



# City of Concord, New Hampshire

## PURCHASING DIVISION

COMBINED OPERATIONS & MAINTENANCE FACILITY

311 NORTH STATE STREET

CONCORD, NH 03301

(603) 230-3664 FAX: (603) 230-3656

[www.concordnh.gov/Purchasing](http://www.concordnh.gov/Purchasing)

September 28, 2011

### ADDENDUM NUMBER ONE

RFP06-12

### EMPLOYEE ASSISTANCE PROGRAM SERVICES

**TO ALL FIRMS OF RECORD:** This addendum forms a part of and modifies the bidding and contract documents and technical specifications for the project named above. The following changes, additions and clarifications are made to the original Contract Documents:

1. **Question:** Does the City of Concord currently have an EAP in place and, if so, how long has this benefit been offered to employees and their family members?

**Answer:** Yes, the City currently has an EAP in place. We have been with the same provider for 16 years.

2. **Question:** What is the current assessment/short-term counseling/referral session model (i.e. number of visits) and is it per year or per issue?

**Answer:** It is 5 visits per referral. This 5 session maximum is loosely applied (i.e. if the person needs 6 sessions, they are seen for the 6th session).

3. **Question:** What is the average annual utilization rate of services and does the utilization rate include all employees and family members who contact EAP or only those who access counseling services specifically?

**Answer:** The utilization rate in 2010 was 11.36%

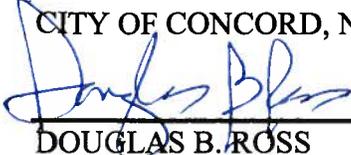
4. **Question:** What are the most pressing concerns for employees and family members that the City of Concord is aware of at this time as it relates to EAP services?

**Answer:** Based on 2010 data, the following are the most pressing concerns for City of Concord employees and family members: (1) Relationship issues (40.4% of referrals); (2) Environmental issues (26.9% of referrals); (3) Health concerns (23.1%); and (4) Substance use/abuse (7.7% of referrals)

5. **Question:** Will the EAP benefit cover full-time and permanent part-time employees (total 447) and their family members?

**Answer:** Yes

PLEASE BE ADVISED THAT THE CONSULTANT MUST ACKNOWLEDGE RECEIPT OF ADDENDUM ONE AS PART OF THE CONSULTANT'S PROPOSAL SUBMISSION.

CITY OF CONCORD, NEW HAMPSHIRE  
  
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DOUGLAS B. ROSS  
PURCHASING MANAGER