

## QUESTIONS AND ANSWERS 1

### **Request for Proposals (RFP)**

#### **PROJECT NO. RFP 13-47**

**Project Title: Employee Assistance Program (EAP) Services**

Date: September 13, 2013

To: Prospective Respondents

From: Procurement Operations Department, Houston Community College

Subject: Questions and Answers Request for Request for Proposals, HCC Project No. RFP 13-47

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- 1) Does HCC currently have a program in place?
  - a) Yes
  
- 2) What does the current EAP program model look like?
  - a) Traditional EAP with training options; limited access for part-time employees and international option for employees in Qatar.
  
- 3) Does the current program allow for legal, financial, childcare, eldercare and personal convenience assistance? How are these services being administered? Through a website or can your employees call and speak to lawyers, financial professionals for example? Are the childcare, eldercare services self-service or does the program provide research and referrals?
  - a) Yes, the current program offers legal, financial, childcare, eldercare and personal convenience assistance. The services are provided on the website or by telephone.
  
- 4) Regarding trainings, how many onsite training hours are currently included in your program? How many did you all use last year?
  - a) 42hours/ 42 hours
  
- 5) In the same vein, for critical incidents (i.e. a natural disaster, fatality, layoffs, etc.) what type of support does your current program allow for? How many annual onsite hours are built in? How many events did you all have last year? Is it HCC's preference that support for these types of events be INCLUDED in the price or carved out on a fee for service arrangement?
  - a) Provide fee for service for critical incident debriefings, topical seminars, health fair and mediation.

- 6) What has utilization looked like for the current program? Is HCC satisfied with the program utilization? Can you provide a copy of a most recent utilization report?
  - a) The approximately utilization rate is 3.5% and HCC is satisfied with the program. A copy of the most recent utilization report can be made available to the contracted vendor.
  
- 7) What is the current Per Employee Per Month rate or annual contract dollar amount?
  - a) You may request this information through an Open Records request. More information on the process of the Open Record request can be found on the [HCC website](#).
  
- 8) Why is HCC out to bid at this time?
  - a) The current contract will be expiring.
  
- 9) Where is HCC's satisfaction level with your current EAP vendor? Have there been issues or challenges? Please provide detail.
  - a) There are no current issues or challenges with the contracted EAP vendor.
  
- 10) Under Section II, Instructions to Proposers, #11. Internship Program. Our services fall under HIPAA regulations. The Employee Assistance Program is a benefit that is confidential to those who access services. Our concern is that exposing an intern of HCC to internal EAP information and access to information of staff members accessing the EAP might violate that confidentiality. Is this something that is required by HCC that the selected EAP vendor offer internship positions to your students?
  - a) It is not a requirement but it is highly encouraged.
  
- 11) Does the EAP contractor need to be located locally? We are located out of state but have a national network of EAP clinicians that would have private offices located locally to HCC.
  - a) There is no requirement for local or national presence.
  
- 12) What is HCC's EAP utilization rate for the past two years?
  - a) The approximately utilization rate is 3.5%.
  
- 13) How many onsite training/seminars hours were provided by HCC's EAP for the past two years?
  - a) 42 hours per year
  
- 14) How many CISDs were provided in the past two years?
  - a) Zero

- 15) Also under this section, please clarify if the 12 hours of management consultant, 4 employee orientations and 2 supervisory trainings are included in the 42 seminars hours or if they are in addition to the 42 seminar hours.
- a) In addition to the 42 seminar hours.
- 16) Under Attachment, No.11, 2.2 We serve hundreds of customers, do you need a list and contact information for all of our customers within the past 3 years, or will a sampling of a certain number of customers similar in size and scope to services being requested by HCC suffice?
- a) Provide a list of your clients (past or present) that are classified as a Community College, Junior College or higher education institution.
- 17) Regarding student internship participation, is EAP required to participate? It seems that it would present an issue for staff/faculty confidentiality to have students from the college working at their EAP. Also, if internship participation is required and the EAP contractor is not located in the state of Texas, are students able to participate in remote internships?
- a) The use of interns is not a requirement but is highly encouraged. Please consult Section 11 of the Instruction for Proposers for additional information.
- 18) Please confirm that the number of proposals to submit is as follows: 1 hard copy original (Attachment 2 and Attachment 11 in separately sealed envelopes), 1 electronic copy in PDF (separate technical proposal file and price proposal file on the same CD).
- a) Yes
- 19) Is the current provider able to provide services in Qatar?
- a) Yes
- 20) What is the current PEPM or other method of payment?
- a) You may request this information through and Open Records request. More information on the process of the Open Record request can be found on the [HCC website](#).
- 21) How many hours of on-site services (trainings, seminars, orientations, health fair participation, etc.) did the College utilize last year?
- a) 42 hours of seminar/training
- 22) Please provide a list of SBDP eligible firms in the Houston area.
- a) We do not keep a listing of SBDP firms.
- 23) Please provide additional information about the internship program. Does the current vendor utilize interns and in what capacity?
- a) Yes, as EAP Counselors during their course of study.

- 24) We are not a small or minority owned business. Will this exclude us from consideration?  
a) No, it would not exclude you. The Small Business Program is also not race or gender specific.
- 25) Is HCC seeking a local vendor? Will HCC consider a national vendor?  
a) Local and national vendors are considered.
- 26) May we please have a Word version of Attachment 11?  
a) To keep the integrity of the document, it is only available as pdf.
- 27) How many of the 42 seminar hours, 12 hours of management consultant, 4 employee orientations and 2 supervisory trainings per year are used?  
a) All
- 28) We work with multiple vendors to provide additional services (e.g. legal, financial, child/elder care, etc.) are these partners considered subcontractors as it relates to Attachment 4?  
a) Yes, as long as the subcontractors are contracted by the EAP vendor.
- 29) We work with a network of more than 20,000+ providers across the US to provide face-to-face counseling, are these providers considered subcontractors as it relates to Attachment 4?  
a) Yes, as long as the subcontractors are contracted by the EAP vendor.
- 30) Can you provide an employee census?  
a) See attachment 2 in RFP document.
- 31) What types of communication materials worked best in reaching your employees and household members?  
a) Website and telephone
- 32) Should we quote our Work Life services as well?  
a) Yes