



RFP Number: 21-07: **EMPLOYEE ASSISTANCE PROGRAM**

Addendum Number: 2

NOTICE TO PROPOSERS: THIS ADDENDUM SHALL BECOME PART OF THE RFP, AND PROPOSERS SHALL ACKNOWLEDGE, IN WRITING, RECEIPT AND INCORPORATION OF ALL ADDENDA AND CLARIFICATIONS IN THEIR RESPONSE. FAILURE OF THE PROPOSER TO RECEIVE ADDENDA SHALL NOT RELIEVE THE PROPOSER FROM ANY OBLIGATION UNDER ITS PROPOSAL AS SUBMITTED. THE PROPOSER SHALL IDENTIFY AND LIST IN ITS PROPOSAL ALL ADDENDA RECEIVED AND INCLUDED IN ITS PROPOSAL; FAILURE TO DO SO MAY BE ASSERTED BY THE DISTRICT AS A BASIS FOR DETERMINING THE PROPOSAL NON-RESPONSIVE.

Answers to Questions

Number	Questions	Response
1	Please confirm that you would like us to price out a 7-session emotional wellbeing solution?	All proposers are to provide a price for 7-sessions per incident per year.
2	Do we include the 3500 retirees in the rate quote? In addition to the Eligible HC = 4000	No. Retirees are allowed to use the services at no cost but are not included in the rate quote. Retiree utilization is minimal.
3	Can you share utilization data from MHN for the past 2 years?	The District declines to share utilization data from the current vendor.
4	What issues with the current EAP are you trying to solve?	This RFP is being issued because the current contract will expire soon. RFP 21-07 stipulates why the District is issuing an RFP and the proposal requirements.
5	Is program start date 1/1/2022?	The contract is expected to begin on October 11, 2021.



Number	Questions	Response
6	<p>Input for Proposal:</p> <ol style="list-style-type: none">1. Organization Name – LACCD2. Location(s) - LA3. Number of #eligible employees for the wellbeing benefit – 4000 active employees and 3500 retirees.4. Plan design – i.e., # Counseling Visits – 7 (current EAP provides 6 visits), 20 CIR hours5. Current EAP details – MHN for 30 years.6. Current clinical utilization (over the past 2 years) -7. Why do you want to change providers?8. What specific issues are you trying to solve?9. What emotional wellbeing program elements are important to you? <p>The EAP program should provide support for the following areas:</p> <ul style="list-style-type: none">• Substance abuse• Emotional distress• Major life events, including births, accidents and deaths• Health care concerns• Financial or legal concerns• Family/personal relationship issues• Work relationship issues• Concerns about aging parents• Educational planning for dependents	<p>Please refer to RFP 21-07, and responses to questions No. 4 and 5 noted above.</p>



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Number	Questions	Response
	10. Target start date - 2022 11. Proposal Due Date – Aug 24, 2021, contract for 3 years, renewable for a year for 2 years after	
7	Please confirm that the 3,500 retirees are offered the EAP.	Please see response to Question #2.
8	Do you have a broker involved in this? If so do we need to build in commission?	No.
9	Please provide the most recent annual utilization report, including training and Critical incident response hours used.	See attachments referenced in Question #3.
10	Please confirm if the intended effective date is 1/1/22	Please see response to question #5.
11	What is the plan implementation date?	Please see response to question #5.
12	How many sessions does the current plan offer?	Currently 6 sessions per incident per year.



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Number	Questions	Response
13	What is the current plan PEPM rate?	Each Proposer will develop their own Fee Structure/Cost Proposal based on the services they can provide to the District.
14	When are employees eligible to begin using services?	Newly hired employees, their dependents, and anyone living in their household are eligible the 1st day of employment within the district.
15	For Child Care services, do you partner with Bright Horizons?	Unknown. Handled by current EAP provider.
16	Does your Elder Care service include a consultation line?	Unknown. Handled by current EAP provider.
17	Do you have 2019, 2020 and YTD 2021 utilization numbers including referrals for 2.2.2 Enhanced Services, child care referrals, parenting, how many kits were given out and which kind, senior care, daily living, financial services, legal services, identity theft services, seminars and CISDs?	The District declines to share utilization data from the current vendor.
18	Were you ever turned down for a CISD by your provider? If so, what was the reason?	No.



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Number	Questions	Response
19	How many SAP referrals were given to your current EAP vendor each year for 2021, 2020 and 2019?	Substance Abuse Professional referrals are not referenced in this RFP.
20	You mention unlimited telephonic/online meetings under Section 2.2.1 General Services and then you mention seven (7) private counseling sessions per separate incident in item A. Are these seven sessions per person per incident for every person living in the household?	Yes. Please price rate for seven (7) private counseling sessions per incident per year. Applicable to employees, retirees, eligible dependents and anyone living in their household.
21	11. Will you be having in person trainings, health fairs or events in 2022? Are you having those now? Are you having any virtual events, seminars or workshops now? Are health fairs conducted on each campus or in one central location?	Resuming in-person health fairs is undetermined to date. The current virtual fairs and workshops will continue until otherwise indicated.
22	Section 2.2.5. Reporting, Stewardship, Compensation and Performance Guarantees. In this section are you asking for hard copy reports? Would emails or access on our website be acceptable?	Emails of customized reports per our Benefits Committee's request.
23	Under C. Compensation in section 2.2.5, you mention semi-annual evaluations. Do you have a scorecard or way you evaluate the items you listed in this section?	Yes, there are performance guarantees and semi-annual surveys facilitated by the EAP provider and reported to EAP Administrator semi-annually.
24	Which documents would you like notarized?	No requirement for forms to be notarized.



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25	15. Can you provide a copy of the MHN contract?	No. The District declines to share this information.
26	Can you provide a census? Zip codes will suffice.	No. The District declines to share this information.
27	Can you describe any dissatisfaction experienced with your current EAP provider?	See answer to Question #4.
28	What languages besides English are commonly spoken among the employee population?	Spanish, French, Korean, Chinese, Filipino, Tagalog
29	Who is/are the current medical provider(s)?	The District declines to share this information.
30	In reference to Section 6.9 requesting hourly rates, what are some examples of services that were paid for on an hourly basis under your current EAP plan?	Additional training hours
31	The Department of Managed Health Care in California requires contracts for Knox-Keene licensed plans like ours to be approved by the state, filed with the state, and implemented with clients. Can our contract and your contract both be used if we are selected?	Please see RFP 21-07, section 4.20



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Number	Questions	Response
32	Is an online submission okay? We haven't done any physical deliveries since COVID.	No, Proposals cannot be submitted via email. Proposals must be mailed or delivered to the address listed in the RFP. Please see RFP 21-07, Section 5.3 – Proposal Submission.
33	The RFP does not include an effective date. Should we plan for a 1/1/2022 effective date?	Please see response to question #5.
34	Will the EAP cover only employees or also retirees?	See response to Question #2.
35	Section 2.2.1 A states "Unlimited telephonic/online virtual meetings providing individual and family assessment and counseling...which can be satisfactorily resolved in no more than seven private counseling sessions per separate incident, per fiscal year...". We have three questions: What does "unlimited" refer to in this question – the number of incidents per year, or the number of visits per incident? Is the district only requesting telephonic/online virtual sessions? Is the district requesting a seven-session EAP counseling model?	Unlimited incidents per year. RFP to include pricing for both in-person and virtual counseling. Please see response to Question #1



Number	Questions	Response
36	<p>Section 2.2.4 A requests an annual number of EAP Specialized Training hours to be included in the PEPM rate, with additional hours billed on a fee-for-service basis. Is there a minimum number of hours the district is requesting?</p> <p>In bullet points 1 and 2 of this section, the district requests "orientation seminars for employees" and "training seminars for managers and supervisors."</p> <p>Are these seminars specifically to orient employees and supervisors to the benefits?</p>	<p>Proposers are invited to stipulate the number of training hours they would include, and a fee-for-service rate.</p> <p>Orientation seminars for ALL active employees.</p> <p>Specialized trainings (i.e., training seminars, workshops, etc) for ALL active employees, which can include supervisors.</p> <p>Yes.</p>
37	<p>Section 2.2.5 A requests a sample of an annual executive summary. Could you please describe the content you are looking for?</p>	<p>No. Please use your discretion.</p>
38	<p>The district requests proposals be submitted in a packet including (1) printed original, (6) printed copies, and (1) electronic copy on a USB drive. Can the electronic copy be submitted by email rather than on a USB drive?</p>	<p>No, an electronic copy cannot be submitted via email. Please provide a USB drive as noted in the RFP, Section 5.3 – Proposal Submission.</p>
39	<p>Taking into account both environmental and pandemic concerns, would LACCD accept electronic submission? This would be for our</p>	<p>No, Proposals cannot be submitted in an electronic form. Proposals must be mailed or delivered to the address listed in the RFP. Please see RFP 21-07, Section 5.3 – Proposal Submission.</p>



Number	Questions	Response
	proposal instead of sending hard copies direct.	
40	On page 19 under 4.20 Proposed Contract it mentions the vendor must comply with Article IV, Section T. Article IV is not included in the provided RFP, could LACCD please clarify if sentence above should be omitted.	In section 4.20, it notes the following: "Proposers may include special terms and conditions for these services as appropriate; however, they must comply with Article IV, Section T below for consideration. " Please replace the above narrative with this narrative: "Proposers may include special terms and conditions for these services as appropriate; however, they must comply with (below) Section 4.21 – Exceptions/Deviations for consideration. "
41	On page 27 under 6.6 Proposed Staffing and Project Organization. Would providing team bio's, rather than full resumes, suffice for the purpose of this RFP?	Please see RFP 21-07, Sections 6.10 and 6.11
42	Although noted in the RFP that the use of the District's standard services contract is mandated, can you please make an exception and allow for it to be on our Magellan approved EAP specific contract?	Please see RFP 21-07, Section 4.20



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43	Who is the current incumbent and what is your PEPM rate?	The District declines to share the name of the incumbent. In addition, please see RFP response to question #13.
44	Why are you out to bid?	Please see response to question #4.
45	Will you provide a utilization report of current EAP?	The District declines to share utilization data from the current vendor.
46	How many training, CISD, and health fair hours are being requested?	As many as the proposer ascertains will be needed to meet the needs of our employee population.
47	How many CISD hours were used in the past 3 years?	The District does not have this information.
48	What are your current well-being initiatives?	#1 Mental health awareness #2 Stress reduction #3 Physical fitness and chronic disease management
49	What performance guarantees do you have in place with your current EAP?	The District declines to share performance guarantees for the current vendor. Proposers are invited to share their performance guarantees.



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Number	Questions	Response
50	What is your current benefit design? What is your coverage regarding behavioral health and wellness?	Medical, vision, and dental premiums are offered by the employer with additional employee well-being benefits offered. All medical plans include behavioral health and wellness options but do not include psychology of weight loss/behavioral health counseling.
51	What are your top cost drivers?	The District does not have this information.
52	Regarding the Prenatal Prep Kit- are you willing to be flexible regarding what is included?	Proposers are invited to share their prenatal prep kit offering for consideration.
53	Are you experiencing any pain points with your current EAP?	See answer to Question #4
54	Are there additional specific questions you require to be answered as part of the RFP?	PEPM Rate CISD hours offered Specialized trainings offered