

Employee Assistance Program
RFP Number 18-GRTC-1029
Questions and Answers
January 3, 2019

1. Can you clarify what is meant by Fitness for Duty in Section 6.C.1.B.4? Is this Qualified SAP Services under DOT? **DOT Rule 49 CFR Part 40 Section 40.305 clarifies this question. The SAP shall determine that the employee has successfully complied with prescribed education and/or treatment and the employer must ensure that the employee takes a return to duty test.**
2. What health insurance company do the employees utilize? **Currently, SVTMC employees utilize Anthem.**
3. With the reference to 24/7 emergency services, in our existing contracts with other companies and entities, we do not provide on-call services. Instead, we refer to the local ER or to Connect at Carilion for emergencies. Would this suffice under the RFP requirements? **Yes.**
4. On page 23 of the RFP, there is reference to payment only for work performed, and needing prior approval from the company. Our usual pricing model has been to require payment quarterly for an amount based on the number of employees, not based on services utilized. Would that model be acceptable under the RFP? Would counseling services be required to be approved ahead of time with a self (employee) referral? **Prior approval from company would not be needed. This service shall be available to all employees on an anonymous basis. Payment terms will be negotiated with successful offeror.**
5. On page 29, it is stated that only 7 days would be required to terminate the contract by the company. We have a 90-day termination agreement in our standard contract given that if an employee is in counseling, time is needed for the termination process. Would there be flexibility on this requirement? **Will be negotiated with the successful offeror.**
6. The term “dependents living at home”, as used in Section 2 of the RFP, second paragraph, page 6, is not defined. How does GRTC define “dependents” who will be eligible for services under the Contract? **Dependents is defined as anyone living in the household of the employee.**
7. Attachment A, Sample Contract, includes a dispute resolution provision (Section 24) that seems to conflict with the dispute resolution provision in the FTA Requirements set forth in Exhibit 3, Section O. In the event of a contractual dispute, Section 24 of Attachment A permits the Contractor to initiate a legal action following a decision of the GRTC’s Vice President of Operations. However, Section O of Exhibit 3 provides that contractual disputes will be decided by an authorized representative of GRTC’s General Manager and that decision is binding on the Contractor. That Section O does not expressly permit Contractor to initiate a legal action following GRTC’s decision. Could GRTC please confirm that the dispute resolution procedure set forth in Section 24 of Attachment A controls and that the Contractor will have the right to initiate legal action following a decision by GRTC? **The FTA terms control over the terms in the contract.**