



CLARK COUNTY

Last Updated: June 23, 2016

TO: Holders of Specifications Relating to:
RFP: 708 – Employee Assistance Program

RELEASE DATE: June 8, 2016
FROM: Mike Westerman, CPPO

SUBJECT: Additional Information/Clarifications to Specifications

Question 1) Who currently provides EAP services to Clark County? For how many years?

Answer 1) .Providence Health & Services – Oregon - dba Providence EAP, for 15+ years.

Question 2) Are you currently pleased with the EAP services you are receiving?

Answer 2) Generally satisfied

Question 3) Are there specific areas of enhancement you are seeking at this time?

Answer 3) Wellness Services, robust utilization reporting.

Question 4) What is the current pepm rate? Based on how many employees?

Answer 4) \$2.68 per employee per month based on approximately 1700 employees.

Question 5) What was the total dollar spend for the EAP in 2015?

Answer 5) \$55,580

Question 6) What was the total dollar spend for the EAP in 2014?

Answer 6) \$57,231

Question 7) Is Clark County currently receiving Work-Life Services, i.e. child care and elder care consultation and referral? Should Work-Life Services be included in the quote to be submitted?

Answer 7) Yes, currently receiving and should be included in the quote to be submitted.

Question 8) Is Clark County currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount? Should Legal Consultation Services be included in the quote to be submitted?

Answer 8) Yes, currently receiving and should be included in the quote to be submitted.

Question 9) Is Clark County currently receiving Financial Consultation Services, i.e. telephone-based financial advisory services provided by qualified financial planners? Should Financial Consultation Services be included in the quote to be submitted?

Answer 9) Yes, currently receiving and should be included in the quote to be submitted.

Question 10) Why are you requesting this RFP at this time?

Answer 10) Due diligence

Question 11) Can you provide recent utilization reports or provide utilization statistics?

- a) Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in 2015?
- b) Can you provide total number of initial inquiry/assessment calls to the EAP in 2014?
- c) Can you provide the total number of in-person EAP sessions provided in 2015?
- d) Can you provide the total number of in-person EAP sessions provided in 2014?
- e) Can you provide the total number of telephonic EAP sessions delivered in 2015?
- f) Can you provide the total number of telephonic EAP sessions delivered in 2014?
- g) Can you provide the total number of EAP cases in 2015?
- h) Can you provide the total number of EAP cases in 2014?
- i) Can you provide the average number of sessions provided per case in 2015?
- j) Can you provide the average number of sessions provided per case in 2014?

**Answer 11) 2015 total EAP cases: 87
2014 total EAP cases: 120
Other statistics requested not available.**

Question 12) Do you prefer electronic communication materials, i.e. brochures, posters, or "hard copy" materials, or a combination of both?

Answer 12) A combination of both electronic materials and hard copy materials is preferred.

Question 13) Can you provide the number of training hours provided in 2015? How many of those hours were provided in-person? How many in-person hours are included annually in the current contract?

Answer 13) Number of training hours provided in 2015 not available. Current contract includes three hours for in-person seminars, in addition to annual one-hour onsite supervisor/manager training on program implementation and usage.

Question 15) Can you provide the number of training hours provided in 2014? How many of those hours were provided in-person?

Answer 15) Number of training hours not available. Trainings are provided in-person.

Question 16) Can you provide the number of orientation hours provided in 2015? How many of those were provided in-person? How many in-person hours are included annually in the current contract?

Answer 16) Number of orientation hours in 2015 not available. In-person refresher orientation is available for manager/supervisors and employees as requested.

Question 17) Can you provide the number of orientation hours provided in 2014? How many of those were provided in-person?

Answer 17) Number of orientation hours not available. Orientations are provided in-person.

Question 18) How many Critical Incident events were responded to in 2015?

Answer 18) Not available

Question 19) How many Critical Incident events were responded to in 2014?

Answer 19) Not available

Question 20) How many hours of Critical Incident support were provided in 2015?

Answer 20) Not available

Question 21) How many hours of Critical Incident support were provided in 2014?

Answer 21) Not available

Question 22) How many hours of on-site Critical Incident support are currently provided in the contracted rate?

Answer 22) None included (billed per hour at \$275/hour)

Question 23) Regarding the total number of eligible employees of approximately 1700, can you provide additional details regarding number that are Full-time vs. Part-time?

Answer 23) Of the total, approximately 40 are part-time employees.

Question 24) Reference Section IB Minimum Work Requirements, #4. Place of Performance

- a) Please define what types of services take place in the County's facility?
- b) Will face-to-face counseling sessions with employees ever take place in the County's facility? If so, what is the estimated percentage?

Answer 24)

- a) Seminars, trainings, orientations, and critical incident responses take place in the County's facility.**
- b) Face to face counseling sessions with employees do not take place in the County's facility.**

Question 25) Reference Attachment C: Questionnaire – General Information and Background
Will the designated account manager for the County be able to attend meetings with the County remotely, i.e. via teleconference?

Answer 25) In-person meetings are strongly preferred.

Question 26) Reference Attachment C: Questionnaire – Wellness Services
Does Clark County currently receive Wellness Services, i.e.
a) Health Risk Assessment?
b) Coaching?
c) Health/wellness tracking programs?
1. If yes to the above, are all rates included within the current EAP program rate, if not what is the separate cost?

Answer 26) Currently, Clark County does not receive Wellness Services, i.e. Health Risk Assessment, Coaching, or Health/Wellness tracking programs.

Question 27) Referring to the PG Chart in the RFP, what metric would you like in column 3, "current statistic"?

Answer 27) Clark County would like your company's actual statistic, e.g. your average speed of call answer.

Question 28) Referring to the PG Chart in the RFP, is the expectation for "onsite support for crisis management coordinated within 2 hours of request" to include: contact made with employer, need assessed, and plan in place for a response that is clinically appropriate and meets the needs and expectations of the employer?

Answer 28) Yes, that expectation is correct.

Question 29) Referring to the PG Chart in the RFP, in regard to, "percentage of inquiries addressed within 30 days", please describe your definition of inquiries.

Answer 29) Definition of an inquiry is a request from a member.