

## QUESTIONS AND ANSWERS

### **Employee Assistance Program Services**

#### **Project No. 11-33**

Date: September 12, 2011

To: All Prospective Proposers

From: Houston Community College, Procurement Operations

Subject: Informational Letter # 1 – The following written questions were received in Procurement Operations within the time period specified in the solicitation document Request for Proposals (RFP) for Employee Assistance Program Services, Project No.11-33.

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### **QUESTIONS**

1. Will the fifty (50) part-time employee that have access to the EAP services be able to self-refer into the EAP for services or will they need approval or a referral from someone at HCC in order to access services?

Answer: The part time employees will need approval or referral by HR in order to access EAP services.

2. Who is HCC current EAP provider?

Answer: University of Texas EAP

3. How long have they been providing services to the college?

Answer: Since approximately 1997

4. What is the current rate being charged for the EAP contract (i.e. PEPM, PEPY, annual contract amount for the full time and part time employees?)

Answer: \$2.69 per employee. Estimated \$5,076 per month and \$60,847.80 per year.

5. Please provide the rate history throughout the length of the contract?

Answer: Same as Question No. 4

6. Number of DOT regulated employees eligible to access the EAP?

Answer: 22

7. Number of hours of on-site training/orientation included within the PEPM?

Answer: 42 hours used through ELOD.

8. Number of hours of health fair participation included with the PEPM?

Answer: 6 hours

9. Number of DOT substance abuse evaluations included in the contract?

Answer: 22

10. Confirm that HCC is requesting a total of sixty (60) hours of training, forty-two (42) seminar hours, twelve (12) management consultations, four (4) orientations, and two (2) supervisor trainings.

Answer: Yes

11. Specify and additional services provided and the associated cost.

Answer: None, except as specified in the RFP for employees and family in Qatar.

12. Provide copies of HCC's EAP utilization reports from 2009, 2010 and year to date?

Answer: The utilization report will be e-mailed or faxed to the representative present at the Mandatory Pre-Proposal Meeting.

13. How many face-to-face sessions were utilized in each of the last three (3) years?

Answer: Unknown

14. How many DOT SAP Evaluations were utilized in each of the last three (3) years?

Answer: None

15. How many hours of training and health fair participation were utilized in each of the last three (3) years?

Answer: Training: approximately 36 hours/year.

16. What is the average number of sessions utilized per case?

Answer: Unknown – Depends on issue(s) in each case.

17. What are the major issues currently facing HCC and its employees?

Answer: There are no issues other than normal life and work related issues.

18. What is the expected effective date of services for this RFP?

Answer: 1st of the month following the Board of Trustees approval of the contract (provided the completion and execution of a contract).

19. Please define Management Consultants (Page 13) as listed in the Scope of Services? Can these consultants be provided telephonically?

Answer: EAP provider/vendor will be providing consulting advice and recommendation to members of HCC management. In some cases, telephonic consultation will be sufficient while in other situations, HCC will need the consultant "on-site."

20. The Scope of Services requests that the Critical Incident Counseling (CIC) will be provided.

- a. Will this be included in the per employee counseling cost or should this be priced as a separate fee-for-service component?
- b. If the CIC services are to be included in the per employee counseling cost, please define the number of hours of on-site CIC services to be provided per plan year.
- c. Would these services be provided in conjunction with the Behavioral Response Team?

Answer: A. Decision by the vendor in their proposal  
B. Depends on the CIC. Will vary depending on the incident.  
C. Generally yes but depends on the incident and scope of the incident.

21. It was stated the fifty (50) employees are currently located in Qatar and that number is expected to grow to one hundred (100) by September 1<sup>st</sup>.

- a. Please provide number of employees and locations of other international employees besides those located in Qatar.
- b. Will the mental health and substance abuse benefits be the same for those international employees?
- c. Is there a network of mental health providers in Qatar?
- d. Are family members located in Qatar also?
- e. If yes, approximately how many family members are over there and are they also covered under the benefit plan?

Answer: A. Zero  
B. Yes  
C. Probably, yes.  
D. Yes  
E. Depends on each academic year.

22. The Scope of Services Requests that Wellness services on various topics (stress management, smoking cessation, alcohol/drug abuse, weight normalization, etc) are to be conducted annually.

- a. Will these Wellness Seminars be included in the forty two (42) seminar/training hours or will these be separate services?
- b. If these Wellness seminars are to be separate from the training/seminar hours, please define the number of hours for Wellness Seminars requested annually

Answer: a. required for scheduled classes; 10 reserved for customized sessions or college In-Service sessions (includes Stress Management); 6 reserved for other wellness.

b.26

23. What, if any, element or factors would HCC like to improve in their current program?

Answer: Stronger Wellness Program and international availability for those employees serving expatriate assignments.

24. What is the current fee structure? Is it PEPM?

Answer: Refer to Question No. 4

25. What are the current fees and cost for your program?

Answer: Refer to Question No. 4

26. When was the last time you competitively procured this program?

Answer: 2008

27. Are you interested in considering a variety of innovative options in addition to the specifications you have provided?

Answer: Yes

28. Are all the services requested in this RFP the same as your existing program?

Answer: No

29. Are you self-insured?

Answer: Blue Cross Blue Shield of Texas

30. How many training hours per year are bundled, currently?

Answer: Approximately 48 (according to the contract)

31. What are the charges/rates for training hours beyond what is bundled?

Answer: \$250/hour

32. Would HCC be interested in considering a program that integrates, EAP, Work-Life and Wellness?

Answer: Yes

33. What is your utilization rate?

Answer: 5.09%

34. Requesting HCC to provide the last annual utilization report.

Answer: Refer to Question No. 12

35. How many US DOT, SAP events HCC had in the last twelve (12) months.

Answer: None

36. Where do we find “13 CFR parts 121” which list information on small business eligibility?

Answer: This information is available via the internet.

37. We have certified HUBS in the Houston area on our network of providers. Do these satisfy the Small Business goals?

HCC Answer: Yes, if these firms will be used during the term of the contract to meet any small business requirement specified in the solicitation.

38. How do we find a list of mental health service providers who are certified as COH, Metro, etc.? We are not familiar with these certifications.

Answer: The solicitation recommends COH, Metro etc. certification as a small business, not a mental health service provider.

39. What are HCC's criteria and expectations for the successful bidder's hiring and utilization of HCC student's intern (s)?

Answer: The criteria and expectations for successful bidders who hire and utilize HCC Student Interns are to provide a "first class hands-on education in a real world environment for HCC students while providing a vehicle to improve economic development by partnering with the institution in providing goods and/or services to Houston Community College.

- a. What specific fields of study and prospective job descriptions will apply?  
Houston Community College has over seventy two (72) Associate of Applied Science Degrees and over two hundred fifty (250) certificate programs from which students may come from any of those areas of concentration. Presently, the Department of Education and the Department of Labor have developed sixteen (16) Career Cluster areas which are recommended area where jobs specifically reside.
- b. What duties/services does HCC envision interns will provide.  
Student's interns will follow the policy and procedures of the employer to include the following:
  1. Maintain personal appearance and hygiene as appropriate for the workplace.
  2. Adapt to working with others.
  3. Report to work on time.
  4. Approach all assignments with confidence.
  5. Transfer knowledge or principles to new techniques while applying classroom knowledge to workplace setting.
- c. What is the total of hours per month HCC desires intern(s) will be employed by the successful bidders?  
The total number of hours per month is at the discretion of the employer (proposer) and should ultimately be agreed upon by both employer and intern.

40. Does HCC have a link to a directory of small businesses for subcontracting opportunities?

Answer: No

41. Are there any specific trade associations or small business focus media concerning subcontracting opportunities?

Answer: There are several organizations in the Houston area (chambers of commerce, small business forums, etc.) that can be identified doing a web search; their membership may include "certified" small businesses.

42. What is the definition of "Small Business?"

Answer: Please refer to Code of Federal Regulation, Part 121.