

ADMINISTRATIVE OFFICE OF THE COURTS

QUESTIONS AND ANSWERS

RFP Number: HR-2012-01-RB

Employee Assistance Program

November 13, 2012

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1. In 3.0 Description of Services and Deliverables, there is no mention of work/life services (dependent care, legal, financial resources and referrals).

- a. Does the current EAP program only include clinical counseling benefit?

Answer: The current program includes work/life services however; the new program will not provide such services to members.

- b. If AOC would like us to quote on work/life services, please describe level of services under current EAP benefit, or desired level of services in each of these areas.

Answer: The AOC does not wish to receive a quote on work/life services.

2. In 3.1.7 --- Licenses identified for mental health professionals— You include attorneys (JD) – is this a mistake? Typically mental health professionals are not licensed as JDs. Please provide context here.

Answer: A JD coupled with traditional mental health professional licensure is not a mandatory requirement for the AOC's EAP mental health professional network. However, the dual licensure could benefit program members.

3. How long has the current EAP plan vendor been in place?

Answer: The current vendor has been in place since March, 2010.

4. Is the AOC 's RFP driven by compliance (must go out to bid every 5 years, etc.) or by something else (vendor service issues, access to services, etc.)?

Answer: This RFP is driven by the AOC's desire to modify existing member services and to comply with public contracting requirements set forth in the Judicial Branch Contracting Manual located at: <http://www.courts.ca.gov/documents/jbcl-manual.pdf>.

5. What is the annual budget amount (not to exceed) for this program?

Answer: The annual budget range is \$72,000 – 92,000.

6. What is the current vendor's rate history?

Answer: Vendor rates are based on a tiered pricing structure, dependent on the number of covered employees. The current vendor rate has always been \$2.72 per member on a monthly basis.

7. Can you provide utilization history /reporting for the past 1 year (min) or 2 years (ideal)?

Answer: Approximately 8% of members have utilized the program over the past two years.

8. Does the current or desired EAP benefit plan include onsite hours for employee and manager orientations; seminars/trainings on EAP topics; onsite crisis support for workplace trauma/death, etc.; or anything else? If so, how many hours are currently included and how many are desired?

Answer: This answer addresses the desired EAP benefit plan, since the current EAP benefit plan would not be relevant going forward. As set forth in RFP Section 3.0, the desired EAP benefit plan includes clinical counseling, crisis support, and as needed HR referrals for clinical counseling. Please refer to RFP Section 3.0, which specifies the services to be performed. The number of required hours for onsite crisis support is unknown.

9. Would the AOC consider a proposal for 5 counseling sessions or just 3?

Answer: No. As set forth in RFP section 3.1.3, the AOC is seeking 6 counseling sessions per incident.

10. Would all employees and retirees implement the plan on the same date or would this vary for some?

Answer: The AOC seeks one implementation date for all eligible members.

11. What is the utilization history of the EAP program?

Answer: Approximately 8% of members have utilized the program over the past two years.

12. Who is the current vendor(s)?

Answer: Managed Health Network

13. What is the current rate(s)?

Answer: The current rate is \$2.72 per member on a monthly basis.

14. Is Knox-Keene Licensing preferred?

Answer: Yes

15. Why are you going out to bid?

Answer: The AOC wishes to modify EAP services to employees to include only clinical counseling, onsite crisis support, and as needed HR referrals.

16. You have asked for very specific network data. Can you provide an employee census with zip codes?

Answer: This information is not readily available. However, we are seeking services for members that reside throughout the state of California.

17. How many Critical Incident Stress Debriefings have you had in the past year? Two years?

Answer: The AOC has not required any critical stress debriefings in the last two years.