**ADDENDUM 1**

DATE: May 8th, 2019

PROJECT: WorkLife Services

RFP NO: 744-R1911

OWNER: The University of Texas Health Science Center at Houston

TO: Prospective Proposers

This Addendum forms part of and modifies Proposal Documents dated, April 12th, 2019, with amendments and additions noted below.

***NOTE: Bid deadline has been extended to Thursday, May 16th, 2019 at 2 pm CST.***

**Questions received before deadline:**

**1.** Are we to use the sample agreement (appendix two) only, or are we also to include our contract template?

**A:** You do not have to submit the agreement with your proposal. The sample agreement is provided for your review and if awarded you would already be aware of the terms that are included that can be reviewed and redlined at contracting.

**2.** Are we only to compile a list of the terms/conditions we may not agree to & submit that list with proposal – not entire agreement? Or are we to provide you with WPO contract if awarded?

**A:** If you wish to provide a redlined document with your proposal that is acceptable but it will not be reviewed unless it is determined that your company will be awarded. At that time you would be sent another copy of the contract filled in with relevant RFP information and you would again have to provide a redlined copy that comes out of our contracting system.

**3.** Who is the incumbent provider of these services?

**A:** Aetna, Resources for Living

**4.** Why is UTHealth out to bid ?

**A:** The current contract is expiring on August 31st, 2019.

**5.** Are there any improvements that could be made with the current model or current vendor?

**A:** Regarding online webinars and workshops, the ability to generate completion certificates that our clients can use to show compliance with a workplace request.

**6.** What is UTHealth’s overall satisfaction with the current work-life vendor?

**A:** Very satisfied

**7.** Does the incumbent vendor provide all work-life services in-house?

**A:** The current vendor does contract with an outside agency to perform legal and financial services.

**8.** Section 5.4.14 in the RFP states that we need to provide 5 current references and in sections 3.1.7 it mentions 3 references in the last 5 years. How many do we need to provide?

**A:** Provide an answer to the question in Section 5.4.14 that includes 5 current references and disregard the question in 3.1.7.

**9. P**rovide a list of the 50 customers that make up the 70,000 employees ?

**A:** This list is proprietary.

**10.** How often does UTHealth onboard new EAP clients that the work-life vendor partner would have to extend services to?

**A:** In the last year we have onboarded 2 new customer for about 1000 employees.

**11.** Approximately how many net new covered employees each year?

**A:** There is not a standard amount however do not anticipate one customer larger than 11,000 lives. Last year there was an increase by approximately 5000 lives.

**12.** Confirm the anticipated start date of the new contract?

**A:** September 1st, 2019

**13.** Would the new work-life vendor implement UTHealth’s employee program and UTHealth’s customers at the same time?

**A:** Yes

**14.** Would the vendor have one work-life contact at UThealth to help manage the implementation and ongoing management of UTHealth’s customers?

**A:** Yes

**15.** Would the vendor also have interaction and/or correspondence with UTHealth’s customer HR contacts or would the interactions be streamlined through our UTHealth contacts?

**A:** The vendor will not have interaction and/or correspondence directly with a customer or HR contact except to handle a call through roll-over calls and afterhours. There may be a time,in conjunction with the UTHealth EAP Account Manager in response to a service problem solving an issue. The role of the vendor will be to connect our on-call counselor with the customer. Protocols will be put in place for the vendor to handle these types of calls.

**16.** How many onsite or webinar hours should we include in our proposed program? Also, should we have a set number for UTHealth’s program and then a separate number of hours for all of UTHealth’s customers? Or we could also include these hours at an hourly rate? What is UTHealth’s preference?

**A:** There will be no “onsite” trainings for this contract. The idea of webinars will be that they are posted on the website for viewing by any employee or customer but at this time nothing directly to the customer. Feel free to add the value added service of webinars or onsite training on a fee for service basis.

**17.** Will the work-life vendor ever be expected to help support CISM events? Is this something we should include as a fee for service?

**A:** It is not expected.Feel free to add this as a value added service

**End of Addendum**