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BID ADDENDUM #1

To: All Bidders
From: Rita V. Brousseau, Chief Procurement Officer
Date: August 19, 2016
Re: Employee Assistance Program Services RFP

This Addendum modifies and forms a part of the Bid Set documents dated August 15, 2016.

This Addendum consists of the following: Two (2) type pages.

Where any items called for in the bid documents are supplemented here, the supplemental requirements shall be considered as added thereto. Where any original item is amended, voided, or superseded here, the other provisions of such items not specifically amended, voided, or superseded shall remain in effect.

I. The following items are the City's responses to Bidder questions:

1. **Question:** SOW: Emergency calls shall be responded to within two (2) hours of submission; calls other than emergency calls will be responded to the next day. Please clarify what you are referring here (i.e. telephonic needs assessment, telephonic clinical assessment, referral turnaround time, etc.)?
Answer: *A live licensed clinician or licensed behavioral health professional shall be immediately available via telephone or shall respond to an emergency call via telephone within two (2) hours of the call made. A telephonic needs and/or clinical assessment shall be made during this call. Turnaround time if a referral is needed shall take no longer than necessary for the safety of the employee to receive any and all medical/behavioral care needed.*
2. **Question:** Please clarify if the 3 SAP Treatment Cases per year are referring to Department of Transportation (DOT) SAP evaluations or simply mandated non-DOT substance abuse cases?
Answer: *Can be a combination of DOT and non-DOT cases not exceeding a total of three.*
3. **Question:** May we submit the cost proposal within a sealed envelope within the same box as the technical proposal or must they be shipped separately?
Answer: *You may submit separate Technical & Cost sealed envelopes in the same shipping box or envelope.*

4. **Question:** Is the use of an eligibility file mandatory? Most EAPs do not require eligibility verification in order to access services. It is based on the attestation of the member.

Answer: No

NOTE TO ALL BIDDERS: YOU MUST ACKNOWLEDGE RECEIPT OF ALL ADDENDA ON YOUR BID SUBMISSION FORM WHERE INDICATED.