NAVAJO TRIBAL UTILITY AUTHORITY
AN ENTERPRISE OF THE NAVAJO NATION

November 4, 2026

TO: All Interested Proposers

FROM: Avis Jimm
Avis Jimm, Contract Administrator

SUBJECT: ADDENDUM #1 NOTICE

Let this memorandum serve as a notice of updated information regarding the "**Employee Assistance Program Services (Re-Solicitation)**".

As originally stated, below are questions collected from interested firms in this Request for Proposal (RFP) with NTUA responses as follows:

1. **Question**: Can you share why this RFP was re-solicited?
   RESPONSE: The proposals received under the previous solicitation were determined to be non-responsive and, therefore, were deemed unacceptable and rejected.

2. **Question**: Section II.C.1 requires at least ten years of EAP-specific experience. Can that requirement be met through the combined experience of a proposer and its teaming partners or subcontractors?
   RESPONSE: No. The proposing company must independently demonstrate a minimum of ten (10) years of experience managing Employee Assistance Programs (EAP).

3. **Question**: Under Section I.F, does preference status extend to a proposal in which a certified Navajo-owned business serves as a subcontractor or teaming partner, or does it apply only to the prime proposer?
   RESPONSE: Navajo Preference will apply only to the prime proposer, provided the proposer is properly registered and certified. If the proposal is submitted as a Joint Venture (JV), the Navajo Business Regulatory Department must certify the Joint Venture. For additional clarification, please contact the Navajo Business Regulatory Department at (928) 357-6643 or via email at businessregulatory@navajo-nsn.gov.

4. **Question**: Who was the incumbent provider, and what were annual utilization levels (number of employees and family members served, sessions delivered) over the past two to three years?
   RESPONSE: NTUA's current EAP provider is AllOne Health. During the most recent reporting period, NTUA recorded four (4) total service cases: three (3) EAP counseling cases, one (1) work-life case, and zero (0) coaching cases. Utilization during this period was consistent with the previous year's utilization rate of 0.47%. In 2025, a total of fourteen (14) employees and/or family members utilized EAP services for various needs, representing a utilization rate of 2.2%.

5. **Question**: How many critical incident (CISM) responses were requested per year over that period, and at which district locations?
   RESPONSE: NTUA's current EAP provider is AllOne Health. NTUA experienced four (4) critical incidents requiring on-site crisis counseling services. These incidents occurred in the Shiprock, Crownpoint, and Fort Defiance areas.

6. **Question**: What on-site response time does NTUA expect for CISM and other in-person requests? The RFP says "immediately." Is there a specific number of hours by district?
   RESPONSE: In the event of a crisis, such as an accidental employee death, NTUA requires the vendor to provide an in-person counselor within twenty-four (24) hours of notification. This response requirement applies to all locations throughout the Navajo Nation service area. For routine, non-emergency counseling requests, the expected service schedule will consist of four (4) hours in the morning and four (4) hours in the afternoon, depending on the location. Services may be provided through individual or group counseling sessions, as appropriate.

7. **Question**: Section III.3.9 refers to an hourly CISM rate in the cost proposal, but the cost form in Section IV has no line for it. Should that rate go under Item 2 (Miscellaneous Cost)?
   RESPONSE: Yes. The hourly CISM rate may be included under Item 2 (Miscellaneous Costs). Please ensure the cost description clearly identifies the service and corresponding rate.

8. **Question**: Section III.3.10 says travel is reimbursed under Federal Travel Regulations for customized workshops. Is travel for CISM and extraordinary-event on-site counseling also reimbursable, or should it be included in the per-unit price?
   RESPONSE: Travel expenses associated with crisis-event on-site counseling services are not reimbursable separately. All related travel expenses must be included in the applicable per-unit pricing for each crisis event, as warranted.

9. **Question**: Is the "All-inclusive Cost per Unit" in Item 1 a per-employee-per-month rate, a per-employee annual rate, or a total annual amount? Does the 914+ employee count include eligible family members?
   RESPONSE: The "*All-inclusive Cost per Unit*" is a per-employee-per month rate. The employee count does not include eligible family members.

10. **Question**: Do the Kayenta Township and Tuba City sales taxes apply to all services under the contract, or only to services physically delivered in those communities?
    RESPONSE: The applicable sales tax rates are six percent for the Navajo Nation and Tuba City and seven percent for Kayenta Township. The applicable tax will depend on the NTUA district office where the services are performed, as follows:
    - Tuba City District Office: Tuba City Sales Tax (6%).
    - Kayenta District Office: Kayenta Township Tax (7%).
    - All other NTUA district offices: Navajo Nation Sales Tax (6%). These locations include Chinle, Crownpoint, Dilkon, Fort Defiance, Nageezi, Shiprock, and Red Mesa.

11. **Question**: Section III.3.16 states that counseling records are the property of NTUA. Licensed clinicians are bound by HIPAA and, for substance-use treatment, 42 CFR Part 2, which limit employer access to clinical records. Would NTUA accept a provision under which the provider maintains clinical records and NTUA receives de-identified utilization and reporting data?
    RESPONSE: Yes, the utilization and reporting data will be sufficient.

12. **Question**: Can you share NTUA's annual budget or prior contract value for these services?
RESPONSE: NTUA is unable to provide this information.

13. **Question**: What prompted the re-solicitation?
RESPONSE: Refer to the response to Question No. 1.

14. **Question**: Was an evaluation completed under the original solicitation, and if so, will evaluation results or proposer debriefings be made available before the November 12 submission deadline? **RESPONSE:** Refer to the response to Question No. 1.

15. **Question**: Can you please clarify the time zone for the submission deadline?
RESPONSE: As of November 1, 2026, NTUA observes daylight saving time. Accordingly, all proposals must be electronically submitted no later than 5:00 p.m. NTUA local time.

16. **Question**: Name of incumbent EAP? How long has NTUA been with their current EAP?
NTUA RESPONSE: NTUA's current EAP provider is AllOne Health (formerly Deer Oaks). NTUA has utilized its services since 2023.

17. **Question**: What does NTUA find helpful about their current EAP? Where does the current EAP fall short? Any employee feedback on the current benefit that you can share?
NTUA RESPONSE: NTUA values the simplicity and ease of accessibility of the current EAP, particularly through its website and mobile application. However, the current provider has fallen short in its ability to deliver timely, in-person crisis counseling services, particularly on-site grief counseling.

18. **Question**: What is the PEPM for current EAP?
RESPONSE: NTUA is unable to provide this information.

19. **Question**: What is the utilization rate of the program?
RESPONSE: Refer to the response to Question No. 4.

20. **Question**: What mental health objectives does NTUA have for 2027 and beyond?
RESPONSE: In accordance with NTUA's Personnel Policies Manual, all employees are required to be both physically and mentally fit for duty.

21. **Question**: Can you please share a zip code file (list of zip codes with number of employees in each)?
RESPONSE: This information may be provided to the selected proposer during the in-person interview process.

22. **Question**: Please help us understand the taxes line items in the pricing sheet. Do we understand correctly that you would like us to include 6% of the PEPM cost on the "Navajo Nation 6% Sales Tax" line item? What should we enter for the "Kayenta Township Tax" and the "Tuba City Sales Tax?
RESPONSE: Refer to the response to Question No. 10.

23. **Question**: Who is the incumbent provider?
RESPONSE: Refer to the response to Question No. 4.

24. **Question**: Are you able to share current utilization data?
RESPONSE: Refer to the response to Question No. 4.

25. **Question**: Are you able to share current pricing?
RESPONSE: NTUA is unable to provide this information.

26. **Question**: Any driving reasons behind the evaluation? (I.e., service issues with incumbent, have to evaluate every year based on contract, market check, etc.).
RESPONSE: NTUA's current EAP contract expires on December 31, 2026. Accordingly, NTUA is soliciting proposals to ensure continued EAP services are available to its employees effective January 1, 2027.

27. **Question**: We typically reserve our clients usage for reference until making it to the finalist (virtual interview) stage. Would this result in disqualification?
RESPONSE: Proposers are required to submit all information specified under the evaluation criteria in Section II as part of their initial proposal submission. Failure to provide the requested information in accordance with the RFP requirements may result in the proposal being deemed non-responsive, unacceptable, and subsequently rejected.

In acknowledging this addendum, ensure a signed copy is included within the proposal response. Thank you.

ADDENDUM NOTICE ACKNOWLEDGEMENT:

_____
Company Name/Address

_____ _____
Signature/Title *Date*