



## Acknowledgment of Amendments

### Questions/Answers

### Employee Assistance Program Services

### Amendment Number One

May 3, 2024

1. Who is the current EAP provider and how long have they been providing services to the organization?  
**Answer:** MEA Cares. On/About 2018.
2. Please confirm that pricing should be based on 700 employees.  
**Answer:** Yes. The pricing should be based on 700 employees.
3. What is the current number of counseling sessions allowed per member per issue per year?  
**Answer:** 10 counseling sessions per family per year
4. Please provide the current rate and a rate history throughout the contract term for the EAP.  
**Answer:** This is public information. Public records requests should be submitted to [reporting@mdek12.org](mailto:reporting@mdek12.org).
5. 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  
**Answer:** The current EAP contract has quarterly educational seminars and workshops 4 per year
6. 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  
**Answer:** 0 (Didn't request any)
7. Please provide copies of 2021, 2022, and 2023 EAP utilization reports.  
**Answer:** This is public information. Public records requests should be submitted to [reporting@mdek12.org](mailto:reporting@mdek12.org).
8. If 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  
**Answer:** This is public information and can be provided by completing a public records request. (Office of Public Reporting;  
<https://www.mdek12.org/sites/default/files/Offices/MDE/OEA/OPR/Public-Records-Request-Form.pdf>)

9. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?  
*Answer: Due to confidentiality and protection of our employees this information is not available.*
10. What are the three components that are most important to you in an EAP?  
*Answer: 24/7 phone response, confidential services, referral support and follow-up*
11. Is your workforce currently in-office, remote, or hybrid?  
*Answer: In-Office and hybrid*
12. The RFP states that each line item should be priced separately, [REDACTED] includes all pricing within our “per employee per month” price rather than pricing out eat individual item. Is this cause for elimination?  
*Answer: Pricing options are not included in this solicitation; therefore, Attachment A as written, should be completed and returned with response to be considered responsive. Non-responsive bids are cause for disqualification.*

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### Amendment Number One

**NOTE:** *This Amendment One is hereby made a part of the Mississippi Department of Education’s Request for Proposals/Applications/Qualifications/Invitation for Bid. The Vendor acknowledges receipt of said amendment and is made aware of the changes contained therein. By signing this form, the Offeror accepts the changes as part of the contract requirement.*

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

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