

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

FOR

REQUEST FOR PROPOSAL NUMBER: HR-2023-02-LV

TITLE: EMPLOYEE ASSISTANCE PROGRAM

Q.1 I do not see it specifically indicated in the RFP, could you confirm if this RFP and awarded contract would require Knox Keene licensing by the contractor/vendor?

A. No.

Q.2 Are you able to supply zip codes of employee home/work locations for network access?

A. We do not have specific zip codes, however Section 2.1.f of the RFP requests a qualified and diverse mental health professional pool in each of California's 58 counties.

Q.3 How many total employees are to quoted?

A. Please reference Table 1 in Section 7.7 of the Cost Proposal.

Q.4 Can you provide utilization reports for the past 24 months

A. All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>.

Q.5 How many Critical Incident Response hours have been used over the past 3 years?

A. All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>.

Q.6 How many training hours do you use each year? Are those onsite or webinar?

A. Per Section 2.2 of the RFP, training should be provided upon request. You may include both onsite and webinar costs when submitting your proposal.

Q.7 Are EAP orientation provided? And if so on what cadence?

A. EAP orientation(s) were provided as needed.

Q.8 Can you provide past 3 years EAP rate.

A. All requests for public records must be directed to our Public Access to Records Project division at <http://www.courts.ca.gov/publicrecords.htm>.

Q.9 Are you planning on increasing the number of lives eligible for the program in the next 12 months?

A. Please reference Table 1 in Section 7.7 of the Cost Proposal.

Q.10 How do you currently engage employees and dependents in the current program?

A. EAP service information is available on the agency's intranet and through internal communications. Brochures and flyers are made available to employees upon request.

Q.11 What are the biggest challenges you face in administering the EAP program?

A. Your proposal should be responsive to the requirements within the RFP.

Q. 12 Our company will not sign any contract for EAP services other than our standard contract, please let me know if you would still be interested in getting a proposal.

A. When modifications or exceptions to the JCC Terms and Conditions are proposed in the vendor proposal, points may be deducted from the Evaluation Criterion stated in RFP Section 9.0. If your company will not sign the JCC Terms and Conditions, please provide a written explanation or rationale to state the reasons why your company will not sign the JCC Standard Terms and Conditions when you submit your proposal. Also, any additional or alternative terms and conditions must be submitted with your proposal.