



CITY OF RIO RANCHO  
DEPARTMENT OF FINANCIAL SERVICES  
PURCHASING DIVISION  
3200 CIVIC CENTER CIRCLE NE 3<sup>rd</sup> FLOOR  
RIO RANCHO, NEW MEXICO 87144  
PHONE: 505-891-5044 FAX: 505-891-5762

**ADDENDUM NO (1) One  
RFP 20-HR-007  
Medical and Employee Assistance Plan (EAP)  
Benefits for City Employees**

March 19, 2020

Addendum Number (1) One forms part of the contract documents and modifies them in the manner and extent set forth below.

**ATTENTION OFFERORS**

- ***Submission Requirements***
- ***Questions and Answers***
- ***Attachments***

**Submission Requirements**

Due to the current health concerns and the changing environment in respect to COVID-19 the City is requesting all RFP submissions be submitted as follows:

- Offerors must submit an electronic submission to Shonna Ybarra, [sybarra@rrnm.gov](mailto:sybarra@rrnm.gov) on March 26, 2020 no later than 10:00 AM MST. This has been pushed back one day due to the delay in posting the addendum.
- Offerors must submit 1 original and 3 copies of their proposal in a sealed envelope or container via USPS or other mailing service no later than March 31, 2020 to the address specified in Section 2.2.5 of the RFP.

**Questions and Answers**

1. Please provide the current rate and a rate history throughout the contract term for the EAP. Please include the number of counseling sessions associated to this cost.

**Answer:** Providers are both on one-year service agreements as opposed to multiyear contracts.

Solutions Group: FY18: \$10,759; FY19: \$10,759; FY20: \$10,759  
6 EAP sessions per issue per year for all employees and household members.

PSPG: FY18: \$34,580; FY19: \$34,580; 2020: \$44,961  
EAP sessions as needed. No maximum limit per employee per year.

2. Is there a stated budget amount or a 'not to exceed' amount for the EAP Service?

**Answer:** For our one-year professional service agreements, the stated budget amount shall not exceed \$60,000.

3. 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 response
- Webinar training

**Answer:** Solutions group: None of these services are included or explicitly stated within the services agreement.

PSPG: Onsite training/ orientation/ educational seminars, and onsite critical response are offered on an as needed basis within the scope of our professional services agreement.

4. 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 response
- Webinar training

**Answer:** Solutions group: Only onsite health fair/ event participation for 8 hours in 2018 and 8 hours in 2019.

PSPG: None.

5. Please provide copies of 2018 and 2019 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
- Total number of work-life cases
- Total number of clinical sessions

**Answer:** 2018 information is not available at this time but 2019 Utilization reports are attached.

6. 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.)?

**Answer:** No major issues unique to our City pertaining to the condition of our workforce. We had four critical incidents for public safety requiring stress debriefings.

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

**Answer:** Customer service representatives.

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

**Answer:** Yes

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

**Answer:** possibly both phone interviews and written/ email correspondence

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

**Answer:** This is not pertinent to the submitting a proposal.

11. Exhibit A, Page 18, #8: Please provide detail of EAP fees reflecting both gross and net commission and fees paid to consultant.

- a. Is it the responsibility of the vendor to include commission fees to the consultant? If so, please indicate current fees.

**Answer:** N/ A. None

12. Regarding the Excel Workbook, Exhibits 1A- 1H-6, would you please explain how Inpatient Facility Providers is defined?

**Answer:** The intent of the request is for respondents to identify all network facilities with inpatient capabilities, including rehab and substance abuse.

13. Please clarify what is to go into Section 1 and Section 2, as described on page 10 of the RFP.

- For Section 1, para. 3.2.2.a, should our response to the “Response to Evaluation Criteria” subsection be our answers to the Excel file titled Exhibits 2A through 2F—Min Requirements and Questionnaires w Scoring Criteria suggestions.xlsx.? Or should this be a narrative response and the Exhibits go into Section 2?
- For Section 2, para. 3.2.2.b, should our response to “Completed Required Exhibits for the appropriate insurance benefit” be our answers to the Excel file Exhibit 1A through 1H-6—Proposed ASO Cost Services Network\_02-04-2020.xls? Or should both Exhibits be included in this Section?

**Answer:** Section 1 should contain a cover letter, Required Information Form, Table of Contents and narrative responses to the criteria described in Section 4.3 if Offerors need to add additional information that is difficult to convey in the Exhibits.

Section 2 should contain the appropriate Exhibits for the benefit your firm is submitting a proposal.

14. Because the answer to Question #1 strongly affects how we structure our proposal, is it possible to get an answer before the question deadline of March 18?

**Answer:** Please see the response above.

15. SBC’s were received for two plan offerings by Presbyterian, Copay Plan and HDHP Plan. Only one SBC was received for BCBS of NM and it reflects the Copay Plan. Does BCBS of NM also offer the HDHP Plan?

**Answer:** This information is provided in the RFP document.

16. Membership information is missing. It is not critical to have, but would be nice to have.

**Answer:** Membership is roughly 2.4 per subscriber.

17. Large claim information is missing. It is not critical to have, but would be nice to have.

**Answer:** Details of large claimants is currently not available.

18. Is there a reinsurer for large claims? If so, can the reinsurer be identified? What is the current pooling point?

**Answer:** Please see RFP, current stop loss level is \$440,000.

19. Is the administration of pharmacy being marketed or is The City of Rio Rancho staying with Express Scripts?

**Answer:** Prescription coverage is not being solicited at this time.

20. Five client references are requested (below), but in the RFP, only three are outlined for responses (2 current, 1 former). Please clarify if you need 3 or 5 EAP references. *“Please provide five client references, preferably New Mexico, including three current and two former clients, who may be contacted. At least one of these references should be from a client of similar size and at least two should be governmental entities.*

**Answer:** Please provide three (3) references.

21. The RFP specifies that as of 2/11/20, the total number of eligible employee is 653. The census specified 625. Can you confirm the total number of employees?

**Answer:** The seeming variance is due to some City employees are included as spouses of other City employees on the census.

22. The RFP states that you offer public safety employees EAP services via the Public Safety Psychology Group. Can you provide additional detail about the program currently in place today, and what additional enhancements you are looking for regarding public safety employees?

**Answer:** Please provide information regarding your solution to this benefit.

23. The RFP states to provide a quote for 1-6 visit model; however, the questionnaire references 1-3 and 1-5 visit models. Can you please clarify if we need to provide quotes for all three models? Is 1-6 visits specific to first responders?

**Answer:** Please use the information requested in the Excel sheets. If additional information is need to finalize the City’s evaluation Offeror will be contacted.

24. Regarding the PEPM Fees, can you please provide the employee count for each group below? The counts are not indicated on the census. The RFP does specify counts however we need confirmation as employee count in RFP differs from Census.

- a. Coverage for all employees =
- b. Coverage for Public Safety employees only =
- c. Coverage for municipal employees only =

**Answer:** Please see the Excel Census included with this addendum release.

25. Main RFP Document PDF (Page 10): Section 3.2 Proposal Form, Section 3.2.1 lists which documents are not included in the total page count. However, we could not locate any additional information regarding a page count requirement. Would you please clarify if there is a maximum page count, and if so, what is the total number of pages that our proposal can contain?

**Answer:** There is not a page limit for this RFP. Offerors shall submit all required exhibits to be deemed responsible.

26. For the EAP section you ask for the quote to be broken out into all employees, public safety only, and municipal employees only. We are happy to do this but there is no place on the census that tells us what designation each employee falls into. Additionally the FRP documents asks for a quote of 6 sessions where the excel sheet asks for 3 and 5 session quotes. Which should we actually quote?

**Answer:** The census file provided includes appropriate designators. Please use the information requested in the Excel sheets.

27. Finally, can you please supply an excel copy of the census as the one in the PDF will not be usable.

**Answer:** Please see the attached census Excel document for your use.

**All other provisions of the Contract Documents shall remain unchanged. Each Offeror should ensure that they have received all addenda and amendments to this RFP before submitting their proposal.**

# EAP UTILIZATION REPORT

## City of Rio Rancho

January 10, 2020

The number of employees covered by your EAP is 344

PERIOD: 10/01/19-12/31/19

YTD: 01/01/19-12/31/19

	PD	YTD
EAP	7	25
W/L	0	0

**UTILIZATION RATE (ACTUAL)**  
(New Open Cases / Number of Employees)

Period	2.0%
YTD	7.3%

**IMPACT RATE (ACTUAL)**  
(Number Seen / Number of Employees)

Period	2.0%
YTD	7.6%

**UTILIZATION RATE (ANNUALIZED)**  
(New Open Cases / Number of Employees)

This Year	7.3%
Last Year	7.8%
Prior Year	4.9%
Average	6.7%

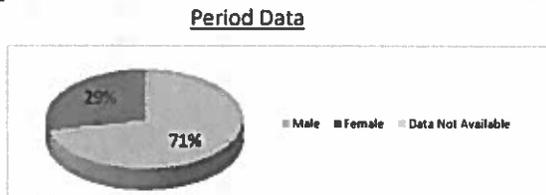
**IMPACT RATE (ANNUALIZED)**  
(Number Seen / Number of Employees)

This Year	7.6%
Last Year	9.0%
Prior Year	6.1%
Average	7.6%

PERIOD		YTD	
#	%	#	%

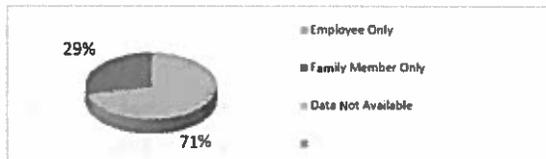
**Gender:**

Male	5	71%	12	48%
Female	2	29%	12	48%
Data Not Available	0	0%	1	4%



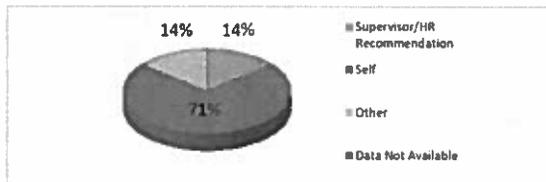
**Cases Opened On:**

Employee Only	5	71%	18	72%
Family Member Only	2	29%	6	24%
Data Not Available	0	0%	1	4%



**Referred By:**

Supervisor/HR Recommendation	1	14%	1	4%
Self	5	71%	21	84%
Other	1	14%	1	4%
Data Not Available	0	0%	2	8%



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## City of Rio Rancho

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PERIOD: 10/01/19-12/31/19

YTD: 01/01/19-12/31/19

	PD	YTD
EAP	7	25
W/L	0	0

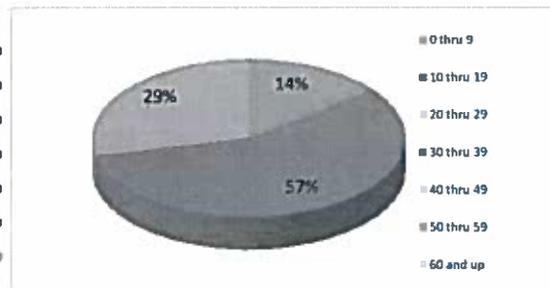
### Aware EAP:

Prior Participation	3	43%	7	28%
Supervisor Suggested	1	14%	1	4%
Family Suggested	0	0%	1	4%
In Service Training/Orientation	0	0%	3	12%
HR Department/Employee Health	2	29%	5	20%
Other	0	0%	2	8%



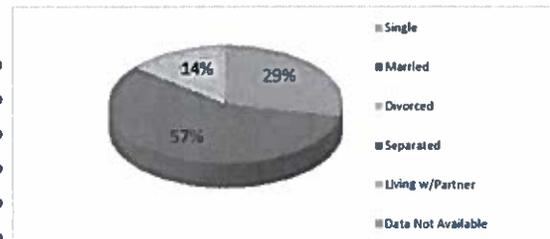
### Age:

0 thru 9	1	14%	2	8%
10 thru 19	0	0%	1	4%
20 thru 29	0	0%	1	4%
30 thru 39	4	57%	10	40%
40 thru 49	2	29%	5	20%
50 thru 59	0	0%	3	12%
60 and up	0	0%	3	12%



### Marital Status:

Single	2	29%	8	32%
Married	4	57%	9	36%
Divorced	1	14%	2	8%
Separated	0	0%	1	4%
Living w/Partner	0	0%	1	4%
Data Not Available	0	0%	4	16%



# EAP UTILIZATION REPORT

## City of Rio Rancho

January 10, 2020

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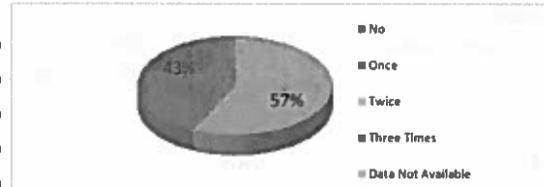
PERIOD: 10/01/19-12/31/19

YTD: 01/01/19-12/31/19

	PD	YTD
EAP	7	25
W/L	0	0

### Previous EAP:

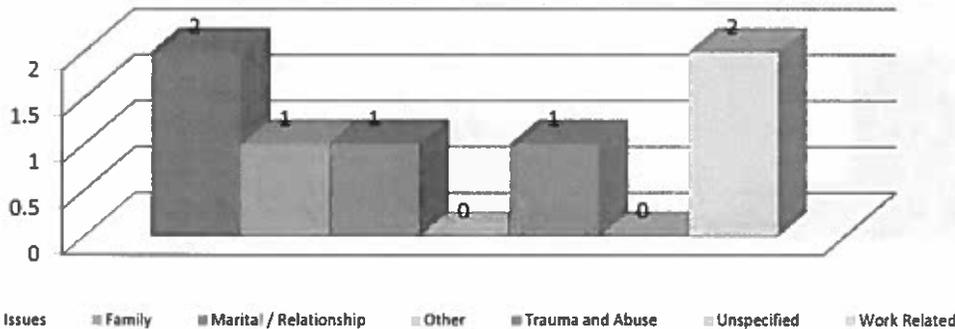
No	4	57%	15	60%
Once	3	43%	6	24%
Twice	0	0%	1	4%
Three Times	0	0%	1	4%
Data Not Available	0	0%	2	8%



### Presenting Issue:

Emotional Issues	2	28.57%	10	40%
Family	1	14.29%	5	20%
Marital / Relationship	1	14.29%	3	12%
Other	0	0.00%	1	4%
Trauma and Abuse	1	14.29%	2	8%
Unspecified	0	0.00%	2	8%
Work Related	2	28.57%	2	8%

### Presenting Issues



### Locations

City Hall	0	0%	1	4%
City of Rio Rancho	2	29%	6	24%
City Offices	0	0%	1	4%
CORR- Police Department	0	0%	1	4%
Department of Public Safety- 500 Quantur	0	0%	1	4%
Library on Loma Colorado	1	14%	1	4%
Rio Rancho	1	14%	2	8%
Rio Rancho Dispatch	0	0%	1	4%
RR Municipal Bldg	2	29%	3	12%
RR-Animal Control	1	14%	1	4%
Data not available	0	0%	7	28%

# EAP UTILIZATION REPORT

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PERIOD: 10/01/19-12/31/19

YTD: 01/01/19-12/31/19

	PD	YTD
EAP	7	25
W/L	0	0

### Clinical Services

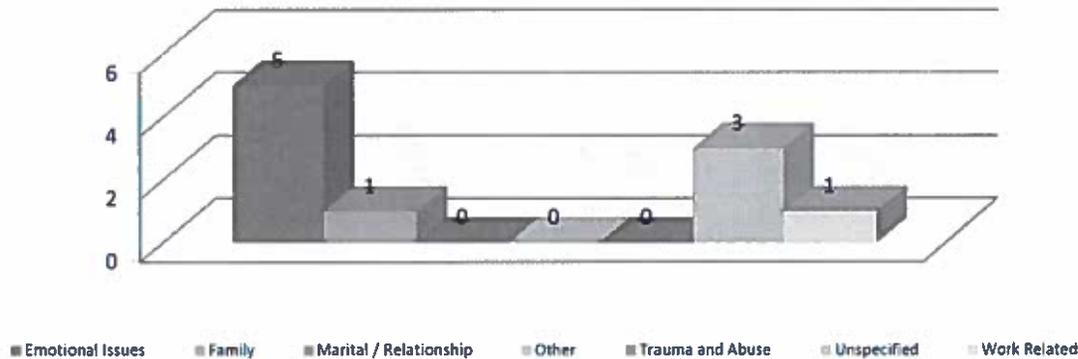
Initial Contact - No Open Case	0	0%	1	4%
Open Cases	7	100%	25	96%

Cases Closed 10 23

### Assessed Issues - Based on # of Closed Cases

Emotional Issues	5	50%	10	43%
Family	1	10%	3	13%
Marital / Relationship	0	0%	1	4%
Other	0	0%	1	4%
Trauma and Abuse	0	0%	1	4%
Unspecified	3	30%	6	26%
Work Related	1	10%	1	4%

### Assessed Issues



### Referral Made (Closed Cases):

Yes	1	10%	4	17%
No	4	40%	7	30%
Data Not Available	5	50%	12	52%

# EAP UTILIZATION REPORT

## City of Rio Rancho

January 10, 2020

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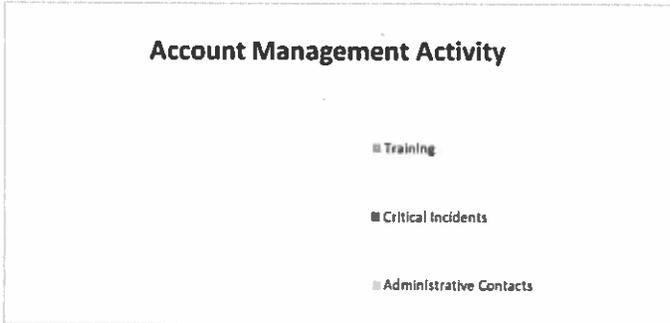
PERIOD: 10/01/19-12/31/19

YTD: 01/01/19-12/31/19

	<u>PD</u>	<u>YTD</u>
EAP	7	25
W/L	0	0

### ACCOUNT MANAGEMENT ACTIVITY

	<u>PERIOD</u>		<u>YTD</u>	
	<u>#</u>	<u>HOURS</u>	<u>#</u>	<u>HOURS</u>
The # in () represents the # of sessions or events in which individuals were served.				
Training	0 (0)	0.0	0 (0)	0.0
Critical Incidents	0 (0)	0.0	0 (0)	0.0
Administrative Contacts	0	0.0	0	0.0



Summary: (type in additional data)



# EAP UTILIZATION REPORT

## City of Rio Rancho

January 18, 2019

The number of employees covered by your EAP is 344

PERIOD: 10/01/18-12/31/18

YTD: 01/01/18-12/31/18

	PD	YTD
EAP	4	27
W/L	0	0

### UTILIZATION RATE (ACTUAL)

(New Open Cases / Number of Employees)

Period	1.2%
YTD	7.8%

### IMPACT RATE (ACTUAL)

(Number Seen / Number of Employees)

Period	1.7%
YTD	9.0%

### UTILIZATION RATE (ANNUALIZED)

(New Open Cases / Number of Employees)

This Year	7.9%
Last Year	4.9%
Prior Year	5.2%
Average	6.0%

### IMPACT RATE (ANNUALIZED)

(Number Seen / Number of Employees)

This Year	9.0%
Last Year	6.1%
Prior Year	7.3%
Average	7.5%

PERIOD		YTD	
#	%	#	%

#### Gender:

Male	0	0%	9	33%
Female	2	50%	13	48%
Data Not Available	2	50%	5	19%

Period Data



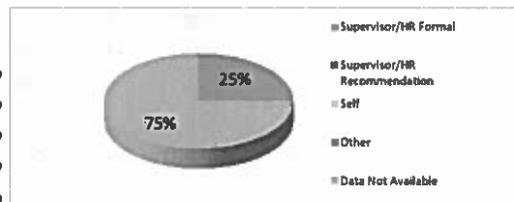
#### Cases Opened On:

Employee Only	3	75%	15	56%
Employee & Family Member	0	0%	6	22%
Family Member Only	1	25%	6	22%



#### Referred By:

Supervisor/HR Formal	1	25%	1	4%
Supervisor/HR Recommendation	0	0%	1	4%
Self	3	75%	22	81%
Other	0	0%	2	7%
Data Not Available	0	0%	1	4%



# EAP UTILIZATION REPORT

## City of Rio Rancho

January 18, 2019

The number of employees covered by your EAP is 344

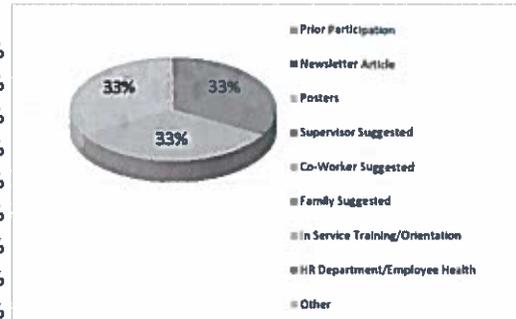
PERIOD: 10/01/18-12/31/18

YTD: 01/01/18-12/31/18

	PD	YTD
EAP	4	27
W/L	0	0

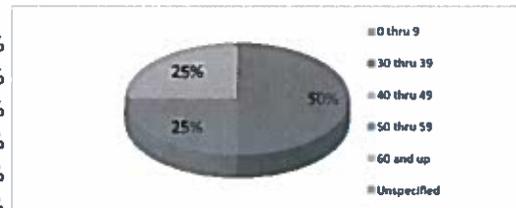
**Aware EAP:**

Prior Participation	1	25%	9	33%
Newsletter Article	0	0%	2	7%
Posters	0	0%	1	4%
Supervisor Suggested	0	0%	3	11%
Co-Worker Suggested	0	0%	1	4%
Family Suggested	0	0%	1	4%
In Service Training/Orientation	1	25%	2	7%
HR Department/Employee Health	0	0%	4	15%
Other	1	25%	1	4%



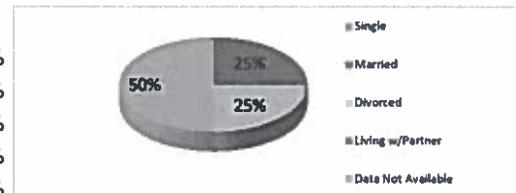
**Age:**

0 thru 9	0	0%	2	7%
30 thru 39	2	50%	7	26%
40 thru 49	0	0%	5	19%
50 thru 59	1	25%	6	22%
60 and up	1	25%	4	15%
Unspecified	0	0%	3	11%



**Marital Status:**

Single	0	0%	4	15%
Married	1	25%	13	48%
Divorced	1	25%	3	11%
Living w/Partner	0	0%	1	4%
Data Not Available	2	50%	6	22%



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## City of Rio Rancho

January 18, 2019

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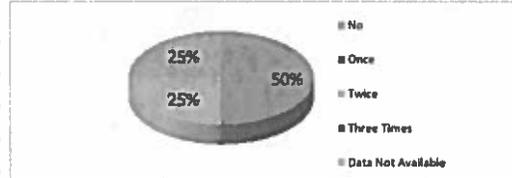
PERIOD: 10/01/18-12/31/18

YTD: 01/01/18-12/31/18

	PD	YTD
EAP	4	27
W/L	0	0

### Previous EAP:

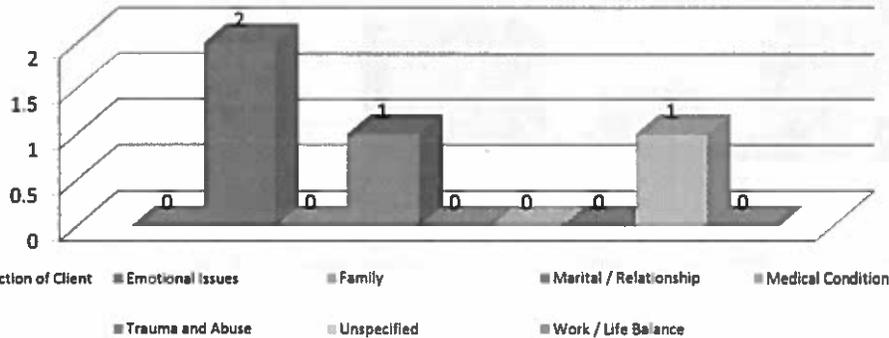
No	2	50%	14	52%
Once	0	0%	8	30%
Twice	1	25%	1	4%
Three Times	0	0%	1	4%
Data Not Available	1	25%	3	11%



### Presenting Issue:

Abuse / Addiction of Client	0	0.00%	2	7%
Emotional Issues	2	50.00%	6	22%
Family	0	0.00%	4	15%
Marital / Relationship	1	25.00%	7	26%
Medical Condition	0	0.00%	1	4%
Other	0	0.00%	1	4%
Trauma and Abuse	0	0.00%	3	11%
Unspecified	1	25.00%	2	7%
Work / Life Balance	0	0.00%	1	4%

### Presenting Issues



### Locations

City Hall	1	25%	1	4%
City of Rio Rancho	0	0%	6	22%
City of Rio Rancho City Hall	0	0%	1	4%
City Offices	0	0%	1	4%
Civic Center- Utility Billing	0	0%	3	11%
Department of Public Safety- 500 Quantur	0	0%	1	4%
Library- Loma Colorado	0	0%	1	4%
Rio Rancho	0	0%	3	11%
Rio Rancho City Hall	0	0%	3	11%
RR Municipal Bldg	0	0%	1	4%
Data not available	3	75%	6	22%

# EAP UTILIZATION REPORT

## City of Rio Rancho

January 18, 2019

The number of employees covered by your EAP is 344

PERIOD: 10/01/18-12/31/18

YTD: 01/01/18-12/31/18

	PD	YTD
EAP	4	27
W/L	0	0

### Clinical Services

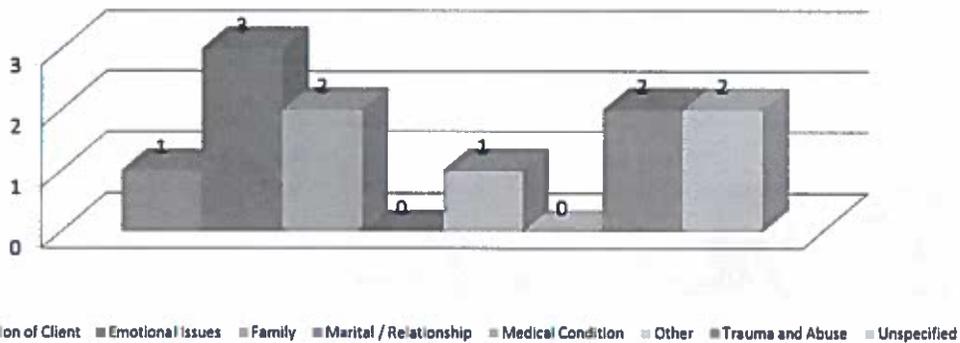
Initial Contact - No Open Case	2	33%	4	13%
Open Cases	4	67%	27	87%

**Cases Closed** 11 31

### Assessed Issues - Based on # of Closed Cases

Abuse / Addiction of Client	1	9%	2	6%
Emotional Issues	3	27%	9	29%
Family	2	18%	6	19%
Marital / Relationship	0	0%	5	16%
Medical Condition	1	9%	1	3%
Other	0	0%	1	3%
Trauma and Abuse	2	18%	4	13%
Unspecified	2	18%	3	10%

### Assessed Issues



### Referral Made (Closed Cases):

Yes	0	0%	4	13%
No	0	0%	3	10%
Data Not Available	11	100%	24	77%

# EAP UTILIZATION REPORT

## City of Rio Rancho

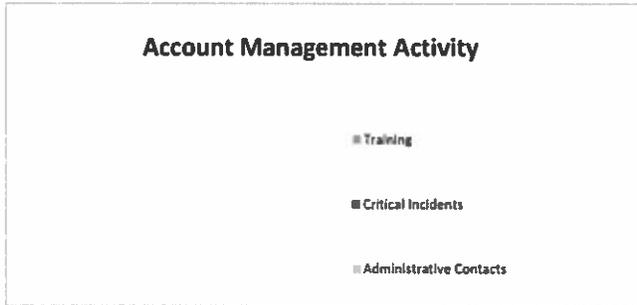
January 18, 2019

The number of employees covered by your EAP is 344

		<u>PD</u>	<u>YTD</u>
EAP		4	27
PERIOD:	10/01/18-12/31/18	W/L	0 0
YTD:	01/01/18-12/31/18		

### ACCOUNT MANAGEMENT ACTIVITY

	<u>PERIOD</u>		<u>YTD</u>	
	<u>#</u>	<u>HOURS</u>	<u>#</u>	<u>HOURS</u>
The # in () represents the # of sessions or events in which individuals were served.				
Training	0 (0)	0.0	0 (0)	0.0
Critical Incidents	0 (0)	0.0	0 (0)	0.0
Administrative Contacts	0	0.0	0	0.0



**Summary: (type in additional data)**



# Public Safety Psychology Group LLC

8341 Washington St. NE. Albuquerque NM. 87113

PO Box 92002, Albuquerque, NM. 87199

Phone (505) 888-5499 Fax (505)888-5498



## Quarterly Contract Utilization Report: City of Rio Rancho (Fire and Police) Fourth Quarter 2018 (October, November, December): Report Completed 1/5/19

This brief letter has been generated in order for Public Safety Psychology Group LLC (PSPG) to provide the City of Rio Rancho with a quarterly contract utilization report for the psychological services provided in 2018. The report is intended to be a brief summary of services provided and hours utilized. If a more detailed report is needed feel free to let me know.

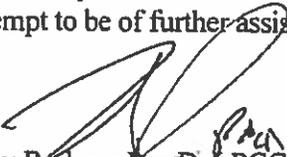
It should be noted that PSPG is currently on contract with the city to provide approximately 9 hours a week of psychological services to the city public safety departments (this translates to 39 a month, 117 a quarter, or 468 hours a year). The city is billed by PSPG on a monthly basis for 1/12 of the contracted amount. The following is a categorized breakdown of the hours spent during the last quarter:

Contract Activity	Number of the Activity Provided	Total Hours Spent
Counseling sessions for officers and their families.	Approximately 35 individuals seen.	99
Pre-employment psychological screenings for cadets and court security	Approximately 15 total screenings.	20
Academy teaching and prep time		0
Advanced teaching and prep time (FTO, crisis intervention, verbal-de-escalation, crisis negotiations, stress management, investigation and interviewing, etc.)		0
Critical incident stress debriefings (CISD)	Approximately 4 total debriefings.	10
Department consultation: SORT, CACU, SVU, CIT, management, etc.	5 with various units (one major case this quarter)	48
CNT/SWAT Activations		0
Critical incident response: officer involved shootings, suicidal officers, injured officers, etc.	Approximately 2 total incidents.	4
Return to Duty Screenings		0
Administrative Time	Approximately 4 hours per week.	45
Travel time	Approximately 3/4 of an hour a week.	10
<b>TOTAL # of HOURS Utilized in Quarter #1 of 2018</b>		<b>131</b>
<b>TOTAL # of HOURS Utilized in Quarter #2 of 2018</b>		<b>141</b>
<b>TOTAL # of HOURS Utilized in Quarter #3 of 2018</b>		<b>191</b>
<b>TOTAL # of HOURS Utilized in Quarter #4 of 2018</b>		<b>236</b>



TOTAL # of HOURS Utilized for 2018	699
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If you should have any further questions or comments, feel free to contact us so we can attempt to be of further assistance. Thanks in advance. Sincerely,



Troy Rodgers Psy.D. LPCC  
Licensed Psychologist #1039 and Agency Director  
Public Safety Psychology Group

