

REQUEST FOR PROPOSAL

PROJECT NO. RFP 19-16

EMPLOYEE ASSISTANCE PROGRAM SERVICES

QUESTIONS AND ANSWERS No. 001

Date: November 30, 2018

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Responses

Q1. Who is current EAP provider and for how many years?

Response: MHN, A Health Net Company, for four (4) years.

Q2. What is the current rate being paid for services? How many employees does this rate currently cover?

Response: The current rate is \$1.49 per employee. This rate covers 2,479 employees.

Q3. Please provide utilization reports for the last three (3) years.
Can you provide a utilization report for the last two years?

Response: The Utilization Percentage for the last three (3) years:
2016 – 9.2%
2017 – 7.92%
2018 YTD – 8.23%

Q4. How many DOT Substance Abuse Evaluations are included in the current contract? If not included in the current contract, please provide the fee for service rate per evaluation.
How many evaluations were conducted each of the last 3 years?

Response: None.

Q5. How many training hours were utilized each of the last 3 years?

Response: Less than 20 hours.

Q6. How many CISDs are included in the current contract? How many CISD hours were utilized each of the last 3 years?

Response: There are various types of Critical Incidents. This past fiscal year, HCC had 4-5 incidents.

Q7. How many health/benefit/open enrollment fairs is the contractor expected to attend each year? How many hours is each?

Response: Anticipate one (1) per year for four (4) hours.

Q8. Is the College's medical plan self-funded or fully insured?

Response: HCC's medical plan is administered through the Employee Retirement System of Texas and is self-funded.

Q9. In the past year, how many DOT events did HCC have?

Response: None.

Q10. Regarding DOT, does HCC have a zero tolerance policy?

Response: Yes.

Q11. Why is HCC out to bid?

Response: Existing agreements are ending.

Q12. Who is the incumbent EAP provider for HCC?

Response: MHN, A Health Net Company.

Q13. How long has HCC contracted with the current vendor?

Response: Four (4) years.

Q14. What is the satisfaction level of the current program?

Response: Good.

Q15. What is the current pepm rate for HCC's EAP?

Response: The current rate is \$1.49 per employee. This rate covers 2,479 employees.

Q16. Does HCC plan to provide services to all 6,450 employees?

Response: For all full-time employees (approximately 2480) and on a case-by-case basis for part-time employees. Respondents should include a proposal for both options in the RFP.

Q17. Why does the price proposal ask for Option I- 6,450 employees and Option II only covers 2,600 employees? Please clarify.

Response: For all full-time employees (approximately 2480) and on a case-by-case basis for part-time employees. Respondents should include a proposal for both options in the RFP.

Q18. Does the current program cover all HCC employees?

Response: For all full-time employees (approximately 2480) and on a case-by-case basis for part-time employees. Respondents should include a proposal for both options in the RFP.

Q19. Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance?

Response: Yes.

Q20. If yes, how are these services being administered? (Through a website or can their employees call and speak to lawyers, financial professionals for example?) .

Response: Processed through intake with the current provider.

Q21. Are the childcare, eldercare services self-service or does the program provide research and referrals?

Response: No, only referrals.

Q22. Regarding training requirements: would HCC be open to vendor's providing one bank of 60 hours that can be used toward seminars, management trainings, employee orientations, and/or supervisor trainings?

Response: Yes, that can be an option as an added value.

Q23. How many training hours did HCC use in each of the last two years?

Response: Less than 20 hours.

Q25. Does HCC currently have a wellness program? If so, what does this program entail?

Response: It is a part of the HCC Health Care Benefits package.

Q26. For critical incident counseling, how many events did HCC have in each of the last two years?

Response: 4-5 Events.

Q27. How many total onsite CISM hours should we include in our proposed program?

Response: There is no specific number of hours. HCC wants as many CISM hours as needed for each event.

Q28. Regarding DOT referrals to a substance abuse professional-, how many cases has HCC had in each of the last two years? Are these currently billed back to HCC as a case rate?

Response: None.

Q29. We cannot provide contact information for our entire industry list of similar projects. What is the minimum number of references you require?

Response: Provide as much information that demonstrates your capabilities to provide services under this solicitation.

Q30. Will you accept contact information for other like clients that have similar engagements with the contractor in place of letters of recommendation?

Response: No.

Q31. What is the Small Business Participation goal for this contract?

Response: The goal for this project is 25%.

Q32. Please clarify the student internship program. Is this a requirement for each contract? If contractors cannot meet this requirement is there a penalty?

Response: The internship program is not a requirement. Proposers are encouraged to describe how they envision using HCC students as part of their delivered service to support the application of relevant educational programs as aligned with real world work experience. Reference Section 4 – Instruction to Proposers, Tab 8 – Business Relationship Strength, III.

Q33. Regarding your request for Staffing Model pricing – Could HCC elaborate on how many hours a week you would require for this model, and 2) Where this individual would be located if HCC would decide on this option? Would this employee be onsite at HCC?

Response: At the present time, pricing is based on the number of full-time employees and HCC is billed on a monthly basis.

Q34. Could you elaborate on your current EAP vendor and how long they have been providing service?

Response: MHN, A Health Net Company, for four (4) years.

Q35. Please share current EAP pricing, PEPM, what current program includes work-life, onsite time, seminars, orientation, etc.?

Response: MHN, A Health Net Company. The current rate is \$1.49 per employee. This rate covers 2,479 employees.

Q36. Our firm operates under a network provider model with robust coverage in your area. Could you elaborate on what type of coverage you would like to see with our network? Would a report for 50-mile radius around your zip code (77002) be acceptable? Is a provider network model acceptable to HCC?

Response: All EAP Services.

Q37. Small Business – Our firm is a national health care leader and are a not for profit organization. Therefore, we cannot commit to any SBE or MBE requirements. Please elaborate on if these requirements are required and if this bid is only open to firms that can meet these requirements.

Response: Proposals will be evaluated based on the information provided in each proposer’s response. Reference Section 5 – General Information, #14.

Q38. Student Employment – Our firm would not be able to comply with this request, as it does not pertain to this type of service. We would not be providing this service out of a corporate office but rather individual network providers in the Houston area. Therefore, we would not be able to hire students as it pertains to this project. Is this a sticking point for HCC and is a vendor with a local HQ and staff a requirement of this project?

Response: The internship program is not a requirement. Proposers are encouraged to describe how they envision using HCC students as part of their delivered service to support the application of relevant educational programs as aligned with real world work experience. Reference Section 4 – Instruction to Proposers, Tab 8 – Business Relationship Strength, III.

Q39. When is the anticipated start date of program?

Response: The anticipated start date of the program is April 2019.

Q40. Is there currently an EAP in place?

Response: Yes.

Q41. If so, who is the current provider?

Response: MHN, A Health Net Company.

Q42. Why is the college system looking at obtaining a new provider?

Response: Existing agreements are ending

Q43. What is the college system currently paying for these services?

Response: The current rate is \$1.49 per employee.

Q44. Is there a budget in place to cover EAP Services? If so, what amount is budgeted?

Response: Yes. The current rate is \$1.49 per employee. This rate covers 2,479 employees.

Q45. What is the current utilization rate of the EAP?

Response: Reference Questions #3

Q46. Have there been any CISD's (Critical Incident Counseling) this past year? If so, how many?

Response: Yes. 4-5.

Q47. On page 13 of 38, Letter H, Tab 6 – Small Business Practices – what is the small business goal that is referenced?

Response: The goal for this project is 25%.

Q48. Is submission of sample promotional materials required?

Response: No.

Q49. What is your current utilization rates?

Response: Reference Question #3.

Q50. Which services are most commonly sought in an EAP (counselling, financial, etc.)?

Response: All EAP Services.

Q51. Who is the incumbent, or has the EAP been provided in-house?

Response: MHN, A Health Net Company.

Q52. What is bringing HCC to market?

Response: Existing agreements are ending.

Q53. What percentage of the population has access to their phones during the workday, as well as what percent have access to a computer?

Response: 100%.