



Request for Proposal - Amendment #1

Solicitation Number: MTC-RFP-0883
 Date Issued: 03/31/16
 Procurement Officer: Rina Drescher
 Phone: (803) 822-3209
 E-Mail Address: drescherr@midlandstech.edu
 URL: www.midlandstech.edu/procurement

DESCRIPTION: **Provide Employee Assistance Program Services**

The Term "Offer" Means Your "Bid" or "Proposal".

SUBMIT OFFER BY (Closing Date/Time): May 06, 2016 at 11: A.M., See provision entitled "Deadline For Submission of Offer"

NUMBER OF COPIES TO BE SUBMITTED: One (1) Original in Hardcopy and three (3) copies

QUESTIONS MUST BE RECEIVED BY: April 11, 2016 at 11:00 A.M., See provision entitled "Questions From Offerors"

SUBMIT YOUR OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:	PHYSICAL ADDRESS:
Midlands Technical College Procurement Office P.O. Box 2408 Columbia, SC 29202	Midlands Technical College Reed Hall - 104 1260 Lexington Drive West Columbia, SC 29170
CONFERENCE TYPE: DATE & TIME:	LOCATION:

See provision entitled "Submitting Your Offer"

AWARD & AMENDMENTS	Award date is May 30, 2016. The award, this solicitation, and any amendments will be posted at the following web address: http://www.midlandstech.edu/procurement	
You must submit a signed copy of this form with Your Offer. By submitting a bid or proposal, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of thirty (30) calendar days after the Opening Date.		
NAME OF OFFEROR <small>(Full legal name of business submitting the offer)</small>	OFFERORS TYPE OF ENTITY: <small>(Check one)</small> <input type="checkbox"/> Minority Business <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Corporation (tax-exempt) <input type="checkbox"/> Corporate entity (not tax-exempt) <input type="checkbox"/> Government entity (federal, state, or local) <input type="checkbox"/> Other _____ <small>(See provision entitled "Signing Your Offer".)</small>	
AUTHORIZED SIGNATURE <small>(Persons signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above.)</small>		
TITLE <small>(Business title of person signing above)</small>		
PRINTED NAME <small>(Printed name of person signing above)</small>		
Instructions regarding Offeror's name: An award issued will be issued to, and the contract will be formed with, the entity identified as the offeror above. An offer may be submitted by only one legal entity. The entity named as the offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.		
STATE OF INCORPORATION		<small>(If offeror is a corporation, identify the state of incorporation.)</small>
TAXPAYER IDENTIFICATION NO. <small>(See "Taxpayer Identification Number" provision)</small>	STATE VENDOR NO. <small>(Register to Obtain S.C. Vendor No. at www.procurement.sc.gov)</small>	

HOME OFFICE ADDRESS (Address for offeror's home office/ principal place of business)	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent.) (See "Notice" clause)
	_____ Area Code - Number - Extension Facsimile _____ E-mail Address

PAYMENT ADDRESS (Address to which payments will be sent.) (See "Payment" clause)	ORDER ADDRESS (Address to which purchase orders will be sent) (See "Purchase Orders and "Contract Documents" clauses)
_____ Payment Address same as Home Office Address _____ Payment Address same as Notice Address (check only one)	_____ Order Address same as Home Office Address _____ Order Address same as Notice Address (check only one)

ACKNOWLEDGMENT OF AMENDMENTS
 Offerors acknowledges receipt of amendments by indicating amendment number and its date of issue. (See "Amendments to Solicitation" Provision)

Amendment No	Amendment Issue Date						

DISCOUNT FOR PROMPT PAYMENT (See "Discount for Prompt Payment" clause)	10 Calendar Days (%)	20 Calendar Days (%)	30 Calendar Days (%)	_____ Calendar Days (%)
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P REFERENCES - A NOTICE TO VENDORS (SEP. 2009): On June 16, 2009, the South Carolina General Assembly rewrote the law governing preferences available to in-state vendors, vendors using in-state subcontractors, and vendors selling in-state or US end products. This law appears in Section 11-35-1524 of the South Carolina Code of Laws. A summary of the new preferences is available at [www.procure me nt.sc.gov/preferences](http://www.procureme nt.sc.gov/preferences). **ALL THE PREFERENCES MUST BE CLAIMED AND ARE APPLIED BY LINE ITEM, REGARDLESS OF WHETHER AWARD IS MADE BY ITEM OR LOT. VENDORS ARE CAUTIONED TO CAREFULLY REVIEW THE STATUTE BEFORE CLAIMING ANY PREFERENCES. THE REQUIREMENTS TO QUALIFY HAVE CHANGED. IF YOU REQUEST A PREFERENCE, YOU ARE CERTIFYING THAT YOUR OFFER QUALIFIES FOR THE PREFERENCE YOU'VE CLAIMED. IMPROPERLY REQUESTING A PREFERENCE CAN HAVE SERIOUS CONSEQUENCES.**[11-35-1524(E)(4)&(6)]

P REFERENCES - ADDRESS AND PHONE OF IN-STATE OFFICE: Please provide the address and phone number for your in-state office in the space provided below. An in-state office is necessary to claim either the Resident Vendor Preference (11-35-1524(C)(1)(i)&(ii)) or the Resident Contractor Preference (11-35-1524(C)(1)(iii)). Accordingly, you must provide this information to qualify for the preference. An in-state office is not required, but can be beneficial, if you are claiming the Resident Subcontractor Preference (11-35-1524(D)).

_____ In-State Office Address same as Home Office Address
 _____ In-State Office Address same as Notice Address (check only one)

AMENDMENT - NO. 1

Solicitation #MTC-RFP-0883

AMENDMENTS TO SOLICITATION (JANUARY 2004) (a) The Solicitation may be amended at any time prior to opening. All actual and prospective Offerors should monitor the following web site for the issuance of Amendments: www.midlandstechtech.edu/vendors (b) Offerors shall acknowledge receipt of any amendment to this solicitation (1) by signing and returning the amendment, (2) by identifying the amendment number and date in the space provided for this purpose on Page Two, (3) by letter, or (4) by submitting a bid that indicates in some way that the bidder received the amendment. (c) If this solicitation is amended, then all terms and conditions which are not modified remain unchanged.

Solicitation No. MTC-RFP-0883 is hereby amended as follows:

CHANGE BID CLOSING DATE:

FROM: APRIL 28, 2016 TO: MAY 06, 2016

RESPONSES TO WRITTEN QUESTIONS RECEIVED FROM VENDORS:

Question 1: Who is the current EAP provider and how long have they been providing services?

Answer: REACH EAP and Workplace Solutions have been providing services to Midlands Technical College since 2011.

Question 2: Is the scope of the proposed EAP services the same as the current EAP service contract?

Answer: Yes

Question 3: What is the current rate (PEPM, PEPY, fee-for-service, etc.) being paid for the EAP Benefit?

Answer: This contract is through a Purchase Order for \$10,800 per contract year.

Question 4: Has there been a rate guarantee? For how long?

Answer: Yes. There has been a rate guarantee for the past 5 years.

Question 5: Indicate any rate increases throughout the contract term.

Answer: There have been no rate increases since the original start date in 2011.

Question 6: Please provide the following information regarding the current EAP scope of services:

Answer: See the following:

a. Number of On-Site Training hours included in contract – Eight (8)

b. Number of DOT Substance Abuse Evaluation included in contract – Zero (0)

NOTE: * REACH assists in referring for DOT Substance Abuse Evaluations for a negotiated fee.

c. Number of hours for Critical Incident Stress Debriefings (CISDs) included in Contract - The number of CISD hours are included in the onsite hours.

d. How many DOT cases/evaluations did MTC have in 2015 and to-date in 2016? None

Question 7: What level of support would MTC want included with the CIDSs program?

Answer: Immediate response services for crisis and workplace critical incidents.

Question 8: Would MTC prefer the cost for DOT support be included in the quoted EAP rate or billed on a case-by-case basis?

Answer: Case-by-case.

Question 9: How is MTC currently being billed for DOT substance use cases?

Answer: Case-by-case

Question 10: Does MTC have specific Fitness for Duty requirements/policies and does MTC work directly with their current EAP Provider for these situations? Provide insight into what MTC's preference would be for these services, if applicable. Would MTC prefer the cost for Fitness for Duty evaluations be included in the quoted EAP rate or billed on a case-by-case basis?

Answer: NA

Question 11: Is MTC satisfied with the current program utilization?

Answer: No

Question 12: Why is MTC out to bid?

Answer: Maximum contract period reached by current provider.

Question 13: What goals of the EAP are not being met by the current provider?

Answer: None

Question 14: Has MTC had any service issues? If so, please explain.

Answer: No issues with services.

Question 15: What additional services, if any, is MTC looking for (such as health, coaching, administering an on-site provider at a school location, etc.)?

Answer: No additional services being sought.

Question 16: Please provide copies of the last two years utilization reports, to include the following information:

- a. Total number of face-to-face visits
- b. Total number/hours of telephonic counseling
- c. Average number of counseling visits utilized per participant
- d. Total number of hours of employee seminars and training
- e. Total number of hours provided of supervisory/management training
- f. Total number of hours provided of employee orientations
- g. Total number of hours provided of health fair participation
- h. Total number of hours provided of on-site management consultations
- i. Total number of DOT/SAP referrals
- j. Total number of mandatory referrals
- k. Total number of workplace consultation
- l. Total number of fitness for duty evaluations: REACH will facilitate referrals for Fitness-for-Duty evaluations, which is a very specialized professional service, at a negotiated rate.
- m. Total number of risk assessment screenings

Answer: Please see attachments:

[Utilization I](#)
[Utilization II](#)

Question 17: What types of training are currently provided (wellness, personal, professional training seminars, employee orientations, supervisory training, drug & alcohol education, etc.)? If these are charged at an additional rate, please disclose the hourly or yearly rate for trainings.

Answer: The contract provides for 8 hours of employee education which can be professional training seminars, drug and alcohol education, stress management, etc. Additional hours of training/ onsite services may be purchased at \$125.00/hour.

Question 18: What types of promotional materials are received, in what form (hard copy, electronic), and what amount of each is included within the contract?

Answer:

1) REACH provides hard copies of REACH brochures, wallet cards and posters (the brochures and wallet cards are provided for every current employee as well a supply for every new employee, and these hard copies are provided at health fairs and employee orientations). Posters are provided to be displayed throughout campuses.

2) Supervisor EAP Manuals (hard copy) are also provided for every supervisor which explains how to use the EAP as a management tool, how to monitor and document performance issues, and how to make a supervisor referral.

3) Each month electronic copies of our REACH Frontline Employee and Supervisor newsletters are sent to HR to be distributed electronically to every employee.

4) Each month electronic posters (in both Spanish and English) are provided explaining the focus of our Work Life web services and webinar topic for the month. 5) Each quarter an electronic copy of our REACH Lifelines Newsletter is provided for distribution to all employees.

Question 19: How many hours are included in the contract for participation at health and wellness or benefits fairs per year?

Answer: These are included in the 8 hours of onsite services.

Question 20: How many training hours did MTC use last year for orientations and trainings? Please provide any necessary clarification around any specific requirements, annual events, etc., that MTC would appreciate the EAP to attend and for what duration.

Answer: No training hours were utilized last year; however, training hours will be utilized going forward. MTC prefers the EAP provider be present at the annual benefits fair, employee appreciation day, and available to conduct quarterly training at a minimum.

Question 21: How many health fairs are held each year? How many hours would the EAP vendor be expected to attend during each fair?

Answer: During 2015 there were 3 Health and Benefit Fairs in which REACH participated. The hours of attendance are negotiable.

Question 22: What are the major issues are currently facing the College and its employees?

Answer: According to what has been reported in the REACH Utilization Report, employees have accessed the program for behavioral and emotional issues. The emotional issue for which services were most accessed was STRESS.

Question 23: Is there a required minority subcontracting goal? If so, what is the goal? If there is a subcontracting goal, how does it relate in terms of evaluation?

Answer: The college will make every reasonable effort to contract with MBE's for goods and services. Our goal is to make every effort to achieve at least 10% of the college's total dollar amount of funds expended with certified minority businesses.

Question 24: What is the current and past two years percentage of utilization (utilization rate) for the program by current provider?

Answer: 2014 – 3.72% 2015 – 3.79% for EAP counseling services.

Question 25: How many face-to-face counseling sessions are provided in the program?

Answer: Each employee and their dependents living in the household are entitled to receive 5 sessions of face-to-face counseling per life issue. The current contract is a 5-session model which means that each employee and their dependents living in the household are entitled to up to 5 sessions of face-to-face counseling per life issue.

Question 26: What is the current rate of utilization, i.e., number of employees who use the service annually and the number of dependents who use the service annually?

Answer: In 2015 the Utilization Rate for REACH services was as follows:

24 EAP cases – UR 3.79%

284 cases Work Life web access – UR 44.87%

8 Work Life cases – UR 1.56%

36 Workplace activities (including onsite services, management consultations, provision of promotional materials, and quarterly provision of Utilization Reports.

Question 27: How many total counseling sessions were provided last year?

Answer: 43 face-to-face and 2 telephonic sessions

Question 28: Who currently answers the helpline? Is there a minimum standard of education/training for helpline responders, such as clinicians with Masters-level or above clinicians or is the helpline staff manned with customer service representatives?

Answer: During normal business hours, the EAP call center is staffed by three (3) individuals who are college graduates but who may not have a clinical background. There is always a clinical person on-call and available for anyone who may be in crisis mode. After hours there is a partnership relationship with Workplace Options who follows up on services provided by the day staff to insure calls were handled appropriately. Workplace Options staff make follow-up calls to those seeking assistance to insure they are not in crisis and to assess whether they need additional intervention/direction.

Question 29: How many hours of onsite services (orientations, trainings, attendance at health fairs and other events) are included in the current contract?

Answer: Eight (8) hours of onsite services are written into current contract.

Question 30: How many hours of onsite services were utilized last year?

Answer: Five (5) used.

Question 31: How many hours of critical incident response are included in the current contract?

Answer: None, although EAP is trained and available should trauma or violence occur.

Question 32: How many critical incident response hours were utilized last year?

Answer: None

Question 33: Please indicate what additional or lesser services are included.

Answer: The current contract provides Work Life self-directed web-based services, Legal/Financial web and telephonic services, Child and Eldercare resource research and referral services.

Question 34: Can employees call and speak with attorneys and financial professionals directly or does the program provide research and referrals?

Answer: Employees have a choice. Posters are available for conspicuous placement, which includes a phone number employee scan call. For legal services, telephone sessions are available in which attorneys will advise in a general way or answer questions about wills, whether someone has legal grounds for a lawsuit, etc. Employees can also call the EAP helpline to request a face-to-face meeting with an attorney, which will

be arranged in their area. This includes a free consultation. If the employee chooses to retain the services of the attorney, there is a 25% discount for services.

Financial assistance is unlimited in the number sessions an employee may elect but each session is limited to 30 minutes each and are telephonic only. The financial advisor provides general services but will not advise on how to invest money or other specific matters. Another service provided pertains to ID Theft recovery protection. Employees can speak with professionals who will help organize a game plan when an employee suspects his identity has been stolen.

Question 35: What percentage of the employees covered by the current EAP plan is covered by other mental health service plans or union plans, which may pay for referred psychological services?

Answer: It is estimated at 90%.

Question 36: What is the historical number of critical incident debriefings provided by the current EAP provider during the past two year?

Answer: Three (3) Onsite Support/CISD services.

Question 37: Using a 1-4 scale (with 4 being completely satisfied and 1 being completely unsatisfied), how satisfied are you with the current EAP Provider?

Answer: 3

Question 38: Which entity provides the medical insurance plan?

Answer: The SC Public Employee Benefits Authority (PEBA)

Question 39: Is the medical insurance plan self-funded, experience-rated or fully insured?

Answer: Self-Funded

Question 40: How is the current EAP provider's utilization calculated?

Answer: Utilization is calculated by usage based on the number of EAP cases that are actually seen during contract year (either face-to-face or telephone session), and also includes any on-site events and web log-in's. (The calculation structure is based on a 5-session model for employees and their family members living in the household for per-life issues). For example, an employee or his family member may call and receive guidance five times for parenting issues, then call another five (5) times for stress related issues, then again for five financial-related issues.

Question 41: Are web hits, training attendance, short-term counseling sessions, supervisory training, orientation, critical incident debriefings and other data included in the rates?

Answer: Yes, these are included in the annual \$10,800 contract rate. If MTC wants to use more than the 8-hour services, they could do so at an unlimited hourly rate of \$125 per hour. Booklets for training and posters are included

BIDDER SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE SPACE PROVIDED ON PAGE TWO AND RETURN IT WITH THEIR BID RESPONSE. FAILURE TO DO SO MAY SUBJECT BID TO REJECTION.