



# County of Roanoke

## FINANCE DEPARTMENT PURCHASING DIVISION

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May 27, 2022

**RFP #2022102**

**Employee Assistance Program (EAP)**

for

Western Virginia Regional Jail

## ADDENDUM NO. 1

**Answer to Questions and Extension to Due Date**  
Due Date & Time:  
**June 15, 2022 2:00PM**  
**(Local Prevailing Time)**

**Addendum No. 1**  
**RFP 2022-102**  
**Employee Assistance Program (EAP)**

1. Due date has been extended to June 15, 2022 at 2:00 PM.

2. What are the satisfiers and dissatisfiers with your current EAP?

➤ **Satisfiers:**

1. I like that we have 2 locations for our employees. A lot of our staff live in the Christiansburg/Radford area, so having an office near that area is nice, along with our Roanoke location.
2. Employees have the option to request evening/weekend appointments as needed, and have a 24-hour emergency service available to them through RESPOND if needed.
3. They provide us with a number of posters, brochures and business cards any time we request them throughout the year and/or for employee benefit/wellness fairs that we hold each May.
4. They send a representative from their office to our annual benefit/wellness fair here at the jail free of charge to set up a table and hand out free EAP swag, brochures, etc.
5. They provide HR with monthly email newsletters to send out to staff on various wellness topics of their choice.

➤ **Dissatisfiers:** I am VERY unhappy with the availability of appointments that are offered to some employees who call and are told they cannot get in within the 48-hour contract agreed upon time frame. Sometimes they are being told they can't get in for 1-2 weeks. I realize that sometimes a person may not be able to take the very first appointment that is offered due to work or personal obligations, but having to wait that long is still unacceptable. Also, since most of our staff work only 2-3 business days per week b/c they work on a shift, this should not be an issue really, but it currently is.

3. How does your current EAP provide "gatekeeping" services or functions?

➤ According to the contract the current vendor does not provide any managed care or gatekeeping services.

4. What is your current employee count?

➤ 175 (includes both full and part time employees who are eligible)

5. How does your current EAP Provider align with other on or off-site employee healthcare or wellbeing providers?

➤ We don't see a lot of direct alignment between our EAP provider and our other vendors, but we do provide our off-site employee/spouse wellness provider, Marathon Health, with their contact information and basic plan coverage information, and they work with our employees to provide this information to them when they see fit. This is helpful as some employees feel comfortable talking to this group about seeing EAP when they might not feel the same level of comfort with us as their employer.

6. What is the average utilization rate for the past three years?
  - Our average utilization rate is approximately 15 appointments per year. I believe this is low for several reasons: employees are hesitant in this line of work to admit weakness in dealing with problems, and they are irritated with not being able to get appointments in a reasonable amount of time.
7. How does your current provider address work-related stressor specific to law enforcement personnel?
  - We did reach out to them about a year ago and asked them to help us with that. They helped create a Zoom recorded presentation (it was during COVID, so lots of restrictions on getting together in person), utilizing 2 of their doctors and 2 of my officers, that addressed all the current stressors, etc. Once edited, we were able to put it out to our employees to watch, and were able to place it on our shared drive as well. It was well received.
  - It would be nice to see a vendor take initiative to reach out to us when they see things in the media that directly affect our profession, etc.
8. What has been the response time for critical incident support, grief support, crisis response?
  - We have been fortunate here at the jail to not have a need for any major use of these types of services since I have been employed here (since 2014). Only small incidents with inmates have occurred and we have just made EAP services available to them off-site, which many have taken advantage of over time to deal with grief associated with finding dead inmates, assisting with suicide attempts, etc.
  - However, our contract does include 5 hours of conflict resolution and 5 hours of crisis counseling.
9. What is your current program model (# of coaching sessions, training hours, etc.)?
  - 3 sessions, per fiscal year (July 1-June 30), per incident/topic, per employee/spouse/dependent: If more sessions are needed, they assist the patient with filing under their own personal insurance plan. If the employee is not legally married, but has been in a mutual relationship for an extended period of time, they will see the significant other assumed the same as a spouse that is covered and we do allow this. We would want this to continue, as many of our overall young staff are not married, but have long-term relationships they must navigate daily alongside the stress and pressure of this job.
  - They offer both self-referred EAP services, as well as supervisory initiated EAP services, wherein we receive only basic completion/compliance feedback as they progress and complete the required services. They also offer Fit for Duty evaluations at an additional cost if requested by Administration.
  - They offer quarterly reports at billing time with the number of visits broken down by employee/spouse/dependent, as well as the types of visits/general problem areas (i.e. work/life balance, relationship stress, school issues, etc.)
  - Our contract includes a 1-hour orientation training for all supervisors, along with reference booklets on how EAP works, EAP theory, and in making appropriate referrals. We have not done this before, but I would like to get all my supervisors through this, beginning with the new fiscal year at some point, and then start doing this with new

supervisors as they come in. Maybe filming an initial training, or doing a train-the-trainer type thing with myself or my HR Specialist...

- Our contract includes them providing orientation meetings for new employees either on an annual basis or based on other agreed upon needs. We have not done this either, and would also like to do the same as I mentioned above with the supervisory training... Topics include things like managing the worksite, relationship skills, personal wellness, etc.
- Our contract includes 2 management consultations for handling departmental conflicts and organizational problems and solutions. We have not utilized these either.
- Our contract includes 2 employee education and awareness presentations. We did use this as I mentioned in another question response, and would like to start utilizing it more. Topics include things like managing the worksite, relationship skills, personal wellness, etc.

10. What is the current program pricing?

- We are charged \$1 PEPM.

11. What is the request program model (3, 5, or 8 sessions)?

- I would like to see pricing for all 3 types of session # program models if possible, as well as any justification that could be offered as to why it would be best for moving to a 5 or 8 session plan and how it would benefit our employees.

12. From Scope of Work 4. "A turnaround time from initial contact to a scheduled meeting with the participant should not exceed forty-eight (48) hours." Is this indicating the meeting should be scheduled or that it should take place within 48 hours?

- Employee should have an appointment that should take place within 48 hours of the call. When they are calling for the use of EAP services, they are struggling with some type of emotional issue typically. Waiting an excessive amount of days for appointments is counterintuitive to the program in my opinion. I would be open to negotiation of possibly 48-72 hours, but no more than that.

13. From Scope of Work 5. "Include in your proposal the location of your facility" – must we, as the offeror, have a physical location locally? Or, will it be acceptable to offer local counseling through offices of our Affiliate providers. (Counselors)

- We would prefer to have a physical location locally, but it would not be a deal breaker necessarily.

14. From Scope of Work 13. "counselor to employee ratio", are you asking for the ratio of WVRJ employees to Counselors? And, if yes, ratio to our Counselors in our EAP Service Center or the Counselors in the area that they may be referred to? If something other than what asked, please provide more detail.

- Because our current vendor has 2 established locations that provide our counselors to employees, yes, they use a ratio of their counselors to our number of employees for this answer. I suppose if you do not have a local office and would be connecting employees to other places for counselor connections/appointments, we would like you to explain that and provide a ratio of possibilities of counselors you have access to along with our number of employees provided.

15. Last page of the RFP – Attachments, indicates a “Direct Contact with Student Form”. Please confirm this is not applicable. However, if applicable for some reason, please explain and provide the form.

➤ This would be N/A for the WVRJ.

16. Are there specific areas of enhancement you are seeking at this time?

➤ Because we are not currently engaging in many of the offered services listed in the above questions/answers, we would just like to take a more mutually proactive path to utilizing those options annually since they are included for the most part at no additional contract cost to us.

17. What was the total dollar spend for the EAP in the most recent full contract year?

➤ \$2,232 (based on 4 quarterly billing payments)

18. Is WVRJ currently receiving Work-Life Services, i.e. telephonic consultation and referral for Child Care, Elder Care, etc.? Should Work-Life Services be included in the quote to be submitted?

➤ We are not currently receiving such services, but would love to hear more about them.

19. Is WVRJ currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount? Should Legal Consultation Services be included in the quote to be submitted?

➤ We already contract with another vendor for this type of service, so this would not be necessary.

20. Is WVRJ currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners? Should Financial Consultation Services be included in the quote to be submitted?

➤ We already partner with several local financial institutions in the area that offer these services to our employees and we utilize many of them already, so this would not be necessary.

21. Why are you requesting this RFP at this time?

➤ It has been many years since an official RFP has been done.

22. Can you provide recent utilization reports or provide utilization statistics?

- Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in the most recent contract year?
- We are not provided with this information.
  - Can you provide the total number of EAP counseling sessions provided in the most recent contract year?
- 14
  - Can you provide the total number of EAP counseling sessions provided in the prior contract year?
- 13

- Can you provide the total number of EAP cases in the most recent contract year?
- The only information they provide to us are sessions held.
  - Can you provide the average number of EAP counseling sessions provided per counseling case in the most recent contract year?
- They do not provide this information to us.

23. 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?

- We typically like to have a stash of printed brochures for our benefit fair, as well as our new hire packets annually, along with business cards for each. If business cards are not an option, we would definitely need some printed brochures. We typically request approximately 100 of each annually if both are options. I am certainly amenable to printing my own posters for the building, as we are a fairly small facility, so these could just be emailed to me.

24. Can you provide the number of training hours provided in the most recent contract year?  
How many of those hours were provided in-person?

- How many hours are included annually in the current contract?
- The specific number of hours are not spelled out in the contract. See a question above.

25. Can you provide the number of orientation hours provided in the most recent contract year? How many of those were provided in-person?

- How many hours are included annually in the current contract?
- The specific number of hours are not spelled out in the contract. See a question above.

26. How many Critical Incident events were responded to in the most recent contract year?

- Zero. The only critical incident events were inmate related, therefore we did not call in EAP services to be on premises, but rather offered information to employees who may have benefited from them.

27. How many Critical Incident events were responded to in the prior contract year?

- Same answer as above.

28. How many hours of Critical Incident support were provided in the most recent contract year?

- Same answer as above. If this includes actual counseling sessions, I would not know that.

29. How many hours of Critical Incident support were provided in the prior contract year?

- Same answer as above. If this includes actual counseling sessions, I would not know that.

30. How many hours of on-site Critical Incident support are currently provided in the contracted rate?

- Our contract includes 5 hours of conflict resolution and 5 hours of crisis counseling.

31. The contract does not state if service providers must be fully licensed or can also include license-eligible staff who are completing their residency (and under the supervision of a fully licensed staff). Can you verify this?

- Yes, this would be acceptable.

32. Who is the current EAP provider and how long have they been providing services to the County?

- Psychological Health Roanoke is the current EAP provider to the WVRJ. They have been providing services to the jail since 2008.

33. Do you have a budget cap or a not to exceed amount for EAP Services?

- We would of course prefer to stay as close to the \$1 PEPM pricing as listed above.

34. What are your top 3 priorities in an EAP?

- Appointment availability for employees within 48 hours of contact.
- Quality counselors in varied areas of counseling topics
- Availability to assist in crisis situations

35. Can you provide the job types (in general) that will be covered under this EAP?

- Sworn Correctional Officers are the bulk of our employees.
- The remaining employees (around 30 or so) are civilians in jobs such as HR, Finance, Maintenance, etc.

36. Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

- I would say our sworn staff face a good bit of stress, low morale at this point due to staffing shortages and low pay for what they do, etc. Because our HR is onsite, that is a plus for them that others do not get to have, so that is an upside actually.
- We have been lucky not to have any staff deaths here, but have experienced several inmate deaths and suicide attempts for which several officers have utilized EAP services I believe.

37. Are electronic signatures on documents acceptable?

- As long as they are acceptable to the County of Roanoke, as they are both our fiscal agent and manage this RFP process, they are acceptable here at the WVRJ.

38. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

- Our current EAP office is local and all is handled in-house for the most part. They have 2 locations, 1 in Roanoke and 1 in Christiansburg. There is an emergency number for RESPOND as well when they do not have office hours available. Regular front desk employees answer the phone to schedule with clinical counseling personnel during regular business hours.

39. Are legal, financial and daily living work/life services currently a part of your EAP program?

➤ No.

40. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

➤ In the past when we utilize references we have typically just called or emailed them with questions.

41. Who is your health plan provider and is the plan self-funded?

➤ Anthem Blue Cross Blue Shield of Virginia, and yes, the plan is self-funded.

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

➤ 3

43. Scope of Work section 5. States: To emphasize confidentiality, the location of facilities where participants will meet with the provider should not be at the WVRJ facility. Include in your proposal the location of your facility, as this will be considered in the evaluation.

a. Within our proposal, we provide our list of counselors identified by zip code only. Due to confidentiality agreements with them, we do not share their address information. Is this acceptable to the County?

➤ This would be acceptable to the WVRJ.

44. Bond Requirements Section:

a. Please confirm that this RFP does not require a bid bond.

➤ There is no bid bond required.

45. What will be the term/length of this contract? Please include any planned option years.

➤ There is the potential of a 5-year contract with yearly renewals.

**Addendum No. 1  
RFP 2022-102  
Employee Assistance Program (EAP)**

**\*\*\*REQUIRED\*\*\***

**\*\*\*Sign and return with your bid package\*\*\***

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**Sign Name:**

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**Print Name:**

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**Date:**

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**Company**

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