

ATTACHMENT "A"

RESPONSES TO QUESTIONS

Question 1: Who is the current provider of EAP services for the District of Columbia?

Answer 1: The Current provider for EAP services is Cope, Inc.

Question 2: How long has the current provider been providing EAP services to the District?

Answer 2: The current provider has been providing EAP services to the District since 1999.

Question 3: Have there been any service issues?

Answer 3: There have been no service issues with the current provider.

Question 4: Does the scope of this RFP match your current EAP?

Answer 4: The scope of work in the Request for Proposal solicitation does match the current EAP requirements.

Question 5: What is the current EAP session model i.e. how many counseling sessions are provided at no cost to the employee?

Answer 5: The current EAP session is 6 Sessions per a 12 month period.

Question 6: Does the current EAP include any additional work-life services for example. direct toll free access to an attorney or elder care specialist?

Answer 6: The current EAP does include additional work-life services.

Question 7: Are work-life services considered within the scope of this RFP?

Answer 7: The work-life services are considered within the Request for Proposal solicitation's scope of work.

Question 8: What is the current per employee per month (pepm) rate or annual contract dollar amount? Has there been a rate guarantee? If yes, for how long and indicate any rate increases throughout the contract term.

Answer 8: You will need to file a Freedom of Information Act Request thru the Office of Contracting and Procurement FOIA Officer for this information.

Question 9: C.1 states that the current rate of utilization is 5%. It is possible to provide a breakdown of utilization for the previous contract year as follows:

Answer 9: The current rate of utilization breakdown for the current contract period of June 1, 2008 through March 31, 2009 is as follows:

1. number of in-person EAP sessions- 605
2. number of telephone contacts - 734
3. percentage of EAP cases resolved within the EAP – 52%
4. percentage of cases that were referred to the medical plan for treatment – 17%
5. the average number of counseling sessions utilized per employee - 6
6. number of new EAP cases opened - 721

Question 10: C.3.1.5 states that the Contractor shall participate in meetings including open enrollments and consultations. Can you tell us how many open enrollment meetings and consultations were held during the current contract year?

Answer 10: The current contract for EAP contained 15 Open Enrollment Seasons between mid-November and mid-December.

Question 11: Are the costs for participation in these meetings built into the per employee per month rate or billed on a fee-for-service basis?

Answer 11: The costs for participation in the open enrollment meeting are built into the contract cost

Question 12: How many hours of employee/supervisor orientations are included in the pepm rate?

Answer 12: The numbers of hours of employee/supervisor orientations are outlined in Section B.3 Price Schedule of the solicitation.

Question 13: How many hours of employee/supervisor orientations were conducted during the last contract year?

Answer 13: There were approximately 50 hours of employee/supervisor orientations conducted per month on the current contract

Question 14: How many hours of on-site training are included in the pepm rate?

Answer 14: The numbers of hours of on-site training are outlined in Section B.3 Price Schedule of the solicitation.

Question 15: How many hours of on-site training were conducted during the last contract year?

Answer 15: There were approximately 800 hours of on-site training conducted during the current year contract.

Question 16: Does the current EAP contract include critical incident stress debriefing services i.e. telephone and on-site counseling for events such as an employee death, suicide, accident, or other catastrophic event?

Answer 16: The current EAP contract does include critical incident stress debriefing services

Question 17: If yes, please describe the level of services provided and whether the cost for these services is built into the pepm or offered on a fee-for-service basis?

Answer 17: The costs for these services are built in at no additional cost.

Question 18: What are the current rates being paid for optional services such as wellness services, self-help groups, and substance abuse assessment/follow-up (per person)?

Answer 18: You will need to file a Freedom of Information Act Request thru the Office of Contracting and Procurement FOIA Officer for this information.

Question 19: Please provide the following information per the most recent fiscal year's UR report.

Answer 19: The most recent fiscal year's UR report information is listed below:

- a. Total number of face-to-face visits- 605
- b. Total number/hours of telephonic counseling- 70/ 47.5hours
- c. The average number of counseling visits utilized per participant- 6
- d. Total number of hours of employee seminars and training- More than 25
- e. Total number of hours provided of supervisory/management training – 47
- f. Total number of hours provided of employee orientations – Approx. 50 hrs per month
- g. Total number of hours provided of health fair participation- 32 hours
- h. Total number of hours provided of on-site management consultations- 252
- i. Total number of DOT/SAP referrals- 59
- j. Total number of mandatory referrals- 38
- k. Total number of workplace consultations- 579
- l. Total number of fitness for duty evaluations- N/A
- m. Total number of risk assessment screenings- 11

Question 20: Who is the District's health insurance provider?

Answer 20: The current District's health insurance providers are as follows:

- a) Aetna
- b) Kaiser Permanente
- c) United Healthcare
- d) All FEHB plans

Question 21: In regards to the training sessions as indicated in Section B.3 Price Schedule, can we assume that each session is one-hour in length?

Answer 21: The training sessions are approximately one-hour in length.

Question 22: How many Critical Incident Stress Debriefings/onsite crisis counseling services are included in the District's current contract?

Answer 22: There are no limits to how many Critical Incident Stress Debriefings/on-site crisis counseling services.

Question 23: How many employees fall under the CDL/DOT regulations?

Answer 23: There are approximately 6,500 employees that fall under the CDL/DOT regulations.

Question 24: If a GeoAccess is required, will you please provide an Employee Zip Code Census in Excel format?

Answer 24: Not Applicable

Question 25: Does the District have a preference re # of EAP sessions allowed?

Answer 25: The District has no preference on how many EAP sessions are allowed, but currently there are 6 EAP sessions being provided by the current contractor.

Question 26: Can you indicate why the EAP is out for bid at this particular time?

Answer 26: The current contract is in its final option and the services are still required.

Question 27: Are firms based outside of the District permitted to participate in this solicitation? -

Answer 27: Yes, firms based outside of the District are permitted to participate in this solicitation.

Question 28: Should the Pricing proposal be submitted in a separate package so labeled?

Answer 28: Yes, the pricing proposal must be submitted in a separate package and labeled as specified in Section L.2

Question 29: Can you please clarify "staff" as described in C.3.1.1 and C.3.2 - are you referring here to a network of community based clinical professionals who provide EAP services to District employees?

Answer 29: Section C.3.1.1 and C.3.2 are referring to the Number of counselors, in-take staff, those available for training or response to critical situations

Question 30: Can you clarify the term "key professionals" as described in L.23.1 and L.23.2.

Answer 30: Key professional as described in L.23.1 are the essential personnel to perform EAP services and L.23.2 required that the names and reporting relationships of the key personnel, their resumes and the breakdown of hours to be performed under the proposed contract be submitted in the proposed offeror's proposal.

Question 31: Please clarify in M.3.C (a) and M.3.C (b) where the RFP asks for references for "all contracts in the last 5 years" and then "a minimum of 3 references". This is somewhat confusing.

Answer 31: The proposed offeror shall submit a minimum of three (3) references that they provided this type of service to within the last five (5) years.