



The City of **WORCESTER**

Administration & Finance – Purchasing Division
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July 15, 2024

To All Bidders:

Subject: **Bid No. CR-8230-W5, Employee Assistance Services / WPS**

ADDENDUM NO. 1

To Whom It May Concern:

With reference to our bid request relative to the above subject, please refer to the changes/modifications/clarifications to the original proposal request.

- **PLEASE SEE BELOW QUESTIONS RECEIVED AND RESPONSES FROM CITY:**

1. Will you accept electronic signatures on all proposal forms? **yes**
2. How long has All One Health been providing services to the organization? **Current contract in place for three years**
3. Please confirm that pricing should be based on 5,000 employees. **Quantities are as noted in the bid**
4. What is the current number of counseling sessions allowed per member per issue per year? **Three**
5. Please provide the current rate and a rate history throughout the contract term for the EAP.
Year 1: \$ 0.55, Year 2: \$ 0.561, Year 3: \$ 0.58
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

Total hours offered of CISDs, Training, Health/Benefit fairs, orientations, webinars: up to five complementary hours annually for any service needs.

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

Total hours used in that same category: in the current period, 8/18/23 – 8/17/24 there have not been any requests for use of the hours



8. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor? **Do not wish to rate vendors**
9. What are the three components that are most important to you in an EAP? **Do not have most important components**
10. Is your workforce currently in-office, remote, or hybrid? **Some are in office and some are remote and hybrid**
11. The RFP states the contractor “must provide contact names and addresses of ten (10) service providers from whom services will be provided to WPS employees.” We have a confidentiality agreement with many of our providers and cannot provide contact information or addresses. Is this cause of elimination? **Yes, we need to know who will be providing these services to our employees.**
12. The RFP states the contractor must “mail out complete original copy (including all pages) of this bid must be submitted in a sealed envelope.” Does this requirement mean that bidders should include the entire RFP within the bid? **Yes, please submit a complete bid package including all forms.**

Bidders are requested to acknowledge and/or include this addendum with submission. All other terms, conditions, and specifications remain unchanged.

Very truly yours,

Christopher J. Gagliastro
Purchasing Director