

Okaloosa County
Request for Bid #HR-39-14
RFB Questions

Update 4/14/2014

- Can you share what the current “Per Visit” rate is for the program? Also, I am assuming you may pay an annual administrative fee (broken down as a per employee cost) in addition to the Per Visit fee. Can you please confirm? **Individuals have up to 3 therapeutic visits per year, that incorporates an initial screening and/or assessments at which time the appropriate treatment will be initiated for outpatient behavioral health services only, excluding psychiatric visits, medical management and inpatient services. The employee is responsible for service fees beyond the initial three visits. The capitated rate for three visits per calendar year per employee is an annual fee of \$3,850.00. The cost per employee rate is \$4.81 per employee per year and the non-capitated fee for service rate is \$60.00 per visit per employee.**

Update 4/11/2014

- Who currently provides EAP services to Okaloosa County? For how many years? **Soundside Wellness since 10-01-2010.**
- Are you currently pleased with the EAP services you are receiving? **Most of the time, with the exception of sometimes experiencing difficulty in having someone not always available in the respective part of the county where employee is located. Meaning north part of Okaloosa County verses south part of Okaloosa County.**
- Are there specific areas of enhancement you are seeking at this time? **No.**
- Is Okaloosa County currently paying a capitated pepm rate or a cost per visit rate? **No.** What is the rate currently being paid? **Annual contract amount of \$3,850.00.** Based on how many employees? **800**
- What was the total dollar spent for the EAP in 2012 and 2013? **\$7,700.00**
- Is Okaloosa County currently receiving Work-Life Services (eldercare/childcare consultation and referral)? **Yes.** Should Work-Life Services be included in the quote to be submitted? **Yes.**
- Is Okaloosa County currently receiving Legal and Financial Consultation Services? **No.** Should Legal and Financial Consultation Services be included in the quote to be submitted? **No.**
- Why are you requesting this RFP at this time? **To obtain an equivalent provider for employees at a better cost. Also contract is set to expire and our Board requests contacts be rebid occasionally to ensure the county is receiving the best prices and services.**
- Can you provide recent utilization reports or provide utilization statistics? **Yes**
 - Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in 2012 and 2013? **No**
 - Can you provide the total number of in-person EAP sessions provided in 2012 and 2013? **30 users, not sure how many sessions each had.**
 - Can you provide the total number of telephonic EAP sessions delivered in 2012 and 2013? **No**
 - Can you provide the total number of EAP cases in 2012 and 2013? **30**

- Can you provide the average number of sessions provided per case in 2012 and 2013? **No**
- Will Okaloosa County consider language for Mutual Indemnification? **No**
- Do you prefer electronic communication materials, i.e. brochures, posters, or “hard copy” materials? **Electronic and hard copy.**
- Can you provide the number of training hours provided in 2012 and 2013? **Yes.** How many of those hours were provided in-person? **Two hours in person in 2012.** How many were provided via web? **None.**
- Can you provide the number of orientation hours provided in 2012 and 2013? **None.** How many of those were provided in-person? How many were provided via web?
- How many Critical Incident events were provided in 2012 and 2013? **One in 2012.**
- How many hours of Critical Incident support were provided in 2012 and 2013? **3 hours in 2012.**
- Was there a compelling event/reason that accounts for the 16 – 70 swing in EAP visits? **Unknown**
- What is the desired effective date? **10-01-2014**
- Who is the current provider? **Soundside Wellness.** How long has the county been with the current provider? **Since 10-01-2010**
- What is the current pricing arrangement? **\$3,850.00 annually.** What is the current PEPM? **0**
- If a provider cannot provide a fee-for-service pricing mode and can only provide a PEPM model, will that provider be excluded from consideration? **No**
- Would Okaloosa County be amenable to a small administrative fee in the fee-for-service arrangement? **No**
- Is there utilization available? **Yes.** Specifically, can you provide how many new EAP cases were opened in the past 12-36 months? **32** How many Critical Incident Response hours were used in the past 12-36 months? **3 hours.** Were any orientations and/or seminars conducted in the past 12-36 months and if so how many hours of each? **Yes, one training lasting 2 hours.**
- What zip codes should we use to show adequate counselor coverage for the north and southern portions of the county? **32536, 32539, 32531, 32547, 32548, 32549, 32564, 32567, 32569, 32578, 32579, 32580, 32537, 32540, 32541, 32542, 32544, and 32588.**
- Please indicate if the scope of the proposed EAP services is the same as the current EAP service contract? **Yes.**
- Please indicate what additional or lesser services are included in the current solicitation? **No changes in services**
- Are family members of the employees covered by the EAP service? **Yes.**
- How many supervisor and employee EAP training sessions were provided in the past two years? **One session for 2 hours in 2012.**
- How many crisis intervention debriefing sessions occurred in the past two years? **One in 2012.**
- What is the EAP employee utilization rate currently and the rate for the past two years. **Please see contract attached.** <http://www.co.okaloosa.fl.us/contracts/contract/C10-1800-HR.pdf>
- What is the current EAP contractor’s price for the present year and for each of the past two years of services? **\$3,850.00 each year.**

- What is the name and address of the current EAP provider/contractor? **Soundside Wellness, 205 Shell Ave., Fort Walton Beach, Florida, 32548.**
- Please send or email copies of any other EAP provider generated questions and responses for this solicitation? **We will post the questions and answers from all companies to Florida Online Bid Net System and the County Purchasing webpage.**