

QUESTIONS AND ANSWERS

1. Do vendors need to have a Knox Keene license in place in order to be awarded this contract?
No, a Knox Keene license not required.
2. How long has ACI been the EAP provider?
Since 2011
3. Please provide utilization reports for years 2019 and 2020.
Please refer to the 2019 EAP Utilization Report and 2020 EAP Utilization Report on the Court's website.
4. Please provide the number of new counseling cases for each of the following years: 2019, 2020, 2021.
2019: 68, 2020: 42, 2021 48
5. How many onsite training hours were utilized for each year 2019, 2020, and 2021?
2019: 1.5 hours, 2020: 0 hours, 2021: 0 hours
6. How many live webinar trainings were utilized for each year 2019, 2020, and 2021?
2019: 0 hours, 2020: 0 hours, 2021: 4.0 hours
7. How many onsite critical incident response hours were utilized for each year 2019, 2020, and 2021?
2019: 6.0 hours, 2020: 4.0 hours, 2021: 3.0 hours
8. How many onsite health/benefits/open enrollment fairs did the EAP provider attend for each year 2019, 2020, and 2021? How many hours was each fair?
2019: 2 events = 4.0 hours, 2020: 0 hours, 2021: 0 hours
9. Is it mandatory that the assigned Account Manager be local?
No, it is not mandatory as long as they are accessible during Court operating hours.
10. Are electronic signatures ok for the attachments?
No, the Court requires a wet signature on the attachments.
11. Please confirm that you would like the EAP to cover all related family members of the employee regardless if they share a residence with the employee?
Please match the current benefit.
12. Are you interested in a PEPM price model?
Please use the same pricing model currently being used.
13. Are you open to more than 1 visit model? For example, 1-5 in addition to 1-3?
Please match the current benefit or enhance it per RFP instructions
14. Can you provide us with the number of hours typically used to virtual onsite services (employee orientation, Management/supervisor trainings, CISD debriefings)?
Refer to #7 for CISD. In 2021 4 hours were used for training.
15. There are two asks around printed materials. Are you looking for 2,000 or unlimited printing?
2,000
16. Are you open to monthly billing?
Yes
17. Are attachments 2, 3, 4, 5, 6 needed at time of Proposal by Aug 2nd?
Yes, the RFP is due August 2nd by 1:15pm P.T.
18. Please confirm that paper copy is required in addition to the electronic copy of submissions.

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- Yes, a hard (paper) copy is required with wet signatures in addition to an electronic copy.
19. Are there any issues or pain points with current provider ACI?
No, there are no issues.
20. Why does SCCCSB want to look at alternative EAP providers?
The procurement process is such that when a contract expires (maximum 3 years) the coverage must go to RFP.
21. Do they have a budget?
Based on the scoring criterion, cost is 30% of the score.
22. Do the benefit consultants Christine Kwock and Pam Rodrigues at USI see a fit between Concern and SCCCSB?
There is an evaluation process the Court follows to award the contract. This process can be found in the RFP document and Attachment 1 – Administrative Rules.
23. Most importantly, do you want a bid for just a 3 visit model? 3 visits is just enough time to assess and refer. Not provide any kind of meaningful support. A standard 5 visit mode would be better. Do you want us to provide a proposal for 5 visits as well?
Please either match current benefit or enhance it per RFP instructions.