



*MARTIN O'MALLEY*  
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*ANTHONY BROWN*  
Lieutenant Governor

*T. ELOISE FOSTER*  
Secretary

*DAVID C. ROMANS*  
Deputy Secretary

**Q & A #1**  
**to**  
**Request for Proposals (RFP)**  
**BEHAVIORAL HEALTH & EMPLOYEE ASSISTANCE PROGRAM (EAP) BENEFIT**  
**ADMINISTRATION SERVICES**  
**SOLICITATION NUMBER F10B0400011**

**May 19, 2010**

Ladies and Gentlemen:

The following questions, for the above referenced RFP, were received by e-mail and are answered and posted for all Offerors:

1. **Question:** Who is the State's current EAP provider and how long have they been providing services?

**Answer:** The current contractor is APS Healthcare Bethesda, Inc. The EAP services have been subcontracted to Universal Counseling Services. The current contract for MH/EAP services is for the term July 1, 2006 through June 30, 2011. The publicly available documents for that contract are posted online at:

<http://dbm.maryland.gov/contractors/contractlibrary/Pages/BehavioralHealth.aspx>

2. **Question:** Can a list of all the companies who received this solicitation be obtained?

**Answer:** Yes. Please see the enclosed lists entitled List #1 and List #2. List #1 is a list of companies who were provided notice of availability of the RFP via eMaryland Marketplace, where the actual RFP documents were also posted. List #2 is a list of companies directly contacted who were provided the actual RFP documents via email. To the extent that other organizations learned of the procurement and downloaded the RFP documents from the Department's website or eMarylandMarketplace, identification is not possible.

3. **Question:** Can you please let me know if Maryland will accept proposals for a free standing EAP only without managing the behavioral health benefits?

**Answer:** Proposals received for a single category of service (BH or EAP) will be deemed not reasonably susceptible of being selected for award. Although all proposals received will be initially assessed based on the requirements as set forth in RFP

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45 Calvert Street • Annapolis, MD 21401-1907

Tel: (410) 260-7374 • Fax: (410) 974-3274 • Toll Free: 1 (800) 705-3493 • TTY Users: call via Maryland Relay  
<http://www.dbm.maryland.gov> • [alockett@dbm.state.md.us](mailto:alockett@dbm.state.md.us)

Section 5.5 (Selection Procedures), the State of Maryland is seeking to make a single award to a third party administrator to provide administrative services for Behavioral Health (BH) and Employee Assistance Program (EAP) benefits.

4. **Question:** Is it possible to bid only on the provision of EAP services and not the Behavioral Health Component?

**Answer:** See the response to Question #3.

5. **Question:** What is the current rate (PEPM, PEPY, fee-for-service, etc) being paid for the EAP benefit? Has there been a rate guarantee? For how long? Indicate any rate increases throughout the contract term.

**Answer:** The Maryland Public Information Act (codified at Md. Ann. Code, State Gov't Article, Title 10, subtitle 6, part III) governs the Department's ability to release this information. The Department is prohibited from disclosing the confidential, commercial information of a contractor. State Gov't Art. §10-617(d). The requestor of this information will be provided remedies and information as provided in the PIA. To the extent that any of this pricing information from the current contract is available under the PIA, notice will be provided in a subsequent Q&A.

6. **Question:** Please provide the following information regarding the State's current EAP scope of services:

- Visit Model (# of counseling sessions available per employee per year)
- # of On-site Training hours included in contract
- # of DOT Substance Abuse Evaluations included in contract
- # of hours for Critical Incident Stress Debriefings (CISDs) included in contract

**Answer:** Please refer to RFP Section 3.3.2 and <http://dbm.maryland.gov/employees/pages/eap.aspx> ([www.dbm.maryland.gov](http://www.dbm.maryland.gov), using links "State Employees," then "Employee Relations" and "Employee Assistance Program" links) for more information regarding the State's current EAP scope of services.

- Visit Model (# of counseling sessions available per employee per year)

**Answer:** An EAP initial assessment, which is paid for by the State (including co-payments) and therefore free to the employee, is actually a "window" that can consist of (1) a single one-hour session or (2) up to three separate one-hour sessions, as deemed necessary by the initial assessor. Any counseling recommended by the initial assessor beyond the third session becomes the payment responsibility of the employee (or the employee's health insurance carrier). Employees may be granted administrative leave to attend the initial assessment in the event that the appointment conflicts with the employee's work schedule.

- # of On-site Training hours included in contract

**Answer:** Training sessions are tied to the State Open Enrollment seasons that take place in March and April of each year. Training is provided to EBD staff and benefit coordinators. This training is provided all over the State and there are approximately 120-130 benefit fairs a year. At these sessions, training is limited to the Behavioral Health plan. Training or meetings with the DBM staff on the Employee Assistance Program portion of the plan will be as necessary to assure successful contract administration.

- # of DOT Substance Abuse Evaluations included in contract

**Answer:** This RFP (and the contract to be awarded pursuant to it) does not include services for a drug testing program. An employee can be referred by management to a substance abuse provider for enrollment in a six month treatment program, usually due to a violation of the Governor's *Executive Order (01.01.1991.16), The State of Maryland Substance Abuse Policy*. The State's substance abuse evaluations for its employees, when required as part of the job specifications, are performed under a different contract.

- # of hours for Critical Incident Stress Debriefings (CISDs) included in contract

**Answer:** The RFP does not limit to the amount of CISDs which may be facilitated under the Contract to be awarded pursuant to this RFP. Also, no separate fee is provided for such services.

7. **Question:** Please provide copies of the State's 2008 and 2009 utilization reports, to include the following information:

- a. Total number of face-to-face visits
- b. Total number/hours of telephonic counseling
- c. The 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 consultations
- l. Total number of fitness for duty evaluations
- m. Total number of risk assessment screenings

**Answer:** Offerors will be provided available utilization data upon completion and submission of Attachment E: Confidentiality and Non-Disclosure Agreement as outlined in RFP Section 1.32. The Confidential Data will include (but not be limited to) information relating to the number of new EAP cases and the number of EAP approved visits by month. However, it may not include all of the information in the form of the specific detail being requested in this question.

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

**Answer:** Please refer to Attachment J-4: Administrative Requirements, AR 10 and AR 32-39, for required member communication materials.

9. **Question:** How many hours are included in the contract for participation at health and wellness or benefits fairs per year? How many health fairs are held each year? How many hours would the EAP vendor be expected to attend during each fair?

**Answer:** The State estimates that there that there will be 120-130 benefit fairs each plan year. Each benefit fair is approximately four hours. Please refer to Attachment J-4: Administrative Requirements, AR 9 regarding required Benefit Coordinator training sessions.

10. **Question:** What are the major issues currently facing the State and its employees?

**Answer:** N/A – The EAP administered under this contract is primarily used to address issues related to performance on the job.

Should you require clarification of the information provided, please contact me at (410) 260-7374 as soon as possible.

Date Issued: **May 19, 2010**

By: Andrea R. Lockett  
<signed>  
Procurement Officer

Enclosures:

- List #1 – eMaryland Marketplace
- List #2 – Direct Distribution