**JUDICIAL COUNCIL OF CALIFORNIA**

**QUESTIONS AND ANSWERS**

**FOR**

**REQUEST FOR PROPOSAL NUMBER: HR-2020-12-LV**

**TITLE: EMPLOYEE ASSISTANCE PROGRAM**

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**Q.1** Table 1 there appears to be a pricing grid for different tiers of covered employees, can you please confirm the total headcount for Judicial Council of California?

**A**. **As of January 2021, there are 2,153 participants covered under our current**

**provider.**

**Q.2** Question regarding Section 2.0 n : Please clarify “provide audit” a minimum of twice annually.  What is expected of this audit?

1. **The provider will conduct an audit of the mental health professional network at least twice per year to determine current licensure, active network membership, client satisfaction, and to ensure that appointments are being made within one week of the employee or employer’s conta**ct.

**Q.3** Please clarify “ allow the JCC to retain the right of selecting the assigned mental health

providers”?

1. **If the mental health professional assigned to the incident by the selected vendor does not meet the Judicial Council’s satisfaction, the Judicial Council will have the option of selecting another approved mental health professional.**

**Q.4** Who is the incumbent EAP provider?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)
2. **5** What is the current per employee per month (PEPM) rate on the plan.  How many visits?
3. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.6** Can you provide the 2 most recent annual utilization reports?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.7** How many employees are currently enrolled?  Do you expect that to change in the next 12-24 months?

1. **As of January 2021, there are 2,153 participants covered under our current provider. Given the current environment, we cannot predict how staffing levels will change over time.**

**Q.8** Why are you looking to potentially change EAP vendors?

1. **The current agreement will expire June 30, 2021**

**Q.9** What specific challenges have you experienced with the current EAP, and where do you see opportunities for improvement?

1. **While we are generally satisfied with the level of services provided, intake specialist customer service needs improvement.**

**Q.10** Who is the incumbent EAP provider?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.11**  What is the current per employee per month (PEPM) rate on the plan.  How many visits?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.12** Can you provide the 2 most recent annual utilization reports?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.13** How many employees are currently enrolled?  Do you expect that to change in the next 12-24 months?

1. **As of January 2021, there are 2,153 participants covered under our current provider. Given the current environment, we cannot predict how staffing levels will change over time.**

**Q.14** Why are you looking to potentially change EAP vendors?

1. **The current agreement will expire June 30, 2021**

**Q.15** What specific challenges have you experienced with the current EAP, and where do you see opportunities for improvement?

1. **While we are generally satisfied with the level of services provided, intake specialist customer service needs improvement.**

**Q.16** What is your total employee headcount?

1. **As of January 2021, there are 2,153 participants covered under our current provider.**

**Q.17** Do you have a current EAP? Multiple parts:

**A. Yes.**

* If so, who is it with?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

* If so, what is your current model?

1. **The proposer is expected to provide referral counseling services to eligible employee upon request. Please see Section 2.0 of the RFP for specific provisions.**

* If so, what is the current fee?

1. **All requests for public records must be directed to our Public Access to**

**Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

* If so, how long has your current provider been in place?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

* If so, what are the issues you are experiencing with your current EAP provider that has created your interest in looking at a new provider?

1. **The current agreement will expire June 30, 2021.**

* If so, what has been the utilization percentage for your current EAP program?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.18** How is your current utilization calculated?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.19** If so, are CISD’s (Critical Incident Stress Debriefings) included in your current EAP services?

1. **Yes.**

**Q.20** If so, are formal referrals included in your client’s current EAP services?

1. **Yes.**

**Q.21** Who is your current health insurance provider(s)?

1. **All health insurance providers are listed on the CalPERS** [website](https://www.calpers.ca.gov/page/active-members/health-benefits).

**Q.22** How is your insurance plan(s) funded?  Self-funded, fully-funded, experience rated?

1. **Health insurance plans are administered by CalPERS. For more information, please visit their** [website](https://www.calpers.ca.gov/page/active-members/health-benefits).

**Q.23** Are any training/seminar hours included in your current EAP services?

1. **Yes.**

**Q.24** Is the provider required to be headquartered in California?

1. **No.**

**Q.25** Who currently manages your EAP program? How long have they been your EAP provider?

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.26** Reason you are looking to change EAP providers?

1. **The current agreement will expire June 30, 2021.**

**Q.27** Does your current contract include any training or educational seminar hours? I see you requested fee for service, however, do you want any hours included in the PEPM for training or seminar hours?

1. **Yes, it does include training. Please provide a firm fixed price for off-the-shelf and customized training. Do not include an hourly cost. The firm fixed price is inclusive of all costs, including but not limited to travel, materials, expenses, fees, overhead, research and development, handouts, guides and presentations.**

**Q.28** Can you please provide a census file for your EAP eligible population? (this is required for us to run a GEO Access per your standard)

1. **All requests for public records must be directed to our Public Access to Records Project division at** [**http://www.courts.ca.gov/publicrecords.htm**](http://www.courts.ca.gov/publicrecords.htm)

**Q.29** What is your current EAP eligible employee count? Have there been any significant

changes to this number in the last several years?

1. **As of January 2021, there are 2,153 participants covered under our current provider. Given the current environment, we cannot predict how staffing levels will change over time.**

**Q.30** How many employees utilized the EAP for substance abuse issues each year in the last 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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.31** What is your current PEPM 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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.32** What services are included in this rate (# of sessions, work/life, onsite hours, etc.)?

1. **Please review Section 2.0 of the RFP for a complete list of services required on this RFP**.

**Q.33** Do you want work/life services included in the quote?

1. **No.**

**Q.34** Do you want Legal/Financial Services in the quote?

1. **No.**

**Q.35** Please provide utilization reports for 2020, 2019, and 2018. If possible

* If utilization reports are not available:
* How many 6-session/non-substance abuse EAP cases were there in 2020? 2019? 2018? How many 10-session authorized/substance abuse EAP cases were there in 2020? 2019? 2018? If the breakdown is not available, please provide the total count of EAP cases in each year 2020, 2019, 2018.
* How many EAP face-to-face counseling sessions were completed in 2020? 2019? 2018?

**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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.36** CIR hours are always available on a fee for service basis, or we can embed a certain number of hours into the PEPM rate. How many CIR hours per year, if any, would you like embedded in the quote?

1. **Please embed a certain number of hours in the PEPM rate. Given the current environment, we are unable to predict the number of CIR hours necessary per year.**

**Q.37** How many critical incident response/CIR/CISD hours were used in 2020? 2019? 2018?

**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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.38** Can you please provide a listing for the Disabled Veteran Business Enterprise Organizations?

**A.** **The Request for Proposal is requesting information from the proposer regarding the proposers status if the proposer is itself a DVBE and only if the proposer wishes to claim the disabled veteran business enterprise.**

**Section 13.0 states Qualification for the DVBE incentive is not mandatory. Failure to qualify for the DVBE incentive will not render a proposal non-responsive.**

**Q.39** In section 2.1 section n- please explain “JCC to retain the right of selecting the assigned mental health professional?

**A.** **If the mental health professional assigned to the incident by the selected vendor does not meet the Judicial Council’s satisfaction, the Judicial Council will have the option of selecting another approved mental health professional.**

**Q.40** What is the current carrier’s provider audit practice?

1. **We are seeking a provider that can provide audit services outlined in Section 2.1(n) of the RFP.**

**Q.41** Will this be consolidated billing or will you require breakout by entity (Justices, Retired judges, Habeas Corpus Resources, etc…)

1. **The invoice will be paid by individual entities.**

**Q.42** Regarding provider access standards, could you please provide a census for us to accurately respond and provide a Geo report?

**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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.43** What is your level of satisfaction with your current EAP vendor? Do you feel there is room for improvement? If so, what are the current challenges?

**A.** **While we are generally satisfied with the level of services provided, intake specialist customer service needs improvement.**

**Q.44** How many face-to-face sessions does the current EAP provide?

**A. Six (6) sessions per incident. Ten (10) sessions for substance abuse.**

**Q.45** How many critical incident and training hours would you like vendors to propose?

**A.** **For critical incidents, please embed a certain number of hours in the PEPM rate. Given the current environment, we are unable to predict the number of CIR hours necessary per year.**

**For training hours, please provide a firm fixed price for off-the-shelf and customized training. Do not include an hourly cost. The firm fixed price is inclusive of all costs, including but not limited to travel, materials, expenses, fees, overhead, research and development, handouts, guides and presentations.**

**Q.46** Please provide the most recent annual utilization report.

**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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.47** Please provide the historical utilization of CISDs for each of the past 3 years. Provide the number of critical incidents and the hours used.

**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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.48** Please provide the number of SAP cases for each of 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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.49** Please provide the historical utilization of training seminars  for each of the past 3 years. Provide the number of seminars and the hours used. Please break this down by employee orientation hours and supervisor training hours.

**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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.50** If historical utilization is not available, what is the customer expecting utilization to run at in the future?

**A.** **Given the current environment, we are unable to predict utilization. However, we expect that utilization figures will correlate to the length of time the COVID-19 pandemic is prevalent.**

**Q.51** Please provide the current and historical EAP rates for each of the last three 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**](http://www.courts.ca.gov/publicrecords.htm)

**Q.52** Are you interested in work life services beyond what is provided as part of a standard digital solution? i.e. Do you want a telephonic work life solution as well?

**A.**  **We are not interested in work life services beyond what is provided as part of a standard digital solution. We do not want a telephonic work life solution.**

**Q.53** What promotional materials does the current EAP vendor provide?

**A. The current EAP vendor provides informational/promotional materials to continually inform members of the services and contact information via electronic means, e.g. flyers, brochures, intranet postings, etc.**

**Q.54** Do you provide member and employee email addresses to the current EAP vendor for mass email communications?

**A. No.**

**Q.55** Would you be open to a bank of hours for training/CIRS services included in the EAP rate? Or would you prefer to see pricing on a fee-for-service basis only for these services?

**A. Please provide a firm fixed price for off-the-shelf and customized training. Do not include an hourly cost. The firm fixed price is inclusive of all costs, including but not limited to travel, materials, expenses, fees, overhead, research and development, handouts, guides and presentations.**

**Q.56** Are you interested in an Executive Summary of our capabilities and offerings?

**A. The proposal can include an Executive Summary as long as the technical and cost proposal contain all of the other requested information on the RFP.**

**Q.57** For section 8.4, can you please clarify what is meant by separate section for a. and b.? Can they be answered within the same document, just separated?

**A.** We are requesting that the proposal have separate sections for consistency purposes during the evaluation of the proposals**.** Correct **-** it can be answered within the same document, just separated.