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**Addendum 2**  
**Solicitation 25-AA20**  
**RFP for Employee Assistance Program**

This addendum serves to notify all bidders of the following changes to the solicitation documents:

The following questions asked during the pre-proposal conference are answered below in *italics*.

1. Item 12.a) indicates 4 counseling sessions per incident. Will you accept proposals with more than 4 per incident? *Yes, 4 is the minimum number of counseling sessions acceptable per incident.*
2. The RFP calls out one training session per quarter. Do you have a preferred bank of hours? *No preference.*
3. Can the training be virtual or is it all required to be on-site? *The City is open to both on-site and virtual, depending on the employees' needs.*
4. For number 2 of the Technical Proposal, is the 10-page limit for all services? *The 10-page limit is for the services included to meet the basic service requirements. An additional 1-2 pages is allowed for additional services.*
5. What are the expectations regarding 12.b) Unlimited telephonic counseling? *The City expects telephonic counseling support available 24 hrs a day/7 days a week for "in the moment" counseling.*
6. Can you provide a list of zip codes to be used for the creation of a geo access report? *A list of zip codes and a zip code count is uploaded to the solicitation page on the website (<https://www.duluthmn.gov/purchasing/bids-request-for-proposals>) in an Excel format.*
7. Who is the City's current healthcare provider? *Medica.*
8. Do you use platforms to receive proposals? *No. Proposers should be sure to provide hard copy technical proposals with cost proposals sealed separately. If needed, the City may request digital copies be emailed after the deadline to receive proposals has passed. Digital or electronic copies should not be provided unless requested.*

9. Do you have any preference as to what optional services you're looking for or do you need all of them that are listed in the RFP? *We're looking for what optional services you have available.*

Additional questions asked are answered below in *italics*:

10. Is there a page limit for the geomap report? *We did specify limit to 3 pages. However, if the geomap cannot be confined to that limit, we can make an exception. We want to see the geographic accessibility of services or resources to our population/location.*
11. Can we provide additional attachments/collateral about our program? *Yes, as long as it fits within the two pages allowed for additional services.*
12. Are you satisfied with your current EAP, and can you provide the name of the EAP. *Our current EAP provider is Sand Creek/All One Health and we have been satisfied with the program.*
13. What is the current utilization? *Current utilization is 13.86%; current utilization including the member portal is 30.26%.*
14. Is it acceptable to the City if the Substance Abuse Professional is a network-based EAP provider? *Yes.*

Please acknowledge receipt of this Addendum on Appendix A Proposal Cover Sheet, to be submitted with your proposal.

Posted: **9/17/2025**