



The State of Mississippi
Governor Tate Reeves
Commissioner Andrea A. Sanders
www.mdcps.ms.gov

Amendment No. 1
Questions and Answers per IFB No. 3160004981

1. Who is the current EAP provider and how long have they been providing services to the Agency?
Compsych Corporation has been the provider for MDCPS since 2017.
2. How many total employees will be covered or please confirm that pricing should be based on 2000 employees?
The number of MDCPS varies month to month but averages about 1450 employees. Pricing should be based on 2000 employees.
3. Please provide the current rate and a rate history throughout the contract term for the EAP.
Current Rate is \$1.98 per employee per month. This has been the rate since 2019.
4. Do you have a budget cap or a not to exceed amount for EAP Services?
No there is no cap.
5. What are your top 3 priorities in an EAP?
 - a. **A toll-free, confidential Employee Assistance phonenumber with 24-hours access for MDCPS employees and their covered family members; said phone to be staffed by professionals with a minimum of a master's degree in social work, counseling, marriage and family therapy, or psychology. This phonenumber may serve as a singular intervention in such cases as is appropriate. It shall not be merely a call center to facilitate follow up or referrals**
 - b. **At least 10 covered counseling sessions per employee and/or covered family member, per issue within the contract period. Sessions will be provided by licensed professionals with a minimum of a master's degree in social work, counseling, marriage and family therapy, or psychology. The counseling sessions will occur at the office(s) of the respective therapist,**



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or in an appropriate confidential virtual setting if preferred by employee or necessitated by public health issues;

- c. Referral for additional treatment, when appropriate, will be made in accordance with the preferred provider network of MDCPS. MDCPS are covered under the designated MS State Employee insurance provider (presently MS State Employee plan under Blue Cross Blue Shield of MS;**

6. How many hours of the following services are included within the current EAP contract per year?
- Onsite training/orientation/educational seminars
 - **20 training hours per contract year and additional fee for service**
 - Onsite health fair/event participation
 - **Participation is included but not at a limited number of hours**
 - Onsite critical incident support events (# events/# hours)
 - **Unlimited critical incident services up to 4 hours per event, additional onsite services available for a fee.**
 - Webinar training
 - **20 training hours per contract year and additional fee for service**
7. How many total hours of the following services were utilized in each of the last two (2) years?
- Onsite training/orientation/educational seminars
 - **None**
 - Onsite health fair/event participation
 - **None**
 - Onsite critical incident support events (# events/# hours)
 - **2**
 - Webinar training
 - **6**
8. Please provide copies of 2019 and 2020 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:
- Number of employees on which the report is based
 - Total number of clinical cases



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- Total number of work-life cases
- Total number of clinical sessions

Attached

9. Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

As the designated child welfare agency for the state of MS, our staff experience high levels of stress, burn-out, trauma exposure, secondary trauma or compassion fatigue, work/life balance, marital/family problems, substance or process disorders, addictions, anxiety, depression, grief, etc. Our agency is also in the midst of widespread organizational restructuring and change.

10. Are electronic signatures on proposal documents acceptable?

Yes

11. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

Licensed master's level clinicians

12. Are legal, financial and daily living work/life services currently a part of your EAP program?

Yes

13. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

A summary of the services that you provide for the listed reference as well as contact information. MDCPS may conduct phone interviews or request written responses.

14. Who is your health plan provider and is the plan self-funded?

Blue Cross/ Blue Shield of Mississippi

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

2-3

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16. Section 2.1.9 Training sessions for managers and supervisors in the orientation of identifying personal and emotional problems that may affect workplace performance, as well as training in procedures related to documentation and appropriate referral of employees to the EAP; These training offerings shall consist of a minimum of 20 hours, and may be allotted over multiple days, based on agreement with agency representative.
- a. Can any/all of these training sessions be done via Webinar?
Some may be provided virtually but MDCPS would reserve the right to request in person training if the circumstances or topic warranted in person interaction.
17. Regarding ATTACHMENT A BID COVER SHEET. In order to full answer these questions we need more space than the lines allotted, may we add additional lines?
An additional page can be added or lines added.
18. Regarding Attachment B, the price box indicates “EAP Services \$_____ Per Month”.
- a. Does the agency want to see the total per month (based on the number of employees as 2,000) in this box?
Price should reflect cost per employee per month
- b. Does the agency want to see the price ‘per employee per month’ in this box?
correct