

**MONTGOMERY COLLEGE • OFFICE OF PROCUREMENT**  
**REQUEST FOR PROPOSAL (RFP) TITLE: EAP (EMPLOYEE ASSISTANCE PLAN) BENEFITS PROGRAM**  
**RFP NUMBER: E925-008**

**RFP CLOSING DATE AND TIME: May 7, 2025 @ 3:00 PM**



**ADDENDUM #2**

Issued: April 29, 2025

**PURPOSE OF ADDENDUM:**

- To provide answers to all vendor questions received by the April 24, 2025 question submittal deadline. **(See following pages)**
- To receive the documents listed below, please send email request to:  
[Patrick.johnson@montgomerycollege.edu](mailto:Patrick.johnson@montgomerycollege.edu)
  - To provide Montgomery College Census for 2025
  - To provide updated Attachment C – Cost Estimate Exhibit
  - To provide updated Exhibits – Plan Design and Other Questions
  - To provide the most recent EAP Utilization Reporting

**All other specifications, terms and conditions remain unchanged.**

A handwritten signature in black ink, appearing to read 'Patrick Johnson', written over a horizontal line.

\_\_\_\_\_  
**Patrick Johnson, MBA**  
Director of Procurement

Please **sign** below to acknowledge receipt of this Addendum and return with the proposal. If proposal has already been submitted, acknowledgement should be submitted separately. Failure to return this Acknowledgement of Addendum may deem a proposal nonresponsive.

**NOTE:** All proposals MUST BE RECEIVED **electronically** by 3:00pm Eastern Standard Time (EST) on **May 7, 2025, 2025.**

Electronic proposal and addendum or addenda shall be sent to the following email address prior to the submittal deadline date and time: [vendor.proposals@montgomerycollege.edu](mailto:vendor.proposals@montgomerycollege.edu). **No responses will be accepted after this date and time.**

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed/Typed Signature

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| <b>Vendor Question:</b>   | <b>Montgomery College Answer:</b>  |
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| Please provide a census for the full 1800 eligible EE's that includes gender, date of birth and zip code.   | See attached Excel file  |
| Please clarify if the 950 Retirees noted in the RFP are definitely being added as eligible for EAP coverage effective 1/1/2026. If so, will the Retirees be separate from the 1800 eligible EE's or added to? Please provide a census for the Retirees that includes gender, date of birth and zip code.  | Retirees will be added to the group effective 1/1/2026. However, please provide fees with and without retirees by completing the Excel exhibit in Attachment C. A retiree census is not currently available, however there are approximately 50 non-Medicare retirees and the others are covered by the Kaiser Medicare Advantage Program or the Cigna Medicare Supplement with EGWP/Rx. |
| Please provide EAP utilization reports from the current carrier for the most recent two years at minimum.   | See attached EAP utilization reporting.  |
| Attachment G in the main RFP document (e925-008.pdf) is formatted as if the fields should be fillable in Adobe but they are not, and the format makes it very difficult to insert the requested information even when converted to Word. Would it be possible to obtain a revised version of this form, either with a simplified format or fields that can be completed in Adobe? | Please find RFP Forms in Word  |
| The RFP requests: Bids submitted must be hand signed by an authorized agent of the company submitting the bid. Please confirm if electronic signature would be acceptable as the proposal is being submitted electronically.  | Yes, an electronic signature is acceptable.  |
| E925-008-EAP-benefits-program-attachment 2, EAP Questions – Network tab, Top 5 3-digit zip code areas chart. Please confirm the requested zip codes as we are having trouble locating 028, 029,027 - preferably using 5-digit zip codes.  | Please use the attached updated Network tab of Attachment C. The first 3-digits in the original were transposed and have been updated in the attached exhibit. The 5-digit zip codes are also available in the census file provided.   |
| Will you accept electronic signatures on all proposal forms?  | Yes, an electronic signature is acceptable.  |

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| How long has ComPsych been providing services to the College?  | Refer to the attached reporting available for Montgomery College for the most recent two years.  |
| Do you have employees who reside in California? If yes, how many employees?  | There could occasionally be a limited # of remote employees, dependents or MC students who access EAP services from CA. They are not likely to permanently reside there. |
| Please provide the current rate and a rate history throughout the contract term for the EAP.   | The College prefers not to disclose current fees as we expect each bidder to provide their most competitive fee quote.   |
| What is the annual budget for the EAP?   | We welcome a competitive proposal that meets the service needs of the group and provides value.  |
| How many total hours of the following services were utilized in each of the last two (2) years? <ul style="list-style-type: none"> <li>Onsite training/orientation/educational seminars.</li> <li>Onsite health fair/event participation.</li> <li>Onsite critical incident support events (# events/# hours).</li> <li>Webinar training.</li> </ul> | Refer to the attached reporting available for Montgomery College.  |
| Please provide copies of 2022, 2023, and 2024 EAP utilization reports.   | Refer to the attached reporting for Montgomery College for the most recent two years.  |
| If reports are not available, please provide the following for each of the last 2 years and YTD: <ul style="list-style-type: none"> <li>Number of employees on which the report is based.</li> <li>Total number of clinical cases.</li> <li>Total number of work-life cases.</li> <li>Total number of clinical sessions.</li> </ul>                  | Refer to the attached reporting for Montgomery College for the most recent two years.  |
| On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?  | This can be discussed with finalists.  |
| What are the three components that are most important to you in an EAP?  | Engaging and easily accessible, the quality of services provided, customer service and account management.   |
| Is your workforce currently in-office, remote, or hybrid?  | Proposals should take into account a hybrid of faculty and staff households and newly eligible retirees.   |

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| How many employees covered under the EAP fall under Department of Transportation (DOT) regulations?  | SAP services will not be required. Please use the updated Plan Services and Rate exhibits in Attachment C.  |
| Are DOT Substance Abuse Professional (SAP) evaluations included within the EAP contract? If yes, is there a cap on the number of evaluations included each year within the EAP rate or are evaluations provided on a fee-for-service basis?  | No. SAP services will not be required. Please use the updated Plan Services and Rate exhibits in Attachment C.                                      |
| How many Department of Transportation (DOT) Substance Abuse Professional (SAP) evaluations have been requested in each of the last three years?  | These services will not apply to the new contract.  |
| How do you currently track and manage contract compliance?<br>Please provide insight into the condition of the workforce. Are your employees facing: <ul style="list-style-type: none"> <li>• Stress?</li> <li>• Low morale?</li> <li>• Inflation pressures?</li> <li>• Financial challenges?</li> <li>• Burnout?</li> </ul> | See the attached reporting for Montgomery College the most recent two years.  |
| How do you utilize EAP in managing employee health and well-being?   | It is used for trainings, education, critical incident response and support of wellbeing to eligible Faculty and Staff families/households.         |
| How do you currently track the effectiveness of the EAP program?   | Reporting and feedback from Faculty and Staff as well as HR leadership  |
| Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?  | Refer to the attached reporting for Montgomery College since establishing a separate contract with ComPsych.  |
| Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?  | Proposed EAP intake services should assume response by MA-Level clinicians 24/7/365.  |
| Are legal, financial and daily living work-life services currently a part of your EAP program?   | Please refer to the services in the updated Plan Design and Rate exhibits of Attachment C and links to the current program provided in the exhibit. |
| Please provide an employee zip code census so we may run a GeoAccess provider coverage report.   | Please refer to the census information included with this response.   |

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| What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?   | Please provide phone number and email contact information for potential outreach for finalists.  |
| Are onsite clinicians a requirement? If so, how many clinicians are expected to be onsite and for how many hours per week?  | No.  |
| Are medication management services a requirement?   | No.  |
| Is agreeing to the "piggybacking"/Rider Clause a requirement for this solicitation?   | Agreement is not required.   |
| The Performance Guarantee exhibit shows the total percent of Implementation Guarantees first quarter fees 2026 at risk as 100%. Is the intent for 100% of implementation fees to be at risk?<br><br>When we determine what the percent of fees will be for implementation, are you suggesting off the first month fees or something else? | Implementation fees, if they apply, can be placed at risk. If they do not, the core EAP fees for Q1 may also be placed at risk. Please specify details of your proposed arrangement or alternatives.     |
| What is your current PEPM fee and the renewal fee for 1/1/2026 if available? Does it include all the requested services in the RFP?   | The College prefers not to disclose current fees as we expect each bidder to provide their most competitive fee quote.   |
| How long has ComPsych been the EAP provider?  | See the attached reporting for Montgomery College for the most recent two years.   |
| What, if anything, are you looking to improve or add to your current EAP services?  | This may be explored with finalists.   |
| Do you currently offer EAP services to students? Would you be interested in receiving information or pricing to provide these services as many of our college and university clients decided to do this? The fee is per student rather than per family household.   | Yes. Certain students who are temporarily employed have access to EAP benefits, but not the broader student population. Optional services and fees can be disclosed in the rate exhibit in Attachment C. |
| Do you currently have a Wellness vendor? Would you be interested in receiving information or pricing to provide these services? We have a complete personalized and incentivized program, managed by a wellness consultant, and all customizable.   | A full-time Wellness Specialist currently coordinates resources leveraging campus faculty, EAP, and health plan resources.   |

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|   | Bidders may provide high-level information under optional services in the rate exhibit in Attachment C.                                       |
| Do you currently have virtual self-service therapy sessions available?  | Please refer to the updated Plan Design exhibit in Attachment C   |
| Please provide utilization reporting for the last two years including utilization of the EAP, CISD, and training hours separately.      | See the attached reporting for Montgomery College for the most recent two years.  |
| How many DOT / SAP and FFD services were utilized in 2023 and 2024?   | These services will not be required for the new contract. Please see the updated Plan Design and Rate exhibits in Attachment C                |
| Would you provide Sections A, B, D, E, F, and G in a Word document?   | See attached word documents; electronic signatures are accepted.  |
| Are you able to break out how many hours are required for training, orientations, health fair, and critical incident stress debriefing? | See the attached reporting for the most recent two years.   |
| How many hours were used in the past two years?   | See the attached reporting for the most recent two years.   |
| Are you open to alternate session models beyond the current 6 session model?  | Not at this time. Current session limits apply on a per episode basis. An equivalent arrangement on a maximum per CY basis may be acceptable. |
| Is there a pricing preference for Montgomery College - fixed fee per employee per month (PEPM) or use based pricing?                    | PEPM for core EAP services.   |
| Are you able to provide utilization reports from the current EAP?   | See the attached reporting for the most recent two years.   |
| What 3 components are most important in an EAP?   | Quality of services, engagement levels/access, and overall value.   |
| How many hours are currently included for training and critical incident stress debriefing?   | See the attached reporting for the most recent two years.   |
| Do you have any concerns with the current EAP that could be addressed in the proposal?  | This may be explored with finalists.  |
| What has been the biggest barrier to employee engagement with the current EAP?  | This may be explored with finalists.  |
| Will the College consider virtual options for crisis response, critical incident stress   | Yes.  |

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| debriefing, and manager support?  |  |
| What specific metrics or key performance indicators (KPI) are most important to demonstrate ROI and evaluate the success of the EAP to leadership?  | Those outlined in the Attachment C Performance Guarantee exhibit.  |
| In reviewing the employee headcount from the Employee Data Dashboard, can you confirm that all “Employee Type” including <i>student aids</i> and <i>work-study students</i> should be included?   | Yes. Students receiving paychecks from the College have access to the EAP.   |
| The approximate 950 retirees are a separate population, but we are to include them bringing the total covered population to approximately 4,559. Is this accurate?  | No. Please base proposals on the census provided with this response, plus 950 Medicare and Non-Medicare retirees. Approx. 50 are non-Medicare. Refer to the updated exhibit in Attachment C for the fee proposal format. |
| Are you able to provide a full census file with zip code data for your eligible population? If not, can you please provide the full 5-digit zip codes for the Top 5 Zip code areas of your 1,800 Active Faculty and Staff Employees on the EAP Questions - Network Tab.   | Yes, see the attached census file for the active group containing zip codes and updated Network Tab in the Attachment C exhibit.   |
| EAP services are typically provided to all employees. This is referenced in the RFP and refers us to the college’s employee data dashboard, which states there are currently 3,609 employees.<br>The Excel document seems to only include 1800 benefit-eligible employees.<br>Please clarify the number of employees covered. | Not all employees have EAP benefits. Some employees are covered through collective bargaining agreements or other contracts.   |
| <b>Assessment and Referral</b><br>-How many individuals received 1-6 sessions in 2022, 2023 and 2024?<br>-How many total sessions were provided in 2022, 2023 and 2024?   | See attached reporting for the most recent two years.  |
| <b>Crisis Intervention/Critical Incident Debriefing</b>   | See attached reporting for the most recent two years.  |

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| <p>-How many Crisis Intervention/Critical Incident Debriefing events occurred in 2022, 2023 and 2024?</p> <p>-How many Crisis Intervention/Critical Incident Debriefing hours were used in 2022, 2023 and 2024?</p>  |  |
| <p><b>DOT Services</b> “Employer-initiated coordination of referrals and compensation of Substance Abuse Professionals”.</p> <p>-How many DOT employees does the college have?</p> <p>-Does the college have a second-chance policy or a zero-tolerance policy for employees who test positive?</p> <p>-Does the college require employees who need SAP evaluations to pay the EAP vendor for the evaluations and then the vendor compensate the SAP or should SAP evaluations be included in the PEPM fee?</p> <p>-If SAP evaluations are to be included in the PEPM, please share how many employees required DOT SAP services in 2022, 2023 and 2024.</p> <p>Aside from DOT Services, does the college make other Employer-initiated referrals to the EAP and require compliance monitoring and reporting? If yes, please describe any requirements and share the number of non-DOT employer-initiated referrals made in 2022, 2023 and 2024.</p> | <p>Please disregard. These services will not apply to the new contract. Please disregard and note the updated Plan Design exhibit in Attachment C.</p>   |
| <p><b>5.2 Data Protection and 5.2.3. Safeguard Standard #3</b></p> <p>Solution must support federated single sign-on (SSO)</p> <p>-Is this requirement related to college users logging onto the EAP vendor’s website for services? If so, will the college allow users to access services with alternative credentials? EAP needs are highly sensitive and confidential. Requiring use of Montgomery College credentials may deter individuals from using the services. If required, how will family members access services?</p>   | <p>The current EAP portal login/access is universal to all MC eligible employees. Establishing a private personal EAP account is not a required service, but further clarification can be shared with finalists.</p> |



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| <p><b>7.2.6 Subcontractor Listing</b></p> <p>“Each Offeror must list the subcontractors to be used in the performance of this contract. The College reserves the right to approve or disapprove any subcontractor who will be performing work related to this project”.</p> <p>Vendors have 1,000s if not tens of thousands of network providers who are subcontractors. Please consider an alternate requirement, such as providing our credentialing processes and requirements, with an agreement to remove any providers that the college has identified as problematic in the past.</p> | <p>The question refers to services (work/life, legal, financial, etc. or back-up provider networks). It does not pertain to individual clinical practitioners.</p> |
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**\*\*\*\*\*END OF QUESTIONS AND ANSWERS\*\*\*\*\***