

1. Question: Is it required that the Contractor be licensed under the Knox-Kenne Health Care Service Plan Act of 1975 to be considered or will an Exemption be sufficient (3 sessions within 6 month timeframe)?

Answer: Proposers will be expected to meet all requirements, including licensing requirements, for providing EAP services in the State of California.

2. Question: Please provide copies of the AOC's utilization reports for 2007, 2008, and year-to-date for 2009.

Answer: Please refer to Appendices B, C and D of the RFP. Please note that the AOC and its contracted provider agreed to a change in reporting at the end of calendar year 2007, so therefore, the level of detail contained in the 2007 report is not available for 2008 or 2009.

3. Question: Is the expectation that the AOC will receive one (1) hour of training per 250 employees per contract year?

Answer: The minimal expectation is 1 hour per 250 employees.

4. Question: Are management consultations expected to be on-site or telephonic?

Answer: Management consultations are expected to be conducted by telephone. If on-site management consultations are provided as part of your services, it should be so noted in your response.

5. Question: Does the AOC receive Department of Transportation (DOT) Substance Abuse Professional (SAP) services?

Answer: No.

6. Question: What types of communications materials are received, in what form (hard copy, electronic), and what amount of each is included within the contract?

Answer: Communication materials in electronic or hard copy format, as requested by the Agency, and in as many copies of all EAP communications materials as the State may reasonably request, will be provided. The AOC expects proposers to include all communications materials in their pricing proposal, including both those mandated by law and other communications that are typically required/utilized for these type of services. Respondents should focus on the requirements of the RFP and provide comprehensive and complete price information in their response.

7. Question: Would the AOC consider receiving camera-ready or electronic communications materials vs. hard copies?

Answer: The AOC expects proposers to propose its best solution, and to include comprehensive and complete price information in their response.

8. Question: Is the AOC requiring a GeoAccess report of provider coverage based on the access standards stated on page B-1-2?

Answer: No. The AOC expects proposers to provide covered employees services located in all counties in the State of California, and to meet the requirements of Section 5.1 of the RFP.

9. Question How many CISD events occurred within the past 12-24 month period and at what location?

Answer: Two - One in Santa Ana, the other in Stockton.

10. Question: Why are you going out to bid?

Answer: The existing contract expires December 31, 2009.

11. Question: 2.2.1 states “agreement shall be for two (2) years beginning January 1, 2010 and ending December 31, 2010.” Is the initial contract period 1 year with the option to extend the agreement for the following four (4) years ending December 31, 2014 or is the initial period for two (2) years ending December 31, 2011 with the four (4) year extension option ending December 31, 2015?

Answer: Section 2.2.1 incorrectly stated that the Initial Term was for two (2) years. The Initial Term will be for one (1) year beginning January 1, 2010 and ending December 31, 2010. The Option Terms will be for one (1) year each as set forth in Sections 2.2.1.1 through 2.2.1.4

12. Question: Please confirm that you are enrolling 4400 ees. Terms and Conditions document requests pricing down to 500 ees.

Answer: Yes, the AOC will initially be enrolling approximately 4,400 covered employees and their dependents. Presently, the AOC extends EAP benefits to those covered employees, however, the AOC reserves the right to either extend these benefits to additional judicial branch employees, or to remove the benefit at the sole discretion of the AOC. The AOC expects proposers to propose pricing for each tiered group included in the Cost Proposal Form.

13. Question: Please provide EAP utilization reports for 2007, 2008 and year to date 2009. Include total face to face visits, total number of members who had a t lease 1 face to face visit, number of training hours used, number of CISD hours used.

Answer: See AOC’s answer to question #2.

14. Question: Page 3 Section 2.2.1

Agreement shall be for two (2) years beginning January 1, 2010 and ending December 31, 2010. This is one year. Please clarify.

Answer: See AOC's answer to question #11.

15. Question: Page 3 Section 2.2.3
Implementation services and transition services to occur the first month of the initial term. Please confirm that the effective date will be 1-1-10 in which case implementation will have to begin two months prior (11-1-09) in order to provide services on the effective date. Can your decision time frame be moved up from 11-17-09?

Answer: No.

16. Question: Page 7 Section 5.1.7
"Provide wellness services to employees and their dependents to help improve their lifestyle on-site, clinical visit or by telephone assessment." Are you looking for a Life Coaching Program? An onsite Wellness Program? A Wellness Coach Program? Or are you asking what is available related to Wellness within the scope of the EAP program?

Answer: The AOC expects vendors to identify and propose those services the vendor has identified as "wellness" programs within their EAP program services.

17. Question: Page 7 Section 5.1.12
"Identify in detail a list of optional services and outreach available to employees considered outside the scope of the core plan design." Please give an example of when an employee is considered "outside the scope..."

Answer: The scope of an EAP basic plan varies. Please provide what is available in a basic plan and describe and provide cost information on what is considered outside the scope of a core plan such as Legal counseling, Financial Services, among others.

18. Question: Page 7 Section 5.1.13
You reference law enforcement officials. Please indicate how many law enforcement officials are eligible for EAP benefits.

Answer: None. By law enforcement we mean judicial officers, officers of the court and judicial branch employees.

19. Question: Page 12 Section 7.6.1.2
Please provide an example of what you mean by "expanded outreach to employees to provide an additional level of service to cover special circumstances"? What would be a special circumstance?

Answer: Please identify rates to develop and deliver services outside of the EAP plan you are proposing.

20. How many hours of CISDs and trainings were used last year?

Answer: See AOC's answer to question #9 for CISDs, and question #2 for training.

21. How many hours of CISDs and Trainings should be included in the rates?

Answer: For obvious reasons CISD is a contingency service, and past history is absolutely no measure of future requirements. We expect proposers to propose pricing that may encompass providing this service at any judicial branch location in any of the 58 counties in the State of California. With respect to training, see the AOC's response to question #3.

22. There are 4400 employees; why is AOC asking for a graduated rate scale based on 10K employees?

Answer: See AOC's answer to question #12.

23. Is AOC interested in gatekeeper EAP models?

Answer: No.

24. Is there a broker involved in this process?

Answer: No.