

**REQUEST FOR PROPOSAL #2024-063
Emotional Wellbeing & EAP Services
RESPONSE ADDENDUM #01
March 26, 2024**

QUESTIONS

- 1) We do not have any current clients in Maine, does that make us ineligible to bid?**

Yes.

- 2) Does UMS employ any employees residing in the state of CA?**

Please refer to census that was shared as a part of the technical package. Note: there is nothing that would preclude UMS from hiring employees that reside in the state of CA at a future date. If that poses an issue for your organization please do not submit a quote for consideration.

- 3) Why is UMS looking for a new EAP partner? What major challenges are they facing today with Cigna that they are trying to solve?**

The marketplace has evolved and they are looking at new vendors and solutions as a part of their ongoing due diligence. Network access has been a challenge in Maine. If you do not have a solution that will improve access please do not submit a quote for consideration.

- 4) Does UMS have a proposed budget for this project?**

Yes.

- 5) For the Financial Proposal and Performance Guarantees section, if we generated a pricing proposal outside of the Exhibit, is it OK just to reference and attach the proposal or should the exhibits be filled out on top of a proposal being provided?**

Please complete the bid form, however feel free to attach any standard pricing exhibits that you would normally provide.

- 6) For anticipated ROI and medical claims savings, would WTW/UMS be willing to share additional data points to run this analysis? (i.e. employee demographics, average salary, UMS turnover rate, health plan PMPM costs, etc.) Can this ROI report be separate and referenced outside of the Financial Proposal Exhibit or is there another preferred workflow for this?**

If you are selected as a finalist, we would be willing to share additional data points to run this type of analysis. Yes, this ROI report can be separate and references outside of the bid forms.

7) Are there any specific parameters for the Geo-Access report that UMS would like to see? (i.e. coverage within a certain mile radius, in-person vs. virtual appointments, etc.)

For Geo Access purposes, please assume 2 clinicians within a 15 mile radius. For virtual appointments, please assume 100% within 3 business days.

8) How will UMS measure the success of a new solution?

Awareness, engagement, access, clinical improvements.

9) Please prioritize the following items by importance with 1 being most important:

- Time to care
- Quality of Providers
- Size of provider network
- Different ways of engaging in care (i.e. coaching, group support, digital programs)
- Ability to integrate with EAP & health plan carrier
- Ability to help employees navigate to UMS' other benefit solutions
- Psychiatry/Medication Management
- Ability to Staff a Medical Director full-time to UMS
- Ability to Act as the claims fiduciary

We are declining to answer this question. Bid scoring weights are disclosed within the technical package.

10) Please provide the health plan carriers that UMS provides today for integration purposes. Please indicate the health plan that the majority of the population is on.

Cigna.

11) Please outline other benefit programs UMS would like selected vendor to integrate with.

Medical (Cigna), TrestleTree (coaching program).

12) Insurance coverage – The EAP provider would not be providing marine related services. Why is Marine general liability a required coverage? Will this requirement be dropped?

The contract language will be negotiated and finalized with the winning bidder.

13) Headcount: The census provided showed 4, 478 employees while the RFP is requesting a quote at 5,000. Is 4,478 the correct or more accurate number?

4,478 is the number of benefits eligible employees, however there may be other populations that may be offered services through this wellbeing solution. Please assume that 5,000 will be eligible.

14) Would UMS want to cover other categories of employees such as temporary, retired, visiting professors, graduate students, etc.? Asking as many schools do.

Please see above response.

15) ROI – For a provider who is NOT part of the health insurance plan, there is no access to client claims data or other employee cost data on which ROI is typically calculated. Will this be an issue in having the proposal accepted?

It is our expectation that the winning bidder will be able to capture clinical improvements and be able to report an ROI back to the University of Maine System.

16) Master Service Agreement – Would UMS be open to the following highlighted amendments: 2 Termination: The MSA provides UMS termination without cause at any time. We would ask for a reciprocal clause. We would accept Contractor can terminate without cause upon 90 days written notification.

Rider C – Standards for safeguarding information: Return or Destruction of Protected University Data

Within 30 days of termination, cancellation, or expiration of the Agreement, for any reason, Contractor shall cease and desist all uses and disclosures of Protected University Data and shall return all such information received from the University, or created or received by Contractor on behalf of the University, unless such information must be kept confidential by Contractor even as to Institution or University, or the Institution or University requests that all such data be destroyed beyond all ability to recover. This provision shall apply to information that is in the possession of subcontractors or agents of Contractor. Contractor shall retain no copies of Protected University Data information, including any compilations derived from and allowing identification of any individual's confidential information, except for one archival copy to the extent the information may be required by law to be retained or produced by Contractor.

UMS will negotiate final contract terms with finalists.

17) Crisis response needs – The RFP is asking for 100 “banked” hours of CIR hours. Can data about UMS’s use of CIR hours of the last 3-5 years be shared?

In the reporting package provided, there were 3 critical incidents within calendar year 2023.