- Given that New York State authorizes licensed mental health counselors holding Diagnostic Privilege (LMHC-D) to independently perform mental-health diagnosis and a substantial range of clinical assessment functions, would Oneida County recognize an appropriately qualified LMHC-D as an eligible provider for the clinical components of this RFP, including comprehensive mental-health assessments, diagnostic evaluations, psychosocial and functional assessments, trauma-related evaluations, clinical risk screening, and related professional consultation? Yes.
- Are any of these services specifically restricted under the RFP to licensed psychologists, psychiatrists, physicians, or other designated professionals? See exhibit A Provider Credentialing.
- Section II(F) indicates that Oneida County reserves the right to award contracts to multiple proposers or award individual proposers only a portion of the requested services.

  Would the County consider a proposal from an independent clinical practice limited to specific professional services, such as mental-health assessments, diagnostic evaluations, workplace trauma consultation, and return-to-work-related clinical assessments, rather than the administration of the entire EAP? Yes.

  If so, are there particular service categories the County anticipates considering for separate awards? No

- The RFP requests that proposers distinguish between services performed by employees and those performed by subcontractors.

  May a selected EAP vendor subcontract defined clinical assessment and consultation services to an independently licensed LMHC-D practice? Yes

  If permitted, must the clinical subcontractor be identified in the initial proposal, or may the selected contractor establish qualified subcontracting relationships following an award? Identified at time of proposal

- Exhibit A identifies master's-level education and appropriate state licensure among the provider credentialing requirements.

  For clinical assessment, diagnostic evaluation, and related consultation services, would an LMHC-D satisfy the County's professional credentialing requirements? Yes.

Are there specific assessment functions under this RFP that must be performed by psychologists, psychiatrists, physicians, or other designated professionals? See exhibit A Provider Credentialing.

- Does RFP #2026-461 establish any Minority Business Enterprise (MBE) or Minority/Women-Owned Business Enterprise (MWBE) participation goals, preferences, or subcontracting requirements? No.

  If so, what are the applicable requirements, and may qualifying clinical services performed by a New York State-certified MBE subcontractor count toward those goals? N/A

- Would the County be able to provide historical utilization information indicating the approximate annual number of employee mental-health assessments, workplace trauma consultations, return-to-work consultations, or other clinical services provided under its current EAP arrangement? See attached utilization report

  Additionally, does the County anticipate a need for independent clinical assessment providers within the Central New York region? Yes

- The main RFP identifies December 4, 2026, at 3:00 p.m. as the proposal deadline, while the accompanying invitation references December 5, 2025.

  Could the County please confirm that December 4, 2026, at 3:00 p.m. is the controlling submission deadline? Correct

- Could you please clarify the following?

  Would Oneida County consider a proposal limited to the educational training components, without the clinical EAP services? No

  If so, could these educational services be delivered virtually by a New Jersey-based provider? N/A

  Alternatively, may a full-service EAP proposer include an independent educational subcontractor to deliver the training components? Yes

  Would the full insurance requirements apply to an educational-only award, or would coverage be determined according to the contracted scope? N/A

- **Current EAP Provider:** Is the County's current EAP provider Center for Family Life Recovery? If not, who is the current provider, and what prompted the County to issue this RFP? Is this part of a routine competitive procurement process, or is the County seeking changes to its existing EAP services? Center for Family and Life Recovery

- **Current EAP Pricing:** The County's previous RFP Q&A referenced a current PEPM rate of $16.50. We would like to confirm whether this remains the current rate and, more importantly, clarify whether the $16.50 is per employee per month or per employee per year. $18.00 is current rate
- **Session Model:** The RFP identifies three-session and five-session models on a per-episode basis. Please clarify how the County defines an episode and whether session limits apply per issue, per year, or under another eligibility structure. Per employee/per month
- **Appointment Scheduling:** Exhibit A requires appointments to be made within three business days of the request. Please clarify whether an appointment must be offered, scheduled, or completed within that timeframe and whether virtual counseling appointments satisfy this requirement. Scheduled within 3 day time frame (virtual would satisfy this requirement)
- **Included Service Hours:** Exhibit A references supervisor training, employee orientations, organizational consultations, crisis intervention, CISD, and up to 10 employee seminars annually. Please confirm the number of service hours the County expects to be included in the base EAP rate for these services. Please refer to the utilization reports.
- **Communication Materials:** Exhibit A outlines specific quantities of printed communication materials, including brochures, payroll stuffers, wallet cards, supervisor manuals, posters, and an EAP video. Would the County accept digital versions of these materials in place of printed copies? Yes
- **ROI Reporting:** The RFP requests utilization and return-on-investment (ROI) reporting. Please clarify the specific ROI metrics or methodology the County expects vendors to provide. Please see the utilization report
- **Program Approach:** Would the County be interested in learning about an enhanced approach to providing EAP, mental health, and well-being resources to employees and their family members, designed to increase engagement and improve outcomes? Yes
- **Previous Proposal Submission:** Employee Network, Inc. submitted a proposal in response to the County's previous EAP solicitation in 2025. Would the County be willing to share feedback regarding our prior submission and the factors that influenced the award decision? We would welcome the opportunity to better understand the County's priorities and strengthen our proposal to support your employees, including those serving in high-stress roles such as first responders. No.
- **Submission Instructions:** The RFP invitation permits submission via email as a single PDF or by mail, while the main solicitation requires four hard copies. Please confirm whether electronic submission via email alone is acceptable or if four hard copies are required. Yes
- **Questions and Answers:** When and how will responses to vendor questions be distributed? On Purchasing website under the RFPs Q & A
- **Anticipated Award Date:** Please provide the anticipated contract award date and notification timeline. By December 31st with contract to commence at January 1st, 2027.

- **Scope and users/participants:** Detailed brief, target roles/population, intended outcomes, platform/service/training components, expected materials, reporting and support.
- **Provider requirements:** Please share employee/family population, service locations, counselling session limits, 24/7 access, critical-incident response, clinician licensing, New York provider-network requirements, confidentiality/HIPAA, utilization reporting, manager consultations, insurance, implementation timeline and whether subcontracting with an accredited EAP provider is permitted. See attached contract extension & utilization reports
- **Commercials:** Budget/pricing model, currency, taxes, licenses/service fees, content/implementation/travel costs, invoicing and payment milestones. N/A