

QUESTIONS AND ANSWERS
EMPLOYEE ASSISTANCE PROGRAM
JUDICIAL OF CALIFORNIA - REQUEST FOR PROPOSAL HR-2017-08-LV
SEPTEMBER 21, 2017

1. Q. In 1.2 Description of Services and Deliverables, this RFP refers to counseling only. Is there an interest or intent to provide work life services including Legal, Finance, Eldercare and Parenting?

A. The program will not provide such services to members.
2. Q. As a Government entity, are you expecting your EAP provider to be Knox Keene licensed? The Knox Keene license is a regulatory requirement for all EAP operating in the state of California.

A. Yes
3. Q. Question # 23 references out-of-network referral. Please clarify: are you referring to EAP Services or are you referring to Mental Health Services beyond the EAP?

A. EAP services
4. Q. For clarification: In the RFP the section 7.0 "Proposal Contents" we can see that all questions from "Attachment 7" are included in a slightly different order. Is the intent that responses to these questions is provided in both locations?

A. Yes
5. Q. Is a Knox-Keene certification required in order to bid? If so, would a Knox-Keene Exemption suffice?

A. As we are expecting a Knox-Keene certification, a Knox Keene Exemption would not suffice.
6. Q. Who is the current EAP provider and for how long?

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>
7. Q. What is the current rate being paid for the program?

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>

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8. Q. Please indicate any rate increases or decreases throughout the current contract term.

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>

9. Q. Please provide a utilization report for year 2016.

A. Utilization for 2016 was 2.31% for counseling services.

10. Q. How many onsite training hours were utilized each of the past 3 years?

A. 2 hours

11. Q. Do you currently receive webinar training hours? How many are included in the current contract?

A. Yes. A total of 8 hours are included in the current contract.

12. Q. How many hours of critical incident response is included in the current contract?

A. Q. How 8 Hours

13. How many hours of critical incident response were utilized each of the last 3 years?

A. 17.5 hours

14. Q. Please provide an employee zip code census so that we may respond to the geo-access requirements on page 4 of the RFP.

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

15. Q. Is your health insurance self-funded or fully-insured?

A. Self-Funded