



**Addendum No. 1**  
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**DATE: August 11, 2023**

Joliet Junior College  
1215 Houbolt Road  
Joliet, IL 60431

**TO:** Prospective Respondents  
**SUBJECT:** Addendum No. 1  
**PROJECT NAME:** Employee Assistance Program (EAP) & Mental Health Support Services  
**JJC PROJECT NO.:** R24003

This Addendum forms a part of the Bidding and Contract Documents and modifies the original bidding document as posted on the JJC website. Acknowledge receipt of this addendum in the space provided on the Bid Form. FAILURE TO DO SO MAY SUBJECT BIDDER TO DISQUALIFICATION.

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**Questions Received:**

1. On pg 10 of the RFP, under General Counseling Services #11, you ask to "Confirm your proposal includes six (6) face to face assessments and counseling Sessions per issue/per family member." Are in-person, face to face sessions are requirement of this RFP or will you be considering proposals from companies that provide virtual-only (phone or video) sessions?  
***We prefer to keep the ability to have face to face options. A combination of virtual and face to face would be considered.***
2. Who is the current EAP provider and how long have they been providing services to the organization?  
***ComPsych since 1/1/2020***
3. Please confirm that pricing should be based on 1,280 employees.  
***Confirmed. The EAP is available to all employees (full-time and part-time).***
4. What is the current number of counseling sessions allowed per member per issue per year?  
***6 sessions per issue per family member***
5. Please provide the current rate and a rate history throughout the contract term for the EAP.  
***\$1.55 PEPM***
6. How many hours of the following services are included within the current EAP contract per year? • Onsite training/orientation/educational seminars • Onsite health

fair/event participation • Onsite critical incident support events (# events/# hours) • Webinar training

***12 hours of a combination of the following types of Services per contract year: 1) employee/supervisor orientation sessions (in-person or via Webinar), 2) personal development workshops, 3) health/enrollment fairs, and 4) CISM Services. Each training session will be a minimum of thirty (30) minutes in length and same-day training sessions must run consecutively, unless otherwise mutually agreed upon. Training must be scheduled thirty days in advance. EAP will provide CISM Services as and when determined necessary by Client. The date and time of the on-site intervention shall be mutually agreed upon by Client and EAP.***

7. How many total hours of the following services were utilized in each of the last two (2) years? • Onsite training/orientation/educational seminars • Onsite health fair/event participation • Onsite critical incident support events (# events/# hours) • Webinar training

***See utilization reporting***

8. Please provide copies of 2021 and 2022 EAP utilization reports.

***See utilization reporting***

9. If utilization reports are not available, please provide the following for each of the last 2 years and YTD: • Number of employees on which the report is based • Total number of clinical cases • Total number of work-life cases • Total number of clinical sessions

***See utilization reporting***

10. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

***The current vendor has satisfied our expectations.***

11. Is this organization seeking multiple bids for this proposal? If yes or not, how many persons are anticipated to receive EAP services for each contracted year? How many trainings are needed during each contracted years?

***Yes; 1280 EE; 12 combined training hours***

12. Will reference of projects be accepted from insurance companies and/or EAP programs? If so, do you need additional information that is not specified?

***References requested:***

***The Proposer must submit a minimum of three client references that are similar in nature that can be used as references. Service provided to those customers must compare to that which will be required under this RFP. In addition, please provide a list of three clients who have terminated your services within the last three years. Include a full explanation of their reasons for terminating your services. Include the following for each reference:***

- a. Company Name***
- b. Name of Contact***
- c. Title of Contact***
- d. Telephone Number***

13. Is this proposal requesting references from individual clients that terminated services? If so, will confidentiality, and/or HIPPA be maintained in this disclosure? What should

be the responses of the organization that does not have any references that illustrate termination of clients?

***No, current references are requested.***

14. What is the utilization of the Supervisor/Management Support and Crisis Management per yearly or quarterly basis?

***See utilization reporting***

15. What are the frequency and expectations for participating in the JJC's open enrollment events in any capacity during a given year? Which medical networks are used by the members of this organization?

***Annual virtual benefit fair attendance (a virtual overview presentation)  
Blue Cross Blue Shield of Illinois networks***

16. Do you have a current EAP? If so, who is it with? If so, what is your current model? If so, what is the current fee? If so, how long has your current provider been in place? If so, what are the issues you are experiencing with your current EAP provider that has created your interest in looking at a new provider? If so, what has been the utilization percentage for your current EAP program? If so, how is their current utilization calculated? If so, are CISD's included in your current EAP services? If so, are formal referrals included in your current EAP services? If so, are any training/seminar hours included in your current EAP services?

***Yes, 1280 EE, \$1.55 PEP; 6 counseling sessions per issue, 12 training and webinar hours; utilization calculated quarterly, Yes CISD included, Yes, formal referral included***

17. If you do not have a current EAP provider, what is creating the need to have one? Who is your current health insurance provider? How is your insurance plan funded? Self-funded, fully-funded, experience rated?

***Currently have EAP in place  
The current health insurance provider is BCBS IL.***

18. Who currently provides EAP services to JJC?

***ComPsych***

19. Are there specific areas of enhancement you are seeking at this time?

***Increased access to care for members and a focus on mental/emotional wellbeing support***

20. Why are you requesting this RFP at this time?

***JJC is going out to RFP for these services as required every 3 years per college procedure.***

21. What is JJC currently paying for their EAP services? o Based on how many employees?  
o Based upon what session model?

***1280 EE, \$1.55 PEP; 6 counseling sessions per issue, 12 training and webinar hours; utilization calculated quarterly, Yes CISD included, Yes, formal referral included***

22. What was the total dollar spent for the EAP in the most recent contract year?

***\$23,808 = 1280 @ \$1.55 PEPM***

23. Can JJC provide recent utilization reports or provide utilization statistics? o Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in the most recent contract year? o Can you provide the total number of EAP counseling cases in the most recent contract year? o Can you provide the total number of EAP counseling sessions provided in the most recent contract year? o Can you provide the total number of EAP counseling sessions provided in the prior contract year? o Can you provide the average number of EAP counseling sessions provided per counseling case in the most recent contract year?

***See utilization reporting***

24. Can JJC provide the number of orientation, training, benefit fair hours provided in the most recent contract year? How many of those hours were provided in-person? o How many hours are included annually in the current contract? o Please define if it is a bank of hours or certain number of hours per category.

***12 hours of a combination of the following types of Services per contract year: 1) employee/supervisor orientation sessions (in-person or via Webinar), 2) personal development workshops, 3) health/enrollment fairs, and 4) CISM Services. Each training session will be a minimum of thirty (30) minutes in length and same-day training sessions must run consecutively, unless otherwise mutually agreed upon. Training must be scheduled thirty days in advance. EAP will provide CISM Services as and when determined necessary by Client. The date and time of the on-site intervention shall be mutually agreed upon by Client and EAP.***

25. How many Critical Incident events were responded to in the most recent contract year? • How many Critical Incident events were responded to in the prior contract year? • How many hours of Critical Incident support were provided in the most recent contract year? • How many hours of Critical Incident support were provided in the prior contract year? • How many hours of on-site Critical Incident support are currently provided in the contracted rate? o Please define if they are part of a bank of hours or specific to critical incident response.

***See utilization reporting***

26. In an effort to be a “green” company, we generally provide promotional materials electronically. If printed materials are desired, how many printed brochures and how many printed posters are requested annually?

***All proposals will be submitted electronically through the ESM Solutions bidding tool.***

27. Regarding the employee count – the background area says 1,377 while the overview area says 1,280, can JJC confirm which number is correct?

***Our current contract is 1280; which is based on current monthly payroll (employees paid).***

28. Regarding “motor vehicle insurance” – the RFP indicates \$2 million, can this be amended to be \$1 million, which is more standard in EAP? If not able to be adjusted, will JJC allow the extra \$ amount to be covered by our Umbrella Coverage?

***Yes, \$1m is acceptable.***

29. Regarding the Business Enterprise Program (BEP) – EAP’s do not traditionally subcontract a set amount of work/contract value to third parties. This is due to utilization of network of Affiliate Counselors that we utilize for in-person counseling needs. We do not predetermine what Affiliates receive cases, as this is driven by presenting needs of the individual and preferences. Can this requirement be removed? o If not able to be removed, can the 30% goal be reduced? o If the BEP is currently in place, can JJC share names of organizations that the incumbent may be engaging? o Also, what is the current % goal, and has the incumbent been meeting this goal? o Lastly, the links to the Utilization Plan and Letter of Intent, found on page 7 of 13 do not seem to be correct. When I click them they simply end up timing out. Can accurate links be provided?

***The goal of 30% is statutorily required. In some cases, this is not possible. Firms may include additional information within their proposal regarding their commitment to diversity. Please see pages 9-10 regarding considerations for commitment to diversity.***

30. Regarding “Disclosure” of conflict of interest. While we do not have any conflicts, is there a particular place in our response that we should state this?

***Please include in the proposal response***

31. Regarding V. Evaluation 5 “Commitment to diversity” – other than potential completion of the Utilization Plan and Letter of Intent indicated for the BEP, is there another spot where we should potentially provide information that may help in evaluation of this category?

***Yes, firms may include additional information within their proposal regarding your commitment to diversity. Please see pages 9-10 regarding considerations for commitment to diversity.***

32. Scope of Work 13. c. – “What is the average response rate?” – there could be different interpretations of this question, can JJC provide more clarity/insight?

***What is the average wait time that an individual will experience while waiting to connect with counselor?***

33. Scope of Work 16 – “Confirm you assist with monitoring compliance with the Behavioral Health Professional recommendations. Describe process.” – This could mean something different to each potential vendor, can more clarification be provided regarding the intent of this question?

***Referencing mandatory referral***

34. Scope of Work 21. – “Do you track improvement or recovery in the member? What is your average improvement? – Can JJC share what type of tracking is being done today and how improvement is being measured?

***No tracking is done today. If we are paying for these services, we’d like to know that it is benefiting our employees and making a positive impact on their lives. Will you follow up with members who have engaged in counseling services?***

35. Scope of Work 29. “Do you offer any fee-based support services (i.e., B.I.T. team, executive coaching for disruptive professionals etc.)?” – with regard to this question, are there certain things being provided today that JJC would like to see continue?

***Training services once 12 hours of combined training and CISM utilized will be billed at \$150.00 per hour plus travel and related expenses***

36. Supplemental Questions – if necessary to complete is there a particular spot where this information should be placed? Perhaps as an inclusion document in an appendix area?  
o Do these questions need to be responded to if we are not using, storing or transmitting JJC information? As an EAP we would not have JJC information and would only use/store information supplied to us via a member related to their own personal information/data.

***Include in the proposal response***

37. My firm focuses on employee wellness programming (ongoing healthy eating/cooking classes), not the entirety of what the RFP requests. Will consideration be given to companies that provide smaller services?

***Programs that provide services and support mental health will be considered***

38. Regarding the Utilization Plan and a vendor making good faith efforts, the Plan indicates that only BEP/VBP vendors with specific NIGP codes count towards the 30% aspirational goal established for businesses owned and controlled by minorities, females, and persons with disabilities. The questionnaire further states, that the only NIGP codes accepted are those identified in the solicitation/RFP. There are no NIGP codes identified in the JJC EAP RFP. Please advise what codes should be utilized, if the BEP requirement is not removed.

***The college will only be reviewing to see that any BEP certified vendors included in your proposal are certified in a commodity code which aligns with the work being performed.***

39. Who will cover the supplier's cost if the supplier goes over budget? 2. What goals is JJC attempting to accomplish by providing this service? 3. Will the individuals have insurance for billing or is JJC covering the cost? 4. What is the ideal platform for this service? 5. What are the guidelines for subcontractors? 6. Will the scope of practice and credentials, be based on licensed or traded mental health professionals? 7. Will virtual or onsite options be available for the mental health professional?

***EAP is 100% employer paid***

***Virtual and onsite options will be considered***

40. With regards to your 30% aspirational goal, is this a requirement to bid?

***Please see the response to question #29 within this addendum.***

41. What is your current EAP session model?

***6 sessions***

42. Will you be able to provide EAP utilization for the last 24 months?

***See utilization reporting***

43. How many employer service hours would you like us to include in the quote?

***12 hours of a combination of the following types of Services per contract year: 1) employee/supervisor orientation sessions (in-person or via Webinar), 2) personal development workshops, 3) health/enrollment fairs, and 4) CISM Services. Each training session will be a minimum of thirty (30) minutes in length and same-day***

*training sessions must run consecutively, unless otherwise mutually agreed upon. Training must be scheduled thirty days in advance. EAP will provide CISM Services as and when determined necessary by Client. The date and time of the on-site intervention shall be mutually agreed upon by Client and EAP.*

44. Who is your current EAP vendor?

*ComPsych*

45. Confirm you assist with monitoring compliance with the Behavioral Health Professional recommendations. Are you referring to a mandatory referral?

*Confirmed*

46. What would persuade make your choice in chosen a grantee or what will increase a company's chance?

*A solid Mental health component that is easy for the employee to have access to when they need it the most.*

**End of Addendum #1**



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**JJC PROJECT NO.:** R24003

**Please acknowledge receipt of these addenda by including this page with your proposal. Include your company name, printed name, title, and signature in your acknowledgement below. Failure to do so could result in disqualification of your bid.**

Issued by:

Matt Stephenson  
Senior Director of Business & Auxiliary Services  
Joliet Junior College  
815.280.6643

I acknowledge receipt of Addendum #1.

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

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature