaluations themselves? Traditionally we will offer consultation related to mandatory referrals including fitness for duty needs. We do engage our providers to help fulfill many of these referral needs. However, for fitness for duty, our role would be limited to consulting with PPA and helping to connect them to an actual provider of fitness for duty evaluations. Is this acceptable?

Response: Yes.

54. Question: Who is the Authority’s current EAP vendor? How long has the Authority been with this vendor?

Response: Please see the response to Question 3.

- 55. Question:** Please confirm the session model(s) the Authority is looking to receive quotes for.
- Response:** The current session model is three (3) counseling sessions per issue per year. Offerors are invited to share models they have for consideration.
- 56. Question:** What is the anticipated date for going live with the program?
- Response:** The contract effective date of April 1, 2024. Please refer to Appendix C- Sample Contract of the RFP document.
- 57. Question:** Please confirm the current EAP benefits included through the incumbent EAP program (i.e. # of counseling sessions, legal, financial, work-life support included?) For example, does the current program include legal, financial, childcare, eldercare and work-life services? Are well-being and/or health coaching services included (i.e. tobacco cessation/weight mgmt./etc.)
- Response:** Please refer to Part IV – Work Statement of the RFP document.
- 58. Question:** Does the current benefit include a digital CCBT platform and/or mobile app?
- Response:** No.
- 59. Question:** Please provide most recent utilization reporting for the incumbent EAP program (preferably the last 2 years of utilization reporting, as possible).
- Response:** Please see the response to Question 10.
- 60. Question:** Does the Authority utilize the incumbent EAP program to support and facilitate Fitness for Duty (FFD) evaluations and/or Dept of Transportation (DOT) substance abuse cases? If so, how is this billed? Is support included within the per employee per month rate or billed on a case rate? Please confirm current pricing and rates, if applicable. If applicable, please provide the number of DOT and Fitness for Duty cases the Authority has had year to date and the number of cases they used in 2023.
- Response:** These services are included, and there have been zero (0) cases to date.
- 61. Question:** Within the EAP marketplace many vendors include a bank of annual service hours that employers can use, per contract year, towards orientations (employee and management), trainings, on-site visibility events (health fairs) and/or on-site critical incident (CISM) support. Does the Authority's incumbent EAP program offer a specific # of hours for trainings, orientations, critical incidents (CISMs), etc.? Does the Authority pay for any of these services on a fee-for-service basis (i.e. hourly rate)?
- Response:** Please see the response to Question 7.
- 62. Question:** Who is the medical carrier?
- Response:** IBX is our current medical carrier.
- 63. Question:** What is the current EAP pricing/rate (PEPM)?
- Response:** Please see the response to Question 6.
- 64. Question:** Where is satisfaction level with their incumbent provider on a scale of 1 to 10 (10 being excellent)?
- Response:** Please see the response to Question 11.
- 65. Question:** What is the driving force behind this RFP request? Have there been any immediate service concerns with the current EAP provider? If so, please do provide applicable details.
- Response:** Please see the response to Question 20.
- 66. Question:** What is PPA's current EAP PEPM rate?
- Response:** Please see the response to Question 6.

- 67. Question:** Would PPA please provide their current Engagement summary?
Response: Please refer to Part IV – Work Statement of the RFP document.
- 68. Question:** Would you please provide a breakdown of PPA employee population? (e.g., How many parking garage attendants, security officers, etc?)
Response: A more in-depth breakdown will be included once the award is finalized. As of February 1, 2024, there was a total of 992 full-time and 91 part-time employees.
- 69. Question:** Would PPA please provide their current EAP utilization?
Response: Please see the response to Question 10.
- 70. Question:** How long has the Philadelphia Parking Authority been with their current provider?
Response: Please see the response to Question 3.
- 71. Question:** On a scale of 1 – 5 how satisfied is Philadelphia Parking Authority with their current provider?
Response: Please see the response to Question 11.
- 72. Question:** What is driving this review process?
Response: Please see the response to Question 65.
- 73. Question:** How many eligible employees will be included in this plan?
Response: Please see the response to Question 4.
- 74. Question:** If able, please confirm the current program in place with Philadelphia Parking Authority.
Response: Please see the response to Question 3.
- 75. Question:** What is the current session model for Philadelphia Parking Authority’s EAP, and would you like a proposal to match that same session model, or something different?
Response: Please see the response to Question 55.
- 76. Question:** Can you share any utilization information?
Response: Please see the response to Question 10.
- 77. Question:** Does the Philadelphia Parking Authority have a bank of hours included in their current EAP and if so, how many hours are included? Would you like that same amount matched in proposals, or include a different number?
Response: Please see the response to Question 55.
- 78. Question:** What is the expected timeline for this RFP?
Response: Please refer to I-18 Notification of Offeror Selection of the RFP Document.

END OF ADDENDUM TWO