



**State of Delaware  
Office of Management & Budget  
Statewide Benefits Office**

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**STATE EMPLOYEE BENEFITS COMMITTEE**

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**Request for Proposal  
for the  
State of Delaware's Employee Assistance Program**

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**October 24, 2014**

**Addendum #1**

**OMB14002 - EmpAssist**

**Item #1:**

**As stated on Page 5 in the Background Information section, and also as Minimum Requirement #4 on Page 25, this minimum requirement is modified as follows:**

4. Your company must have the proven ability to perform the services described in this RFP. Of your company's current clients, please provide list two (2) three (3) or more references with that most closely match the following criteria:

- A. An excess of 30,000 eligible lives, and
- B. Annually, at least 1,000 participants utilizing Work/Life services either by phone or in person but not including website visitors, and
- C. Annually, at least 300 on-site training hours, and
- D. Annually, at least 700 supervisory/human resource support hours.

~~Your references must meet requirements B, C, and D for your bid to be considered. If possible, at least one (1) reference should be a public sector client.~~

Additionally, provide references for three (3) terminated clients and note the date of termination and reason. Terminated clients with similar levels of participation and types of services are preferred but not required.

**Please Note:** You must provide the references at this time, not only if selected as a finalist, ~~in order to show your ability to serve clients with the minimum criteria listed in B, C, and D.~~ If requested, the SEBC will agree to notify you before contacting your references.

You are required to provide the information requested in each item: ~~Include the following information:~~

- a. Client name
- b. Client principal location
- c. Location servicing account, if different
- d. Client contact including name, title address, email and/or phone number
- e. Total number of eligible lives (employees, dependents, retirees, etc.)
- f. Number of eligible lives that accessed the Work/Life services (participants) from July 1, 2013, to June 30, 2014
- g. Number of on-site training hours from July 1, 2013, to June 30, 2014
- h. Number of supervisory/human resource support hours from July 1, 2013, to June 30, 2014
- i. Effective date of contract
- j. (Date and reason for termination, if applicable)

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**With the changes accepted, the requirement reads as follows:**

4. Your company must have the proven ability to perform the services described in this RFP. Of your company's current clients, please provide three (3) references that most closely match the following criteria:
- A. An excess of 30,000 eligible lives, and
  - B. Annually, at least 1,000 participants utilizing Work/Life services either by phone or in person but not including website visitors, and
  - C. Annually, at least 300 on-site training hours, and
  - D. Annually, at least 700 supervisory/human resource support hours.

Additionally, provide references for three (3) terminated clients and note the date of termination and reason. Terminated clients with similar levels of participation and types of services are preferred but not required. **Please Note:** You must provide the references at this time, not only if selected as a finalist. If requested, the SEBC will agree to notify you before contacting your references.

You are required to provide the information requested in each item:

- a. Client name
- b. Client principal location
- c. Location servicing account, if different
- d. Client contact including name, title address, email and/or phone number
- e. Total number of eligible lives (employees, dependents, retirees, etc.)
- f. Number of eligible lives that accessed the Work/Life services (participants) from July 1, 2013, to June 30, 2014
- g. Number of on-site training hours from July 1, 2013, to June 30, 2014
- h. Number of supervisory/human resource support hours from July 1, 2013, to June 30, 2014
- i. Effective date of contract
- j. (Date and reason for termination, if applicable)

**Item #2:**

There is no change to the timeline and deadlines on Page 8.

**Item #3:**

The correct e-mail for Laurene Eheman is laurene.eheman@state.de.us, not laurene.eheman@state.de.gov.