

JUDICIAL COUNCIL OF CALIFORNIA

QUESTIONS AND ANSWERS

FOR

REQUEST FOR PROPOSAL NUMBER: HR-2022-08-LV

TITLE: EMPLOYEE ASSISTANCE PROGRAM

Q.1 Do vendors need to have a Knox Keene license or exemption in order to be awarded this contract?

A. Yes

Q.2 Do you have a current EAP? If so, who is it with

A. Yes. 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.3 What is your current mode (Number of counseling visits)?

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

Q.4 Provide the current rate and a rate history throughout the contract term for the EAP.

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 long has your current provider been providing services to the Agency?

A. Since July 1, 2021

Q.6 What are the issues you are experiencing with your current EAP provider that has created your interest in looking at a new provider?

A. Our currently provider will no longer be offering the services we are requesting.

Q.7 What has been the utilization percentage for your current EAP program?

A. 10.6%

- Q.8 How is their current utilization calculated?
- A. Monthly utilization reports are expected to use aggregated data and include entity type and call type.
- Q.9 Are CISD's included in your current EAP services?
- A. Yes.
- Q.10 Are formal referrals included in your current EAP services?
- A. Yes.
- Q.11 Are any training/seminar hours included in your current EAP services?
- A. Yes.
- Q.12 If you do not have a current EAP provider, what is creating the need to have one?
- A. We currently have an EAP provider.
- Q.13 Who is your current health insurance provider?
- A. State employees have access to CalPERS provided health insurance.
<https://www.calpers.ca.gov/>
- Q.14 How is your insurance plan funded? Self-funded, fully-funded, experience rated?
- A. Please see <https://www.calpers.ca.gov/> for more information
- Q.15 Are employee bios acceptable versus resumes?
- A. Please submit as requested by the RFP.
- Q.16 How many employees will be covered under this agreement?
- A. As of September 1, 2022, there are 2,047 employees covered. Please be advised that this count may change month by month.
- Q.17 Are any considered law enforcement (e.g., bailiffs, etc.)?
- A. No.
- Q.18 Is the anticipated start date 11/01/2022 or 12/01/2022?

A. 11/01/2022 as stated in the RFP.

Q19 Do you have a budget cap or a not to exceed amount for EAP Services?

A. No.

Q20 What are your top 3 priorities in an EAP?

A. Please reference section 2.0 (Description of Services and Deliverables) of the RFP.

Q21 How many hours of the following services are included within the current EAP contract per year?

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident support events (# events/# hours)
- Webinar training

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Q22 How many total hours of the following services were utilized in each of the last two (2) years?

- Onsite training/orientation/educational seminars
- Onsite health fair/event participation
- Onsite critical incident support events (# events/# hours)
- Webinar training

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>.

Q23 Please provide copies of 2020 and 2021 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:

- Number of employees on which the report is based
- Total number of clinical cases
- Total number of work-life cases
- Total number of clinical sessions

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>.

Q24 Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR?

- A.** Your proposal should be responsive to the requirements outlined in the RFP.
- Q25 Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?
- 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>.
- Q26 Are legal, financial and daily living work/life services currently a part of your EAP program?
- A.** Yes.
- Q27 Who is your health plan provider and is the plan self-funded?
- A.** State employees have access to CalPERS provided health insurance.
<https://www.calpers.ca.gov/>
- Q28 On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?
- A.** Your proposal should be responsive to the requirements outlined in the RFP.
- Q29 Section 2.1, Item I: Throughout the State of California, at least one counselor must be available to provide in-person sessions as follows: urban and suburban areas: within a 5-mile radius, at least 95% of the time, of a member's home or work location; and rural areas: within a 25-mile radius, at least 95% of the time, of a member's home or work location.
- a. In order to ensure this requirement, we need to have a census of employees by zip code. We also need at least one week to run the reports and include them in our response.
- b. In lieu of that, we can provide a report of our counselors by total numbers and types by county and /or zip code. Would this be acceptable?
- A.** You may provide a report of the counselors by total numbers and types by county and/or zip code.
- Q30 Section 2.1, Item N. Review mental health professionals' qualifications and allow the JCC to retain the right of selecting the assigned mental health professionals. The provider will conduct mental health professional audits a minimum of twice yearly 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 call.
- a. We audit and recredential our network providers every 3 years. Will taking exception to this requirement be cause for disqualification?

A. Please outline your mental health professional audit in your response to this RFP.

Q31 Section 2.1, Item Q: with regard to Fitness for Duty services, we provide a referral only to the client. It is then the client's responsibility to schedule and pay for these services. Is this acceptable?

A. Please outline your process in the response to the RFP.

Q32 Section 2.4, Item b: On a semiannual basis or as requested by HR, monitor and maintain the list of service providers within the mental health professional network to ensure service providers are active and their information is current. A current list of service providers shall be provided to HR every six months.

a. Due to confidentiality agreements with our affiliate providers, we do not release names and addresses. We can provide lists by city, zip code and provider types. Will this be acceptable?

A. Please include this information in the response to this RFP.

Q33 Is this a routine request for proposals that the JCC sends out every 2 years?

A. As outlined in the RFP, the agreement will have an initial term of twenty (20) months with the possibility of four one-year options to extend the term.

Q34 Is cost the biggest driver?

A. Please reference the scorecard on the RFP, Section 10.0 (Evaluation of Proposals). The competitiveness of cost references Section 8.7 of the RFP and is 30% of the evaluation score.

Q35 Who is your current EAP provider?

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>.