

**University of Louisville**  
DEPARTMENT OF PROCUREMENT SERVICES  
LOUISVILLE, KENTUCKY

**Invitation No: RP-004-23**  
**Title: Benefits Accounts**  
**Addendum No. 2**

**Date: 7/11/2022**

The following shall clarify and/or modify the original bid document(s) as issued by the University of Louisville.

**RP-004-23 is amended with the attached Questions and Answers.**

Bidder must acknowledge receipt of this and any addenda either with bid or by separate letter. Acknowledgement must be received in the Department of Procurement Services, Service Complex Building, University of Louisville no later than **7/18/2022 at 2:00PM EST**. If by separate letter, the following information must be placed in the lower left-hand corner of the envelope:

**Invitation No: RP-004-23**  
**Title: Benefits Accounts**  
**Due Date: 7/18/2022**

BY: \_\_\_\_\_  
Authorized Purchasing Officer

Receipt Acknowledged: \_\_\_\_\_  
FIRM

BY: \_\_\_\_\_

## RP-004-23 Questions

### 1. Are there specific problems, initiatives, or gaps that the University is trying to solve for with the EAP? Are there any opportunities for improvement?

- Increase awareness of EAP services through consistent communication developed and implemented through the EAP vendor.
- Provide employees the ability to schedule appointments by phone and online, quickly.
- Provide employees the ability to receive telehealth services.
- Build a strong relationship between EAP vendor and the university so that employees feel comfortable and a more localized connection to the EAP vendor.
- Receive specific documents from EAP vendor that outlines all services provided. EAP vendor's responsibility to keep documents updated and submitted to university.
- Have critical incident session, after-hours option, in addition to critical incident follow up.
- Long-term treatment planning that is outlined for the employee.
- More sessions provided within scope, or at least the opportunity to receive more sessions for different concerns that may arise.
- EAP vendor must take initiative to provide university with mental and emotional wellness resources (documents, webinars, etc.) and in a timely manner.
  - Also take initiative to provide university with current event resource opportunities (i.e., if an event occurs locally or nationally) that may affect employees' emotional or mental wellbeing, taking the initiative to provide webinars, listening sessions, resources, etc.)
- Office hours extended to accommodate the working employee.
- Not required, but strongly encouraged- local company; however if not local, the EAP vendor needs to have the ability to provide local resources for employees.

### 2. What is the driving force behind this RFP request? Have there been any service concerns with your current EAP provider? If so, please provide details.

Employee satisfaction has been the driving force as it relates to a) services provided, b) ability to schedule appointments online or through telephone c) ability to attend sessions, virtually, d) resources provided by the EAP vendor and e) availability of therapists.

### 3. What is the current number of counseling visits per issue and how many hours are included annually for Training, health fairs, Webinars and on-site Critical Incident support?

- 8-sessions
- 6 training classes per semester
- Critical Incidence is on a fee-for-service basis

### 4. How many onsite Critical Incident hours does the University typically use in a year?

- UofL utilizes minimal to no hours historically for critical incidence
- 2021 – 0
- 2020 – 0

### 5. How many training hours does the University typically use a year for seminars?

Varies and usually depends on current events.

**6. Can you provide any background on the reasons the University has gone out to bid?**

Employee satisfaction has been the driving force as it relates to a) services provided, b) ability to schedule appointments online or through telephone c) ability to attend sessions, virtually, d) resources provided by the EAP vendor and e) availability of therapists.

**7. Is the University also interested in providing EAP services to its student population? If so, would you be looking for the same level of benefits as faculty/staff or a different benefit configuration for students (i.e., telephonic only)?**

While we aren't looking to incorporate student services at this time, we are very interested in learning if the EAP vendor has the ability to do so and what that would look like.

**8. Can you share utilization from 2019, 2020, and 2021?**

- 2019-NA
- 2020 total utilization (counseling, contacts, worksite, other services) – 37%
- 2021 total utilization (counseling, contacts, worksite, other services) – 60%

**9. How many training hours did the University utilize in 2019, 2020, and 2021?**

6 hours – per semester

**10. How many critical incident hours did the University utilize in 2019, 2020, and 2021?**

See response above to Q4

**11. When it comes to emotional wellbeing benefits and services, what is most important to the University's employees and their family members?**

- They want the ability to schedule services quickly through online or by telephone
- They want to understand their treatment plan short term and long term
- They want to know who the person providing their service is, in addition to their area of specialty
- They want to understand exactly what an EAP is, and how it differs from using their medical insurance for services
- They want to know that they have the resources to address their concerns, in the timeframe that they feel is appropriate

**12. Would you be open to a different emotional wellbeing solution that would include an administrative PEPM but then self-funded claims and coaching? Or are you more interested in a fully insured EAP with different network visit models?**

We are open to learning more about additional services that can better assist our employees.

**13. Regarding Open enrollment and communication materials, can you share what level of customization you are looking for?**

- Increase awareness of EAP services through consistent communication developed and implemented through the EAP vendor., partnering with university.
- Receive specific documents from EAP vendor that outlines all services provided. EAP vendor's responsibility to keep documents updated and submitted to university.
- EAP vendor must take initiative to provide university with mental and emotional wellness resources (documents, webinars, etc.) and in a timely manner.
  - Also take initiative to provide university with current event resource opportunities (i.e., if an event occurs locally 9or nationally) that may affect employees' emotional or mental wellbeing, taking the initiative to provide webinars, listening sessions, resources, etc.)

**14. The PDF document references 6,000 medically enrolled, and 7,200 eligible employees. The pricing section in the Questionnaire documents uses a count of 6,173 employees. Please confirm the # of employees that we should base our pricing on.**

Please base your pricing on the 7,200 eligible employees.

**15. Does the University have any onsite resources or programs that would be important for the EAP program to integrate with?**

- Get Healthy Now (our employee wellness program)
- Employee Success Center
- Health Advocate (our wellness vendor)
- Health Promotions (potential)
- Counseling Center (potential)
- Other resources may include Commission of Status of Women, LGBT Center, etc.

**16. Is there a projected budget for the EAP program?**

Thank you for your inquiry, but we encourage all bidders to provide their most competitive bid for the EAP program services. The projected budget for the EAP program will not be shared.

**17. Please provide the program rate for the past 3 years.**

Thank you for your inquiry, but we will not be providing the current program rate that we are paying for the EAP program.

**18. Are there any particular needs/issues the University has been facing in the last year with Covid, and what do you see as your top priorities to address going forward?**

Consistent across the nation, the university has experienced a tremendous shift in employee well-being. Many of our employees have faced many hardships regarding finances, mental and emotional health, transition to remote work, lack of childcare among other hardships and have needed resources to help them through such a difficult time. Our top priorities going forward are:

- Increased awareness of EAP services through consistent communication developed and implemented through the EAP vendor.
- Provide employees the ability to schedule appointments by phone and online, quickly.

- Provide employees the ability to receive telehealth services.
- Build a strong relationship between EAP vendor and the university so that employees feel comfortable and a more localized connection to the EAP vendor.
- Receive specific documents from EAP vendor that outlines all services provided. EAP vendor's responsibility to keep documents updated and submitted to university.
- EAP vendor must take initiative to provide university with mental and emotional wellness resources (documents, webinars, etc.) and in a timely manner.
  - Also take initiative to provide university with current event resource opportunities (i.e., if an event occurs locally or nationally) that may affect employees' emotional or mental wellbeing, taking the initiative to provide webinars, listening sessions, resources, etc.)

**19. Are there any access issues?**

Employees want the ability to schedule appointments by phone and online quickly. They also want to know who they are scheduling with in addition to their credentials and specialties. Lastly, they want the ability to attend visits, virtually.

**20. Please provide annual reports for the last 3 years.**

Thank you for your inquiry, but out of respect to the current vendor and their proprietary information, we will not be providing the annual reports for the last three years.