



DEPARTMENT OF FINANCE  
Oscar Knott, CPP, CPPO, VCO  
Purchasing Director

**Addendum No. 1**

**Date:** April 26, 2023  
**Request for Proposal:** 23-2515-4LOC – Employee Assistance Program

Ladies/Gentlemen,  
Please make the following corrections, deletions and/or additions to the above referenced RFP:

1. Page 4, section IV., shall be revised to read as follows:

The following represents the timeline of the process currently anticipated by the County:

Request for Proposal Distributed	Thursday, April 13, 2023
Questions Due	Friday, April 21, 2023
Receive Written Proposals	Wednesday, May 10, 2023 at 11:30 am
Conduct Oral Interviews with Offerors	May 24, 2023
Negotiations Completed	TBD
Services Begin	August 1, 2023

2. All other specifications and General Terms and Conditions shall remain the same.

**See attached Questions and Answers**

Offeror must take due notice and be governed accordingly. Acknowledgement of this addendum should be included in your proposal submission.

Sincerely,

Leisel Collins, CPPB, VCO, VCA  
Assistant Division Director  
[COL119@henrico.us](mailto:COL119@henrico.us)

**ACKNOWLEDGEMENT:**

Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

Company: \_\_\_\_\_

Date: \_\_\_\_\_

**RFP No. 23-2515-4LOC**

**Employee Assistance Program**

**Questions & Answers**

**April 26, 2023**

1. Will the County accept electronic signature in lieu of a wet signature?

Answer: Yes.

2. Would the County prefer to stay as a 'Fee For Service' or would the County be open to a 'Per Employee Per Year'?

Answer: The County will accept proposals for both and will make the most reasonable and economical decision.

3. Why is the County currently going out to RFP?

Answer: The current Contract ended with no additional renewal periods.

4. Who is the current Employee Assistance Program (EAP) provider and how long have they been serving the County?

Answer: The current provider is Optima Behavioral Health Services Inc. and they've had the contract for 10 years.

5. On a scale of 1 to 5, how satisfied is the County with your current provider?

Answer: 2.

6. Our Company provides Per Employee Per Month (PEPM) pricing vs. "per session"/utilization model price. Would the County accept PEPM pricing format?

Answer: Yes. The County will evaluate PEPM pricing based on the services offered and the overall cost comparison.

7. Would the County like a bank of time included in your rates (critical incident response, health fairs, seminars, etc.) or should those be kept separate as hourly fees?

Answer: Either way would be accepted. Offerors shall note if bank of time is included in their rates or provided separately.

8. Is the County looking for an insurance EAP provider or a standalone/full service EAP provider?

Answer: The County will consider both options.

9. Our company operate under a provider network model and can provide a network report around your zip codes. We can provide a 50 mile geo report around zip code 23273. Would this suffice? If not, please provide specifics around provider network report requests?

Answer: Yes, with the ability to potentially go outside the 50 miles for convenience to employee residences.

10. Per the solicitation detail, there are approx. 4200 general government employees and approximately 6400 school division employees – Would this result in a total headcount of 10,600 employees + their household members? Please confirm total headcount.

Answer: The total headcount would be closer to 10,000 based on current number of HCPS employees.