

## EAP RFP Questions and Answers

Please confirm that we can submit this via email. On the INVIT-RFP-2025 doc, it states we can submit by mail as hard copy or via email. But I did not see reference to email on the RFP doc. **Email submissions will be accepted. Please submit to [cklein@oneidacountyny.gov](mailto:cklein@oneidacountyny.gov)**

- Please confirm 4 references are being requested **Yes, 4 references are being requested**
- On p. 5, Section B, line 7 it states, “The availability and background of a medical director or a medical consultant. Indicate what role they play and the number of hours per week of on-site service provided.” Can you please elaborate on the ask here? We have clinical/medical directors that oversee operations, but we also have medical consultants on staff. What is meant by “number of hours per week of on-site service provided.” **We are trying to determine qualifications and availability of medical staff.**
- Who is the incumbent provider? **Center for Family Life and Recovery (CFLR)**
- What is the level of satisfaction with the incumbent (1 being low, 10 being high level of satisfaction)? **Decline to comment**
- What is the price-per-employee-per-month that the County currently pays with the incumbent? **\$16.50**
- We provide a mixed bank of hours which can be used for critical incident response, trainings, health fairs, and onsite events. I see the mention of up to 10 employee seminars each year, but is there a preferred number of hours to be included in the bank? **No preference**
- What is included in the current EAP program model? I.e., the number of counseling sessions, the bank of hours, are any services like a coaching program or online services like a cognitive behavioral therapy included? **See attached contract extension**
- What does the utilization look like with the incumbent program? **See attached utilization report**

Can you please confirm this is a 1/1/2026 effective date **Correct**

1. Please confirm that pricing should be based on 1,600 employees. **yes**
2. Is the 3 or 5-session EAP model currently in place? **See current contract**
3. Please provide the current rate and a rate history throughout the contract term for the EAP including current rates for the 3 and 5-session models. **See attachments**

6. How many hours of the following services are included within the current EAP contract per year? **Please refer to the utilization reports.**

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

7. How many total hours of the following services were utilized in each of the last two (2) years? **Please see the utilization report**

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

8. Please provide copies of 2023, 2024, and 2025 EAP utilization reports. **see attached**

9. If reports are not available, please provide the following for each of the last 2 years.

- 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

10. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor? **We decline to answer**

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

**1) Confidential Counseling Services – Mental health support, crisis intervention and referrals for specialized care, if needed. 2) Work-Life Support Resources – legal and financial consultations, childcare and eldercare referrals, substance abuse support, work-life balance coaching. 3) Manager and Organizational Support – consultation for managers on handling difficult employee situations, training and workshops on topics like conflict resolution, stress management and workplace harassment, and support during critical incidents like workplace violence and employee deaths.**

12. How many employees covered under the EAP fall under Department of Transportation (DOT) regulations? **Currently, we have 76 active employees who are in titles that require a NYS CDL license.**

13. 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? How many DOT SAP evaluations have been used in each of the last 2 years? **Currently, the bill from the SAP comes to us via the currently contracted EAP provider and we pay the EAP. We have had no referrals to an SAP for a DOT evaluation in the past 2 years.**

14. The Questionnaire includes a question regarding the availability and background of a medical director or a medical consultant. MDs are not a part of the EAP. Rather, we have staff and affiliate counselors providing intake, assessment, and counseling services including psychologists, social workers, mental health counselors, and master's level counselors. Will the County accept this arrangement? **Please address your capabilities in your response.**