



Employee Assistance Program IFB#20250613 RFx# 3160007134
Date: July 21, 2025

Amendment #1 Questions and Answers and Pre-Bid Submission Conference PowerPoint Presentation

This Amendment must be signed and submitted as part of the Invitation for Bid (IFB) response to be considered for this procurement.

IFB response deadline is August 1, 2025 by 2:00 p.m.

Question #	RFP Section #	RFP Page #	Question	DOM Response
1	1.10.2 Minimum Qualifications	8	We have over 12,000 clients. We are not able to provide a complete list of all of our clients within our proposal response nor do all of our clients allow us to include them as references. Will providing the the number of clients that we cover along with 3-5 clients that may be contacted as references suffice?	<p>The Division of Medicaid (DOM) is requesting a list of business clients to whom EAP services have been provided within the last five (5) years.</p> <p>Providing a total number of business clients that you have covered/are covering within the past 5 years, along with 6-8 clients from that same period that may be contacted as references, will be sufficient.</p>
2	1.10.2 Minimum Qualifications	9	Bidders must provide a list of all professional counselors proposed to support DOM, including their titles and relevant certifications. - We can provide a list to include the provider type/credential, city, state, county, and zip code, but can not include provider names and addresses due to confidentiality agreements. Will this result in disqualification?	When proposing professional counselors, providing a list that includes the provider type/titles omitting personal names and addresses and listing required qualifications (e.g., valid licenses, degree level, years of experience in the field) is acceptable. Failure to provide this information will result in bid disqualification.

3	2.1.1 General Requirements	12	<p>How many hours of the following services are included within the current EAP contract per year?</p> <p>Onsite training/orientation/educational seminars Onsite health fair/event participation Onsite critical incident support events (# events/# hours) Webinar training</p>	<p>The hours were not captured for these services and are not pre-defined or fixed annually.</p> <p>1) For services such as onsite training, orientation, educational seminars, and critical incident support, these services are typically utilized on an as-needed basis, initiated by our Human Resources department for the Regional Office locations or for a specific department in response to particular issues that arise, such as employee well-being concerns, team development needs, or in the unfortunate event of a critical incident like an employee death.</p> <p>2) Onsite health fairs typically occur once a year.</p> <p>See also Amendment #2 to Section 2.1.1 General Requirements</p>
4	2.1.1 General Requirements	12	<p>How many total hours of the following services were utilized in each of the last two (2) years?</p> <p>Onsite training/orientation/educational seminars Onsite health fair/event participation Onsite critical incident support events (# events/# hours) Webinar training</p>	<p>The hours were not previously captured for these services and are not pre-defined or fixed annually.</p> <p>See also Amendment #2 to Section 2.1.1 General Requirements</p>
5	2.1.1.3	13	<p>Unlimited counseling sessions does not meet the definition of short-term counseling under an EAP. We can provide a maximum of 12 sessions per issue. Will you accept a 12-session model in lieu of unlimited sessions? What is the current average number of sessions used per case under your EAP?</p>	<p>1) DOM will allow a maximum of 12 sessions per issue, as long as the treating providers or any referrals, if necessary, accepts DOM's insurance plan.</p> <p>2) Please see Attachment A and B for EAP Utilization Reports.</p>

6	2.1.1.3	13	Because we confirm a provider referral within 3 business days and the member schedules the appointment with the referred provider, we are not able to meet the appointment scheduling time within 24 hours. If it is a crisis, we will assist the member in receiving appropriate care in-the-moment. Is this means for disqualification? Does this meet your need?	As stated in the bid specifications, appointments must be scheduled within 24 hours of the request. The actual date of the appointment can occur at a later date. The timeline for confirming a provider referral within 3 business days does not align with the 24-hour appointment scheduling requirement outlined in the bid.
7	2.1.1.10	13	We provide utilization reports within 20 days of the completed month - not 15. Will you accept this timeframe?	Yes, DOM will accept utilization reports within 20 days of the completed month. See also Amendment #2 to Section 2.1.1.10 General Requirements, reflecting this change.
8	2.1.1.10	13	We do not report statistics of scheduling appointments within 24 hours of initial contact or the number of outpatient therapy admissions. Will this result in disqualification?	By submitting a bid, bidders are agreeing to provide DOM all statistics required by Section 2.1.1.10. Any bidder who is unable to do so should not submit a bid. A bidder who is awarded a contract and fails to meet the requirements of Section 2.1.1.10 may be assessed liquidated damages or other penalties under the contract.
9	2.1.1.10	13	Please provide copies of 2022, 2023, and 2024 EAP utilization reports.	Please see Attachment A and B for EAP Utilization Reports.

10	2.2.2	14	Is this referring to coordinating ongoing referrals beyond the EAP to providers within DOM's preferred provider network or is it referring to EAP cases being made to providers that also serve within DOM's medical plan network?	<p>When additional care is recommended, the EAP provider should make referrals to in-network providers to support continuity of care and minimize out-of-pocket costs. This coordination is a key part of a transition process to help members move seamlessly into long-term treatment under their current health plan coverage. DOM's current network provider is Blue Cross Blue Shield of MS.</p> <p>In the event there is no in-network provider, the employee needs to know in advance to have the opportunity to deny the service due to fees, etc.</p>
11	2.6	15	Who is DOM's current EAP vendor? What is the current rate and rate history for the EAP?	<p>1) Imagine LLC is the current vendor. The compensation rate is \$6.00 per employee per month for one thousand employees.</p> <p>2) The rate for the previous vendor was \$1.75 per employee per month for one thousand employees.</p>

Receipt of Amendment #1 Acknowledged:

Signature

Printed Name

Title

Entity Name



DOM EAP Utilization

	November	December	January	February	March	April	May	June	YTD
Phone Calls	14	17	4	13	21	28	22	8	127
Referrals	2	1	1	2	2	2	0	3	13
New Admissions	11	5	3	6	4	5	5	7	46
Counseling Sessions	15	27	13	22	29	34	35	45	220
No Shows	1	2	2	0	1	2	1	0	9
Cancelations	1	11	7	4	7	6	6	9	51
Emergency Line	0	0	0	0	0	0	0	1	1
Total Encounters	44	63	30	47	63	77	69	73	466
Psychiatry	1	4	4	3	3	2	6	2	25
Referral types									
Psychiatry	2	1	1	1	1	2	0	2	10
Testing	0	0	0	0	0	0	0	1	1
Inpatient	0	0	0	0	0	0	0	0	0
Nutritionist	0	0	0	0	0	0	0	0	0
Pain Management	0	0	0	1	0	0	0	0	1
Substance Abuse Tx	0	0	0	0	1	0	0	0	1

**MEA CARES EAP
MONTHLY UTILIZATION REPORT
MISSISSIPPI DIVISION OF MEDICAID
2021**

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
# OF CALLS REFERRED													
*SELF	2	2	2	6	1	2	3	2	3	0	0	0	23
*ADMINISTRATIVE	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CALLS REFERRED	2	2	2	6	1	2	3	2	3	0	0	0	23
EAP SESSIONS													
*JACKSON	3	10	12	20	33	36	23	22	30	25	32	24	270
*OUT OF TOWN	0	3	0	2	10	16	10	2	0	7	4	10	64
TOTAL EAP SESSIONS	3	13	12	22	43	57	33	24	30	32	36	34	339
INITIAL ASSESSMENTS	0	4	4	6	1	1	2	2	3	0	0	0	23
INFORMATION ONLY	0	0	0	0	1	0	0	3	1	0	3	0	8
REFERRED OUT	0	0	0	0	0	0	0	0	0	0	0	0	0

Due to COVID-19, we are conducting telemental health sessions to support our companies and their employees during these stressful times.

Grief Support Group (2) on January 27, 2021 lead by Laura A. Lewis, LPC
 Grief Support Group (1) on Septmeber 10, 2021 lead by Chris Cothorn, LPC
 Grief Support Group (1) on December 6, 2021 lead by Laura A. Lewis, LPC

**MEA CARES EAP
MONTHLY UTILIZATION REPORT
MISSISSIPPI DIVISION OF MEDICAID
2022**

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
# OF CALLS REFERRED													
*SELF	2	0	3	2	3	2	3	5	4	1	4	1	30
*ADMINISTRATIVE	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CALLS REFERRED	2	0	3	2	3	2	3	5	4	1	4	1	30
EAP SESSIONS													
*JACKSON	12	20	19	20	18	20	15	20	24	26	22	16	232
*OUT OF TOWN	2	3	5	6	9	12	5	6	10	12	10	12	92
TOTAL EAP SESSIONS	14	23	24	26	27	32	20	26	34	38	32	28	324
INITIAL ASSESSMENTS	2	0	3	2	2	3	2	2	2	1	4	1	24
INFORMATION ONLY	0	0	0	0	0	0	0	0	3	1	3	0	7
REFERRED OUT	0	0	0	0	0	0	0	0	0	0	0	0	0

Due to COVID-19, we are conducting telemental health sessions to support our companies and their employees during these stressful times.
Grief support group (Gulfport) on November 23, 2022 with Laura A. Lewis, LPC

MEA Cares EAP

Monthly Utilization Report
Mississippi Division of Medicaid
2023

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
# OF CALLS REFERRED													
*SELF	2	5	2	0	0	1	6	2	1	0	0	2	21
*ADMINISTRATIVE	0	0	0	0	1	0	0	0	0	0	0	0	1
TOTAL CALLS REFERRED	2	5	2	0	1	1	6	2	1	0	0	2	22
EAP SESSIONS													
*JACKSON	15	17	12	10	10	12	20	12	10	16	21	26	181
*OUT OF TOWN	6	9	14	6	9	8	10	2	5	6	4	2	81
TOTAL EAP SESSIONS	21	26	26	16	19	20	30	24	15	22	25	28	272
INITIAL ASSESSMENTS	2	2	2	1	1	1	4	1	1	0	0	2	17
INFORMATION ONLY	0	2	0	2	0	4	3	0	0	0	0	0	11
REFERRED OUT	0	0	0	0	0	0	0	0	0	0	0	0	0

Due to COVID-19, we are conducting telemental health sessions to support our companies and their employees during these stressful times.
Grief support group (Cleveland) on January 25, 2023 with Laura A. Lewis, LPC

MEA Cares EAP

Monthly Utilization Report
Mississippi Division of Medicaid
2024

	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YTD
# OF CALLS REFERRED													
*SELF	2	0	5	3	0	4	2	1					17
*ADMINISTRATIVE	0	0	0	0	0	0	0	0					0
TOTAL CALLS REFERRED	2	0	5	3	0	4	2	1					17
EAP SESSIONS													
*JACKSON	21	15	20	21	15	16	27	31					166
*OUT OF TOWN	5	5	3	5	5	4	5	7					39
TOTAL EAP SESSIONS	26	20	23	26	20	20	32	38					205
INITIAL ASSESSMENTS	1	0	5	3	0	3	1	1					14
INFORMATION ONLY	0	0	0	2	0	1	0	1					4
REFERRED OUT	0	0	0	0	0	0	0	0					0



PRE-BID CONFERENCE ON SUBMISSION REQUIREMENTS EMPLOYEE ASSISTANCE PROGRAM IFB

AGENDA

- Procurement Team
- Housekeeping
- Procurement Overview
- 5-Step Submission Process
- Bid Review Process
- Closing



MISSISSIPPI DIVISION OF
MEDICAID

PROCUREMENT TEAM

procurement@medicaid.ms.gov

Kayla McKnight
Procurement Director
601.359.2286

Sharon Clark
Procurement Supervisor
601.359.6153

Jeanette Crawford
Procurement Team Leader
601.359.2664





Please place your microphone on mute.



**Please refrain from typing questions
directly into the chat.**



**Presentation slides will be posted on
DOM's website.**

OVERVIEW

Understand

- Understand the bid submission process.

Educate

- Educate on the requirements of the submission.

Ensure

- Ensure the procurement process is fair and just to all vendors.

FIVE (5) STEP SUBMISSION PROCESS





LETTER OF INTENT

(completed prior to Pre-Bid Conference)

Letter of Intent is a requirement for bid submission eligibility.

Signed by individual authorized to commit the Offeror to the work proposed.

SharePoint access to two (2) individual email addresses. No shared emails.

Letter of Intent Submission does NOT bind a prospective Bidder to submit a bid.

PRE-BID SUBMISSION CONFERENCE



A record of all attendees will be taken.

Nothing stated in the Pre-Bid Submission Conference will change the submission requirements. Only an amendment can change submission requirements.

QUESTIONS



Questions are to be submitted using the Question-and-Answer template provided on the Medicaid website found at: <https://Medicaid.ms.gov/resources/procurement>



Email questions to: procurement@medicaid.ms.gov with subject line:
EAP – Questions.



Procurement will email receipt confirmation.



Questions received after the deadline will NOT be answered.

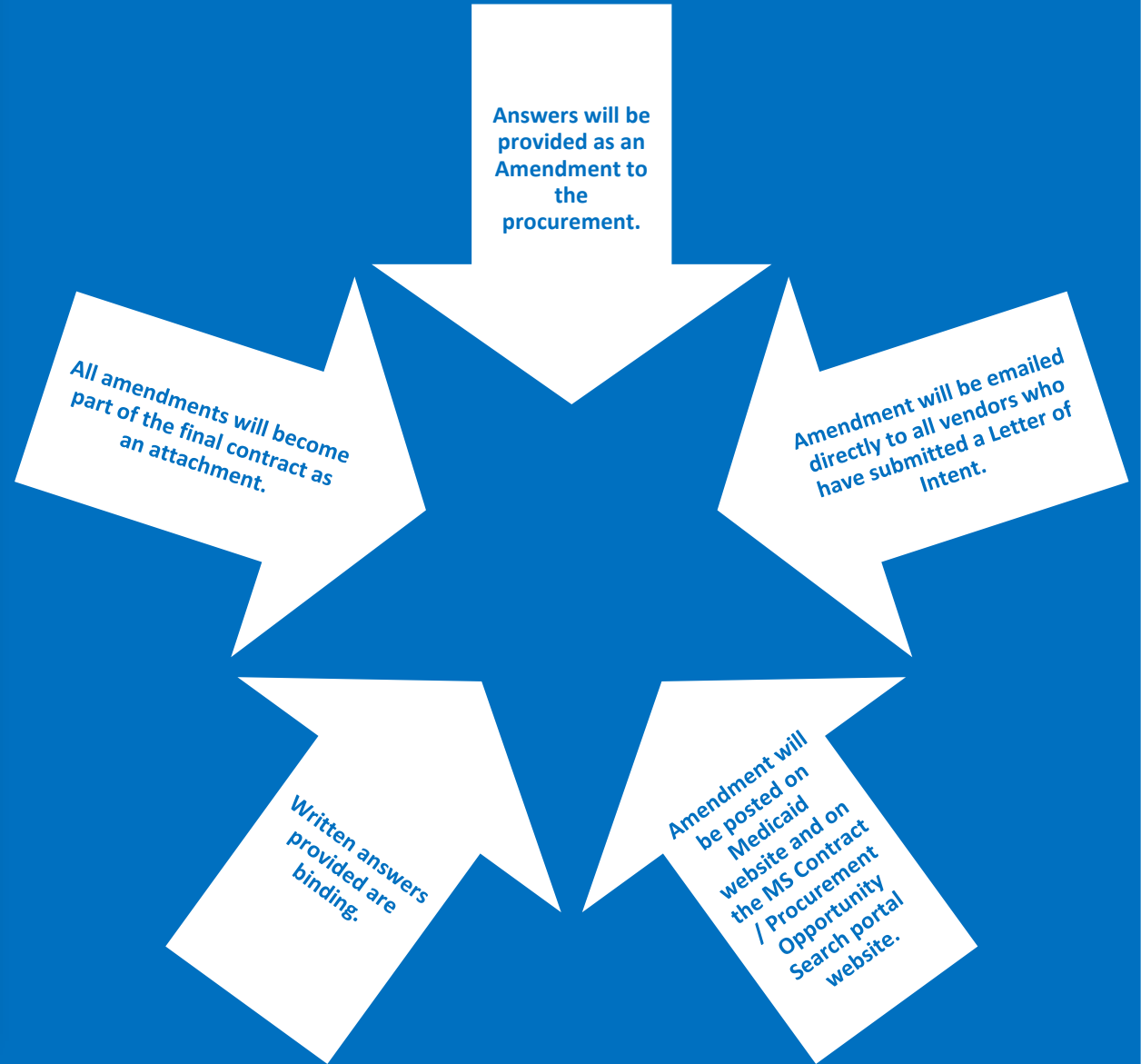


A register of questions will be compiled, exactly as submitted.





ANSWERS



ACKNOWLEDGEMENT OF AMENDMENT(S)

Each amendment must be signed and acknowledged by any stated deadline in the amendment and also included in the final submission.

In the final submission, Amendment Acknowledgements must be included behind the Attachment I cover sheet. Vendors who fail to submit all Amendment Acknowledgements may be deemed non-responsive.

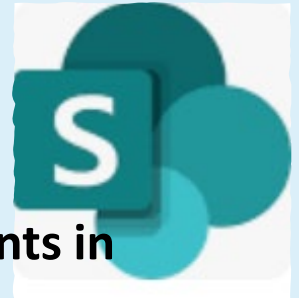


SHAREPOINT ACCESS

Bidders will only have access to their company's specific folder within SharePoint.

Upload a test document titled, "Test Document".

Email procurement@medicaid.ms.gov for confirmation of receipt of test documents in SharePoint.



Each vendor should confirm SharePoint access, at a minimum, two days prior to submission deadline. Issues with SharePoint access should be directed to: Sally.Harrison@medicaid.ms.gov and copy the procurement team.

Please do **NOT** remove the Test Documents from your SharePoint file.





BID SUBMISSION REQUIREMENTS

You'll find a Bidder's Response checklist in the procurement documents. This checklist is a guide to help avoid any missing information. Required forms should not be modified. Incomplete submissions may be rejected.

All submissions must be in a single searchable Adobe Acrobat PDF file and must not be password protected.

Each Attachment is required to have a cover sheet and every page should be numbered with page number centered in the footer.



IFB #

Bidder's Name

Attachment A -Bid Cover Sheet

**Attachment B - Addendum 1: Minimum Qualifications (1.12.2(1))
Bidder Experience Requirement**

**Provide your narrative to the requested information
under Bidder Experience Requirement.**

END OF RESPONSE

PROPRIETARY INFORMATION FORM

Attachment F

Each vendor must make a selection on this form stating if you are providing both an unredacted and redacted submission or just an unredacted submission.

If your bid submission contains **no proprietary information**, select the unredacted submission option. The entire document will then be released publicly along with the procurement file and posted on our website.

If you have **proprietary information** that will be redacted, select the redacted submission option and provide two copies of your bid submission – one unredacted and one redacted that shall be marked “**Public Copy**.” This “**Public Copy**” will be released along with the procurement files and posted on our website.

Each page containing redaction of confidential commercial / financial information should be marked in the upper right-hand corner as “**Confidential**.” Please redact the information in accordance with the Mississippi Public Records Act under Mississippi Code Annotated §§ 25-61-9, 75-26-1 - 75-26-19, and/or 79-23-1.

It is the responsibility of the bidder for any errors made in redaction of documents.

Attachment F – Proprietary Information Form

Designation of this form is required (Select One)

By designation and your signature below, you indicate that you understand that failure to clearly mark or designate proprietary information within the response to this solicitation as identified may result in disclosure of such information as it will be subject to review by the general public after award of the contract.

For all procurement contracts awarded by state agencies, the provisions of the contract which contain the personal or professional services provided, the price to be paid, and the term of the contract shall not be deemed to be a trade secret, or confidential commercial or financial information, and shall be available for examination, copying, or reproduction.

☐ Offeror hereby certifies that the complete unredacted copy of its submission may be released as a public record by DOM at any time without notice to vendor. The vendor explicitly waives any right to receive notice of a request to inspect, examine, copy, or reproduce its quote as provided in Mississippi Code Annotated § 25-61-9(1)(a). The submission contains no information vendor deems to be confidential commercial and financial information and/or trade secrets in accordance with Mississippi Code Annotated §§ 25-61-9, 75-26-1 - 75-26-19, and/or 79-23-1. An Offeror who selects this option but submits a redacted copy of its submission may be deemed non-responsive.

☐ Along with a complete copy of its submission, Offeror has submitted a second copy of the submission document in which all information Offeror deems to be confidential commercial and financial information and/or trade secrets is redacted in black. Offeror acknowledges that it may be subject to exclusion pursuant to Chapter 15 of the PPRB OPSCR Rules and Regulations if DOM or the Public Procurement Review Board determine redactions were made in bad faith in order to prohibit public access to portions of the submission which are not subject to Mississippi Code Annotated §§ 25-61-9, 75-26-1 - 75-26-19, and/or 79-23-1. Vendor - acknowledges and agrees that DOM may release the redacted copy of the submission document at any time as a public record without further notice to the Offeror. An Offeror who selects this option but fails to submit a redacted copy of its submission may be deemed non-responsive.

Each page of the response considered by the respondent to contain trade secrets or other confidential commercial/financial information should be marked in the upper right-hand corner with the word “CONFIDENTIAL” and the related information should be redacted in black. The redacted copy of the submission should be in a single document and shall be clearly labeled “PUBLIC COPY” on the cover page. This copy should be in a searchable Microsoft Word or Adobe Acrobat (PDF) format. To the extent possible, confidential information should be redacted sentence by sentence unless all content on the page is clearly confidential under the law.

Any pages not marked accordingly will be subject to review by the general public after the award of the contract. Requests to review the proprietary information will be handled in accordance with applicable legal procedures. Failure to clearly identify trade secrets or other confidential commercial/financial information may result in that information being released in a public records request.

Signature of Authorized Official

Date

Name of Organization

Although references are listed as a requirement under Minimum Qualifications, Addendum 1, you will NOT provide references in a narrative format. Bidders should provide references using Attachment G provided in the IFB.

Bidders must include ALL business clients for the last 5 years that are listed in your Bidder Experience projects list.

The Procurement Team will contact your references randomly until two individuals can be reached within 3 business days from bid due date.

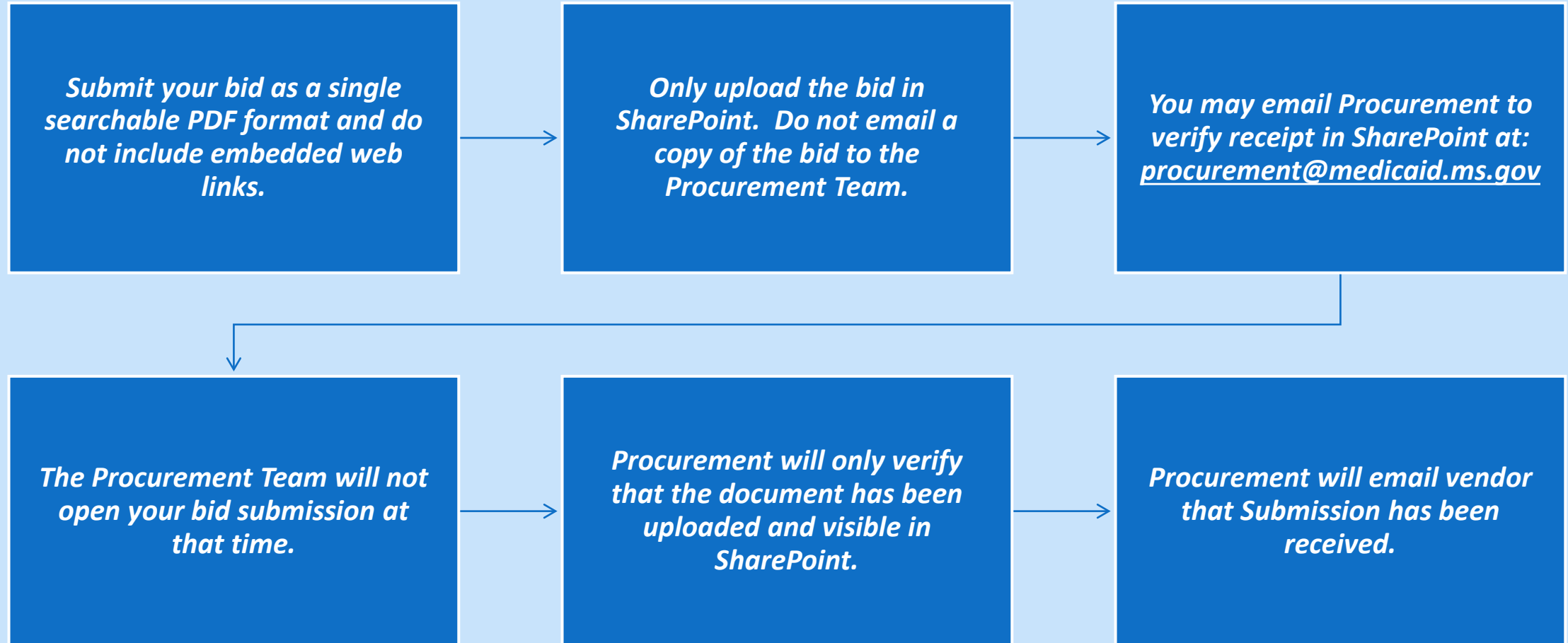


REQUIRED DOCUMENTS

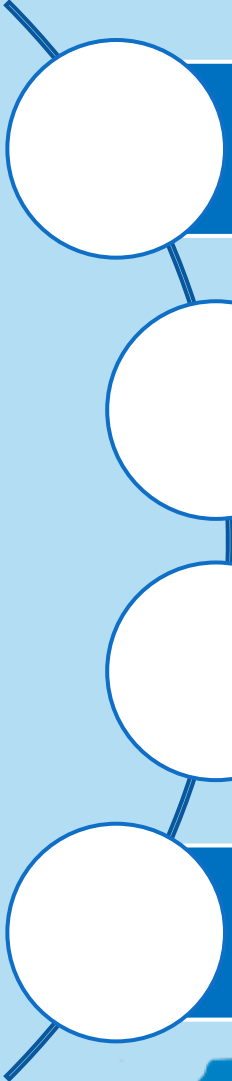
Please ensure all documents that require signatures are signed and all applicable form fields are completed.



READY FOR BID SUBMISSION



BID REVIEW PROCESS



The Procurement Team will review the Bid Submissions to ensure that all required documents have been provided in accordance with the Bid Response Checklist. Bidders not submitting all the documents may be deemed **non-responsive**.

The Procurement Team will review the Bid Submissions to ensure that documents or narratives have been provided in accordance with the Minimum Qualifications section. Bidders not submitting all of the requested information may be deemed **non-responsible**.

After the responsive and responsible bidder(s) have been determined, the award will be made to the bidder with the lowest cost on the Bid Form (Attachment B). Remember, required forms, including the Bid Form, CANNOT be modified.

After review has been completed and an award is made, the **Notice of Intent to Award** will be emailed directly to all vendors who submitted bids. The Notice of Intent to Award will also be posted on DOM's website, in the MS Procurement Portal and in MAGIC.

CLOSING

