

Questions Received Regarding SAO's Request for Proposal for an Employee Assistance Program

1. Is the HUB form required?

Yes. If the vendor is a HUB or is subcontracting with HUBs, then this needs to be documented.

2. Who currently provides EAP services to SAO? For how many years?

Deer Oaks for the past 2 years, however we've used them previously too.

3. What is SAO currently paying for EAP services? Based on how many employees?

There is no set amount. We are currently spending \$1.65 per employee/per month with a max of 228 employees.

4. How many onsite trainings does SAO prefer included in their program (i.e. 5 hours etc.)?

Bank of 10 hours included (training available on-site and via webinar)

5. How many onsite critical incident hours does SAO prefer included in the program (i.e. 2 hours etc.)?

Unlimited critical incident stress management services included with a minimum of two (2) hours per event

6. Are there specific areas of enhancement SAO is seeking at this time?

No.

7. What was the total dollar spent for the EAP in 2016?

\$3,808.20

8. What was the total dollar spent for the EAP in 2015?

\$4,245.60

9. Is SAO currently receiving Work-Life Services, i.e. telephonic consultation and referral for Child Care, Elder Care, etc.?

Yes.

10. Is SAO currently receiving Legal Consultation Services, i.e. 30-minute consultation with an attorney; beyond the consultation, attorney services offered at a 25% discount?

Yes.

11. Is SAO 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?

Yes. Financial Consultation Services should be included if the vendor offers these services.

12. Can you provide recent utilization reports or provide utilization statistics? Specifically, can you provide total number of initial inquiry/assessment calls to the EAP in 2016?

18

13. Can you provide the total number of in-person EAP sessions provided in 2016?

5

14. Can you provide the total number of in-person EAP sessions provided in 2015?

1

15. Can you provide the total number of EAP cases in 2016?

3

16. Can you provide the average number of sessions provided per case in 2016?

2.5

17. Given today's communication resources, we typically provided electronic communication materials, i.e. brochures, posters, flyers. Is this acceptable to SAO? If not, please identify number of requested printed brochures.

Electronic is fine.

18. Can you provide the number of training hours provided in 2016? How many of those hours were provided in-person?

Zero training provided in-person. Unknown how many webinars were attended or how many e-learning courses were accessed.

19. Can you provide the number of orientation hours provided in 2016?

Zero

20. How many Critical Incident events were responded to in 2016?

Zero

21. How many Critical Incident events were responded to in 2015?

Zero

22. How many hours of Critical Incident support were provided in 2016?

Zero

23. How many hours of on-site Critical Incident support are currently provided in the contracted rate?

Unlimited critical incident stress management services included with a minimum of 2 hours per event.