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## Questions and Answers

**Entity Name:** Joliet Junior College  
**Event Number:** 2055  
**Event ID:** R20004  
**Event Name:** Employee Assistance Program (EAP)  
**Requested By:** Roxanne Venegas  
**Created By:** Roxanne Venegas  
**Due By Date:** 08/22/2019 2:00 PM Central Time  
**Q&A Cutoff Date:** 08/12/2019 2:00 PM Central Time  
**Assigned Commodities:**  
**Public Responses:** Yes  
**Posting Board Expiration:**  
**Event Status:** Ready for Responses

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Question 1  
Status: Replied

Question Submitted By:  
Anonymous, 08/01/2019 03:04 PM CT

1. What has utilization looked like for the current program? Are you all satisfied with the program utilization? Can you provide a copy of a most recent utilization report?

Response from:  
Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:24 AM CT

The utilization from January-June of 2019 was only 5 employees. We have 40% In person counseling, 40% legal consultation and 20% life transition consultation. Attached is the Lifeworks utilization report we obtained last month. We would like to see much more utilization of the program.

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Question 2  
Status: Replied

Question Submitted By:  
Anonymous, 08/01/2019 03:04 PM CT

2. What does your current program model look like? Can you please confirm exactly what is included in the current program and what may be provided at an additional fee?

Response from:  
Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:25 AM CT

Our program includes EAP Consultation, EAP Sessions, Managers Services, Work-Life Services, Financial Services, Legal Services, Telephonic Life Coaching, web access interactive tools. Training Sessions, Substance Abuse Case Management and Critical Incident Stress Management are available as a fee for service.

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Question 3  
Status: Replied

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Question Submitted By:

Anonymous, 08/01/2019 03:05 PM CT

3. Regarding JJC's Annual Benefit Fair and Open Enrollment meetings: how many hours were used for EAP representation last year? How many hours and days would need support?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:25 AM CT

The current EAP vendor was invited but did not attend last year. Our Benefits Fair is one day and approximately 4 hours. There are no required Open Enrollment Meetings. We do expect vendors to attend our Benefits Fair.

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Question 4

Status: Replied

Question Submitted By:

Anonymous, 08/01/2019 03:05 PM CT

4. Regarding on-site trainings and education, how many hours are currently included in the program? How many did you use last year? Can you please define and clarify the types of trainings you all may request? How long (duration) would you anticipate each training event would be?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:25 AM CT

The current program includes one training hour per 500 employees during a 12 month period. We utilized 1 hour last year. Training duration would be approximately 1 hour and can include various topics including, stress, financial management, lifestyle changes, legal, etc. We have previously had up to 18 service hours available for training and webinars.

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Question 5

Status: Replied

Question Submitted By:

Anonymous, 08/01/2019 03:05 PM CT

5. For critical incidents (e.g. a natural disaster, employee fatality, layoffs, etc.) what type of support does the current program include? How many annual onsite hours are built in? How many events did you all have last year? Is support included in the current rate or an additional fee? Is it your preference that onsite Critical Incident support services be included in the proposed PEPM rate for the EAP? If so, how many hours per year? Is it the preferred that you all receive unlimited onsite support services in the quoted EAP rate?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:25 AM CT

We have access to emergency counseling for critical incident as a fee for service provided by our current carrier. CISM in the current contract is defined as up to three staff hours with one counselor per incident occurring at a single work location with a response time within 24 hours of request. Yes, we would like to have CIS included in the proposal. We do not require unlimited onsite support, this can be added as a fee for service in the proposal.

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Question 6

Status: Replied

Question Submitted By:

Anonymous, 08/01/2019 03:05 PM CT

6. Does JJC have any specific requirements around supervisor and management support, e.g. executive coaching or organization development?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:26 AM CT

We would like to provide a more robust support for management and supervisors including executive coaching and development around employee concerns. We also have a Behavioral Intervention Team where we may have need for support from a clinical expert to assist with employee related issues.

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Question 7

Status: Replied

Question Submitted By:

Anonymous, 08/01/2019 03:05 PM CT

7. Why is JJC out to bid?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:26 AM CT

JJC periodically reviews our vendor relationships to ensure we are providing a high quality program for our employees.

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Question 8

Status: Replied

Question Submitted By:

Anonymous, 08/01/2019 03:05 PM CT

8. Where is your satisfaction level with the incumbent provider?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:26 AM CT

We are continuing to build good relationships with our current EAP provider and considering additional services that we can provide to strengthen our employee utilization for services.

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Question 9

Status: Replied

Question Submitted By:

Anonymous, 08/02/2019 01:16 PM CT

Can JJC share the name of the current EAP provider?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/09/2019 09:28 AM CT

LifeWorks (Morneau Shepell)

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Question 10

Status: Replied

Question Submitted By:

Anonymous, 08/02/2019 01:17 PM CT

Can JJC share the current per employee per month rate, and what number of employees that is based upon?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:20 PM CT

\$1.60 PEPM at 549 employees

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Question 11

Status: Replied

Question Submitted By:

Anonymous, 08/02/2019 01:20 PM CT

The RFP indicates 1,650 staff on the main campus, but does not indicate total staff size, can this be provided? Also, the RFP indicates the EAP benefit is only for full-time staff, can this number be provided?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:21 PM CT

1,650 is their entire population with about 593 full-time eligible

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Question 12

Status: Replied

Question Submitted By:

Anonymous, 08/02/2019 01:21 PM CT

Can JJC define what it considers a covered family member to be?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:22 PM CT

The plan allows coverage for an employee's legal spouse or civil union partner and/or children, including biological, adopted or step children, covered from birth to age 26, or who meet other legal requirements. In addition "Anyone significant to the employee".

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Question 13  
Status: Replied

Question Submitted By:  
Anonymous, 08/02/2019 01:24 PM CT

Regarding RFP Questionnaire - F1 - Communication Materials - Would a tri-fold brochure qualify as a booklet? If not, please further define expectations regarding "booklet".

Response from:  
Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:22 PM CT

"Booklet" refers to both your specific communication material you are proposing for Joliet Junior College as well as any downloadable booklets available via the website addressing such topics as EAP, child care, elder care, summer camps, etc.

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Question 14  
Status: Replied

Question Submitted By:  
Anonymous, 08/02/2019 01:25 PM CT

Regarding RFP Questionnaire - F2 - Communication Materials - who will print the materials? If, awarded vendor can you share expectations regarding the number of printed materials required annually?

Response from:  
Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:22 PM CT

Our vendor has typically sent us the promotional materials and communications. The number of printed material annually is approximately 800.

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Question 15  
Status: Replied

Question Submitted By:  
Anonymous, 08/02/2019 01:27 PM CT

Regarding RFP Questionnaire - I - Meetings - Can JCC share an approximate expectation regarding number of meeting annually?

Response from:  
Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:23 PM CT

2019 YTD Utilization – provided in prior answer; On Campus – It is ideal for at least two-three annual meetings on campus to promote utilization.

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Question 16  
Status: Replied

Question Submitted By:  
Anonymous, 08/02/2019 01:29 PM CT

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Regarding RFP Questionnaire - Administration/Communication 6 - How many Benefit Fairs does JJC anticipate annually, and what would the total hours expectation be?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:24 PM CT

Once a year in October for 2-3 hours

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Question 17

Status: Replied

Question Submitted By:

Anonymous, 08/02/2019 01:31 PM CT

Regarding RFP Questionnaire - Administration/Communication 7 - How many Open Enrollment Meetings does JJC anticipate annually, and what would the total hours expectation be?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:24 PM CT

There are about five meetings during each Open Enrollment period. You are only expected to attend if there are changes to the EAP. The Insurance Broker, Gallagher covers most of the content.

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Question 18

Status: Replied

Question Submitted By:

Anonymous, 08/02/2019 01:49 PM CT

Regarding Questionnaire - Services - Work Life - "Confirm you provide Health and Wellness services/resources? - Are these currently included in the program? Are expectations that services/resources are provided within an EAP website, or do expectations include services like Wellness Coaching and Health Risk Assessment?"

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:24 PM CT

Yes. Thru LifeWorks members have access to life coaches who are Masters level counselors with disciplines in social work, counseling and psychology as well as trained and certified by the international Coach Federation (ICF).

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Question 19

Status: Replied

Question Submitted By:

Anonymous, 08/06/2019 01:35 PM CT

Regarding Questionnaire - Administration/Communication 14 - can JJC confirm how many hours are currently included in the Bank of time?

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Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:25 PM CT

One (1) hour per 500 employees as identified at the start of the year. Unused hours lapse and cannot be carried over to the next 12 month period.

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Question 20

Status: Replied

Question Submitted By:

Anonymous, 08/06/2019 01:37 PM CT

Regarding Questionnaire - Crisis Management - Can JCC confirm how many hours are currently included in the Bank of hours? Is this the same bank as what Benefit Fair Attendance and/or Open Enrollment attendance would be taken from?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:25 PM CT

Currently, crisis management/critical incidence support is available on a fee for service basis and there are no applicable banked hours. Benefit Fair attendance is taken from the hours allocated for training sessions which is one (1) hour per 500 employees every 12 month period. Unused hours lapse and do not carry over to the next 12 month period.

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Question 21

Status: New

Question Submitted By:

Anonymous, 08/09/2019 02:31 AM CT

okay

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Question 22

Status: Replied

Question Submitted By:

Anonymous, 08/09/2019 03:40 PM CT

Is there a separate Rate Summary Form or is that a section of the electronic submission?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:26 PM CT

No, please include your summary of rates in your submission.

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Question 23

Status: Replied

Question Submitted By:

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Anonymous, 08/12/2019 10:29 AM CT

Can we get a full year utilization report for 2018? If not available, please provide the number of cases opened as well as the number of in-person counseling sessions utilized in 2018.

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:28 PM CT

This has been requested and will send upon receipt. We provided utilization from January – June 2019 already.

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Question 24

Status: Replied

Question Submitted By:

Anonymous, 08/12/2019 10:31 AM CT

Does the current provider have a counselor onsite a certain number of hours per week or month? I did not see this mentioned anywhere in the RFP scope but the included contract had some wording that appears that this is a service that is currently being provided. Is this the case? If so, is this a service being requested for this solicitation?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:28 PM CT

There is not an onsite counselor. It was not our intention to procure an onsite counselor.

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Question 25

Status: Replied

Question Submitted By:

Anonymous, 08/12/2019 10:32 AM CT

Is the medical plan self-funded or fully-insured?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/15/2019 12:28 PM CT

Our PPO plans are self-insured and our HMO plans are fully-insured.

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Question 26

Status: Replied

Question Submitted By:

Anonymous, 08/12/2019 10:34 AM CT

Is there a HUB (minority/women) subcontracting goal that proposers are required to meet? If so, what is the percentage?

Response from:

Roxanne, Joliet Junior College (rvenegas@jjc.edu), 08/13/2019 02:28 PM CT



While the college is not required to meet any HUB subcontracting goals with this solicitation, the college strives to increase business relationships with disadvantaged vendors. All vendors are encouraged to participate.

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