

**Addendum No. 1**  
**Charter Township of Shelby**  
**CHARTER TOWNSHIP OF SHELBY**  
**REQUEST FOR PROPOSAL FOR**  
**EMPLOYEE ASSISTANCE PROGRAM SERVICES**

To all prospective bidders and others concerned:

This ADDENDUM is hereby incorporated into the original RFP for the proposals referred to above and is considered binding as though originally appearing therein.

This Addendum consists of **2** pages.

You are hereby advised that the RFP for the above referenced projects is revised with the following responses to questions posed by potential vendors:

**1. Does the Township have an EAP today? If so, who is the carrier and how long has the Township been contracting with the carrier?**

The Township currently uses CareWorkLife Solutions. They have been our vendor for more than 10 years.

**2. What has utilization looked like for the past three (3) years?**

Utilization is lower than the Township would expect. During 2016 employees of the Township scheduled 2 in-person sessions, 3 return sessions, and had 5 phone consultations. The EAP trained 215 employees on topics scheduled by the Township.

**3. Are you all satisfied with the program utilization?**

The Township would like to see more program utilization by both managers and employees.

**4. Why is the Township out to bid?**

The township is out for bid because the benefit cost and program offerings have not been reviewed or bid for more than 10 years.

**5. How many carriers are included in the RFP?**

The number of carriers is dependent on the interested responses and is not controlled by the Township.

**6. On a scale of 1 (not satisfied) to 5 (very satisfied), where is your satisfaction level with the current vendor?**

Our level of satisfaction with the current vendor is 3.

**7. Have you all had any service issues? If so, please explain.**

There are not specific service issues from the management perspective.

**8. Are there any enhancements that the Township is interested in seeing?**

The Township is interested in reviewing any enhancements which are available from bidders.

**9. Please provide clarification around the incumbent program's Work-life services. Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance?**

The Township offers separate legal coverage. Assistance with legal, financial, childcare, eldercare and personal convenience assistance is included in the current program

**10. Regarding DOT regulated SAP services for CDL holders: how many cases did the Township have last year? In 2015 and 2014?**

The Township has had one SAP case since 2014.

**11. Can the Township please define and clarify the types of trainings you all may request? How long (duration) would the Township anticipate each training event would be? Please provide clarification around any specific requirements.**

The type of training will vary based on need. In the past we have used our EAP for incident de-escalation training, harassment and discrimination training, CDL Supervisor training. Most training sessions are expected to last 1 to 1.5 hours.

**12. In the same vein, for critical incidents (e.g. a natural disaster, workplace accident, layoffs, etc.) what type of support does the current program allow for? How many annual onsite hours are built in?**

This is built into our plan; we are unaware of the limits on support hours.

**13. How many critical incident events did you all have last year? In 2015 and 2014?**

Zero