



**COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION
168 W. ALISAL STREET, 3rd FLOOR
SALINAS, CA 93901-2439
(831) 755-4990**

REQUEST FOR PROPOSALS #10309

FOR AN EMPLOYEE ASSISTANCE PROGRAM

Proposals are due by 3:00 p.m., PST, Wed. September 28, 2011

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SOLICITATION DETAILS SECTION

1.0 INTENT

- 1.1 The County of Monterey, hereinafter referred to as “County”, is soliciting proposals from a qualified organization(s), hereinafter referred to as “CONTRACTOR”, to provide an Employee Assistance Program (EAP). The program will be available to all County employees and their family members and will offer assistance to help employees overcome difficult situations and remedy personal issues. The program will include assessments and referrals to counselors and/or professional consultants, training, printed and online resources, and administrative services.
- 1.2 This solicitation is intended for a single, exclusive AGREEMENT.

2.0 BACKGROUND

- 2.1 The County of Monterey is located on the Central Coast of California, approximately 120 miles south of San Francisco. County offices are scattered throughout Pajaro, Castroville, Royal Oaks, Salinas, Monterey, Carmel Valley, Marina, Seaside, Prunedale, Aromas, Soledad, King City and near Bradley, at the Lake San Antonio and Lake Nacimiento areas near the San Luis Obispo County border. CONTRACTOR shall, on occasion, be required to provide training in all or some of these office locations. A map of the County is available online at: http://www.co.monterey.ca.us/cob/sup_maps/distrall2001.pdf
- 2.2 At the time this Request for Proposals (RFP) was released, the number of County employees was 4,284.
- 2.3 Past Utilization Reports are attached hereto as EXHIBIT 1 and EXHIBIT 2.

3.0 CALENDAR OF EVENTS

- | | | |
|-----|---|---|
| 3.1 | Issue RFP | Thursday, August 25, 2011 |
| 3.2 | Deadline for Written Questions | Friday September 16, 2011 |
| 3.3 | Proposal Submittal Deadline | 3:00 p.m., PST, Wednesday September 28, 2011 |
| 3.4 | Notification of Shortlist (if any) | On or before October 12, 2011 |
| 3.5 | Estimated Notification of Final Selection | On or before October 30, 2011 |
| 3.6 | Estimated AGREEMENT Date | November 2011 |

This schedule is subject to change as necessary.

- 3.7 **FUTURE ADDENDA:** CONTRACTORS, who received notification of this solicitation by means other than through a County of Monterey mailing, shall contact the person designated in the COUNTY POINTS OF CONTACT herein to request to be added to the mailing list. Inclusion on the mailing list is the only way to ensure timely notification of any addenda and/or information that may be issued prior to the solicitation submittal date. **IT IS THE CONTRACTORS' SOLE RESPONSIBILITY TO ENSURE THAT THEY RECEIVE ANY AND ALL ADDENDA FOR THIS RFP** by either informing the County of their mailing information or by regularly checking the County's Solicitation Center web page at www.co.monterey.ca.us/admin/solicitcenter.htm. Addenda will be posted on the website the day they are released.

4.0 COUNTY POINTS OF CONTACT

- 4.1 Questions and correspondence regarding this solicitation shall be directed to:
- | | |
|--------------------------------|---|
| Primary Contact for the County | Jessica Rodriguez
County Buyer II
168 W. Alisal Street, 3 rd Floor
Salinas, CA 93901-2439
PHONE: (831) 755-4994
FAX: (831) 755-4969
Email: rodriguezj@co.monterey.ca.us |
|--------------------------------|---|
- 4.2 All questions regarding this solicitation shall be submitted in writing (E-mail or FAX is acceptable). The questions will be researched and the answers will be communicated to all known interested CONTRACTOR after the deadline for receipt of questions.
- 4.3 The deadline for submitting written questions regarding this solicitation is indicated in the **CALENDAR OF EVENTS herein**. Questions submitted after the deadline will not be answered.
- 4.4 Only answers to questions communicated by formal written addenda will be binding.
- 4.5 Prospective CONTRACTOR shall not contact County officers or employees with questions or suggestions regarding this solicitation except through the primary contact person listed above. **Any unauthorized contact may be considered undue pressure and cause for disqualification of the CONTRACTOR.**

5.0 SCOPE OF WORK

- 5.1 **Contractor Minimum Work Performance Percentage:** CONTRACTOR shall perform with his own organization contract work amounting to not less than 50 percent of the original

total contract price, except that any designated 'Specialty Items' may be performed by subcontract and the amount of any such 'Specialty Items' so performed may be deducted from the original total contract price before computing the amount of work required to be performed by the Contractor with his own organization.

5.2 The Scope of Work includes but is not limited to the following:

5.2.1 30 Hours Annually of Employee Trainings and Orientations. CONTRACTOR shall provide a **combined minimum** of 30 hours per calendar year of the following to County:

- a. Lunch and Learn workshops regarding the EAP;
- b. Employee orientations about the EAP;
- c. Orientations specifically designed for Human Resources Staff and Benefits staff about the EAP;
- d. Training in excess of 30 hours will be available to County upon request at an additional rate specified in the payment provisions of the AGREEMENT.

5.2.2 24 Hours Annually of Manager and Supervisor Training. CONTRACTOR shall provide a total of 24 hours per calendar year of comprehensive training geared specifically for managers and supervisors regarding the use of effective management skills in the workplace and:

- a. Training may be delivered in a variety of formats such as on-site trainings and online trainings;
- b. Training shall cover a variety of topics such as effective supervisory skills, performance-based identification of troubled employees, the Supervisor Referral process, conflict intervention, and more;

5.2.3 Confidential Assessment, Counseling and Referrals to Outside Professionals. The EAP shall offer all County employees and their family members, dependents, and any persons residing in the employee's household (housemate):

- a. A toll-free phone number that employees may call where their concerns are assessed prior to any counseling;
 - i. Phone line(s) shall have communications device for the deaf (TDD) capability;
 - ii. The phone line shall be answered by a live person 24x7x365;
 - iii. Crisis situations shall be processed immediately.
- b. Scheduled appointments with qualified/licensed counselors experienced in EAPs within 3 working days of the assessment;
- c. Counseling services for problems related but not limited to stress, financial worries, mental health concerns, depression, grief, family issues, marriage and divorce, work-related problems, substance abuse/addiction, aging/elder care concerns, eating disorders, gambling, conflict resolution, and abuse;
 - i. Up to 3 counseling visits per individual and at no cost to employee or employee's family, dependent or housemate, per calendar year, per incident;
- d. Referrals to other outside professionals such as psychologist/psychiatrists, social workers, medical practitioners, and/or treatment facilities when deemed

necessary and which coordinate with employees' health benefits plan whenever possible;

- i. Referrals are typically made when the employee has exhausted the number of free counseling sessions and further counseling is needed, or when the problems require specialized treatment or assistance.
- e. Referrals to other outside professionals such as lawyers, financial consultants.

5.2.4 Emergency Intervention and Crisis Situations. EAP shall offer all County employees and their family members, dependents, and housemates:

- a. Experienced and qualified staff to address the emergency or crisis situations immediately including but not limited to critical incident stress management, defusing, debriefing, and other crisis response needs, both via telephone and on-site as needed (ie; unlimited).

5.2.5 Consultations and Employee Referral Services for Managers and Supervisors. CONTRACTOR shall provide to County:

- a. A toll-free phone number for supervisor-driven referrals;
- b. Individual consultations administered by qualified management consultants to County managers and supervisors as needed regarding the management and referral to the EAP of employees with job performance or behavioral or medical problems;
- c. Onsite and telephonic assistance as needed with supervisor driven referrals;

5.2.6 Administrative Services. CONTRACTOR shall provide to County:

- a. A Monthly utilization report and a monthly claims report;
- b. An annual summary utilization and claims report;
- c. Quarterly articles (in electronic format) pertaining to an EAP which may be used by County in a newsletter or other distributed media;
- d. A backup phone number for a key contact of CONTRACTOR for emergency situations in which the toll-free number is yielding unsatisfactory or untimely results;
- e. Availability of records, in full compliance with the Health Insurance Portability and Accountability Act (HIPAA), upon 10 days written notice by certain key County managers (to be designated in the AGREEMENT);
- f. Copies of all responses to all complaints made against CONTRACTOR, in full compliance with the HIPAA.

5.2.7 Communication and Awareness Materials. Information provided by CONTRACTOR to County to maximize awareness in the workplace and promote easy access to EAP services and support shall include but is not limited to:

- a. Within 60 calendar days of the effective date of the AGREEMENT, an informational campaign will be implemented throughout County's organization. The campaign shall include distributing printed EAP informational materials including but not limited to posters, brochures, wallet cards, etc. and orientation dates will be announced;

- i. All printed materials shall be pre-approved by County in advance of mass publication for distribution.
 - b. A website developed and maintained by CONTRACTOR which provides County access to a variety of online information regarding the EAP including but not limited to informative, helpful and procedural content, and also interactive features;
 - c. Printed materials relevant to all trainings and orientations by CONTRACTOR for County shall be provided during such occasions and shall also be made available online in CONTRACTOR's website.
- 5.2.8 Transition Plan. CONTRACTOR shall provide a transition plan to County:
- a. Within 15 business days from the execution of the AGREEMENT, CONTRACTOR shall submit a written Transition-In Plan via email to County (contact & email address to be designated in AGREEMENT) that shall describe how County will transition from the current EAP into the new EAP, identifying all key tasks and activities. A complete transition timeline shall be included. This plan may be subject to minor changes as requested by County;
 - b. Within 30 business days from the execution of the AGREEMENT, CONTRACTOR shall provide a written Transition-Out plan via email to County (contact & email address to be designated in AGREEMENT) that shall describe how County will transition from CONTRACTORS EAP into any new EAP which the County may choose to implement, identifying all key tasks and activities. This plan may be subject to minor changes as requested by County.
- 5.2.9 Additional On-Site Services As Requested. On occasion, County may request CONTRACTOR to provide additional on-site services which County agrees to pay separately for. Fees for additional on-site services requested are to be determined during negotiations of the AGREEMENT terms and conditions. Additional on-site services may include but are not limited to:
- a. Attendance at County Wellness events and Health Fairs;
 - b. Exclusive County department-specific trainings or consulting.

6.0 CONTRACT TERM

- 6.1 The term of the AGREEMENT will be for a period of three (3) years with the option to extend the AGREEMENT for three (3) additional one (1) year periods.
- 6.2 The AGREEMENT shall contain a clause that provides that County reserves the right to cancel this AGREEMENT, or any extension of this AGREEMENT, without cause, with a thirty day (30) written notice, or immediately with cause.
- 6.3 If the AGREEMENT includes options for renewal or extension, CONTRACTOR must commence negotiations for any desired rate changes a minimum of ninety days (90) prior to the expiration of the AGREEMENT.
 - 6.3.1 Both parties shall agree upon rate extension(s) or changes in writing.

6.3.2 The County is not required to state a reason if it elects not to renew.

7.0 PROPOSAL/QUALIFICATIONS PACKAGE REQUIREMENTS

7.1 CONTENT AND LAYOUT:

7.1.1 CONTRACTOR should provide the information as requested and as applicable to the proposed goods and services. The proposal shall be organized as per the table below; headings and section numbering utilized in the proposal shall be the same as those identified in the table. Proposals shall include at a minimum, but not limited to, the following information in the format indicated:

<u>Proposal or Qualifications Package Layout; Organize and Number Sections as Follows:</u>	
Section 1	COVER LETTER (INCLUDING CONTACT INFO)
	SIGNATURE PAGE
	RECEIPT OF SIGNED ADDENDA (IF ANY)
	TABLE OF CONTENTS
Section 2	EXPERIENCE, REFERENCES & QUALIFICATIONS
Section 3	KEY COMPONENTS
Section 4	PRICING (ATTACHMENT A)
Section 5	ENVIRONMENTALLY FRIENDLY PRACTICES
Section 6	STATEMENT OF CONFIRMATION
Section 7	EXCEPTIONS
Section 8	APPENDIX

Proposal Section 1 Requirements:

Cover Letter: All proposals must be accompanied by a cover letter not exceeding two pages and should provide firm information and Contact information as follows:

Contact Info: The name, address, telephone number, and fax number of CONTRACTOR's primary contact person during the solicitation process through to potential contract award.

Firm Info: Description of the type of organization (e.g. corporation, partnership, including joint venture teams and subcontractors) and how many years it's been in existence.

Signed Signature Page and Signed Addenda (if any addenda were released for this solicitation). Proposals submitted without this page will be deemed non-responsive. All signatures must be manual and in BLUE ink. All prices and notations must be typed or written in BLUE ink. Errors may be crossed out and corrections printed in ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.

Proposal Table of Contents (including page numbers)

Proposal Section 2, Experience, References & Qualifications:

Experience: Describe 3 similar projects for which your organization provided an EAP with components similar to the scope of work described herein. Please include phone numbers and email addresses as the County will conduct reference checks using this information.

References: Submit 2 additional contacts for reference checks, including email addresses preferably and phone numbers. CONTRACTOR shall submit 5 references in total.

Qualifications: Describe the minimum required credentials with which your organization uses to select all staff and providers. Also briefly describe what type of background checks you run for all staff positions and providers.

Monterey County Providers: Submit a list of all providers, including their specialty type, who are physically located and providing services within Monterey County. If there are none, please state as such.

Proposal Section 3, Specifics Requested:

Copy of existing written Grievance Procedure.

One sample Usage Report and one sample Claims Report.

Website URL with login credentials so County may login and review current online EAP content and services offered online.

A listing of all management and supervisor training topics currently offered.

Sample(s) of employee handouts and supervisor referral material(s).

Brief description on how CONTRACTOR handles employees and services being provided to them while still in progress with an EAP when it terminates or expires.

Proposal Section 4, Pricing:

CONTRACTOR shall complete and submit pricing as per ATTACHMENT A – PRICING SHEET attached hereto.

Proposal Section 5, Environmentally Friendly Practices:

Proposal shall contain a bulleted summary of its environmentally friendly business practices.

CONTRACTOR shall indicate whether or not it is a ‘Green Certified’ Business (or comparable declared status) and state which governing authority administered the “green” certification.

Proposal Section 6, Statement of Confirmation:

Proposals shall include a written and signed statement in this section which confirms that the proposal is inclusive of all elements necessary to meet all service requirements and deliverables stated herein. This statement shall include confirmation of CONTRACTOR’s willingness and ability to provide on-site services to all County office locations as required at no additional cost due to the address. Locations include but are not limited to the following cities located within the Monterey County boundaries: Pajaro, Castroville, Royal Oaks, Salinas, Monterey, Carmel Valley, Marina, Seaside, Prunedale, Aromas, Soledad, King City and Bradley, and including the Lake San Antonio and Lake Nacimiento areas near the San Luis Obispo County border.

Proposal Section 7, Exceptions:

Submit any and all exceptions to this solicitation on separate pages, and clearly identify the top of each page with “EXCEPTION TO MONTEREY COUNTY SOLICITATION #” (indicate the applicable solicitation number). Each Exception shall reference the page number and section number, as appropriate. CONTRACTOR should note that the submittal of an Exception does not obligate the County to revise the terms of the RFP or AGREEMENT.

Proposal Section 8, Appendix:

Appendices: CONTRACTOR may provide any additional information that it believes to be applicable to this proposal and include such information in an Appendix section.

7.2 **ADDITIONAL REQUIREMENTS:** To be considered “responsive,” submitted proposals or qualifications packages shall adhere to the following:

- 7.2.1 Six (6) sets of the proposal or qualifications package (one original proposal marked “Original” plus five copies) shall be submitted in response to this solicitation. Each copy shall include a cover indicating the company name submitting, and reference to “RFP #10309”. In addition, submit one (1) electronic version of the entire proposal or qualifications package on a CD, DVD, or USB memory stick. Additional copies may be requested by the COUNTY at its discretion.
- 7.2.2 Proposals shall be prepared on 8-1/2” x 11” paper, preferably duplex printed and stapled together without binder or plastic enclosure (environmentally friendly).

- Fold out charts, tables, spreadsheets, brochures, pamphlets, and other pertinent information or work product examples may be included as Appendices.
- 7.2.3 Reproductions of the Monterey County Seal **shall not** be used in any documents submitted in response to this solicitation due to copyright protection.
 - 7.2.4 CONTRACTOR shall not use white-out or a similar correction product to make late changes to their proposal or qualifications package but may instead line out and initial in BLUE ink any item which no longer is applicable or accurate.
 - 7.2.5 To validate your proposal or qualifications package, **submit the SIGNATURE PAGE** (contained herein) **with your proposal**. Proposals submitted without that page will be deemed non-responsive. Proposal signature must be manual, in BLUE ink, and included with the original copy of the proposal. Photocopies of the Signature Page may be inserted into the remaining proposal copies. All prices and notations must be typed or written in BLUE ink in the original proposal copy as well. Errors may be crossed out and corrections printed in BLUE ink or typed adjacent, and must be initialed in BLUE ink by the person signing the proposal.
- 7.3 **CONFIDENTIAL OR PROPRIETARY CONTENT:** Any page of the proposal or qualifications package that is deemed by CONTRACTOR to be a trade secret by the CONTRACTOR shall be clearly marked “CONFIDENTIAL INFORMATION” or “PROPRIETARY INFORMATION” at the top of the page.

8.0 SUBMITTAL INSTRUCTIONS & CONDITIONS

- 8.1 **Package Identification Requirements:** ALL SUBMITTALS MAILED OR DELIVERED CONTAINING PROPOSAL OR QUALIFICATIONS OR QUOTATION PACKAGES MUST BE SEALED AND BEAR ON THE OUTSIDE, PROMINENTLY DISPLAYED IN THE LOWER LEFT CORNER: **THE SOLICITATION NUMBER RFP #10309 and CONTRACTORS COMPANY NAME.**
- 8.2 **Mailing Address:** Proposal or qualifications packages shall be mailed to County at the mailing address indicated on the **Signature Page** of this solicitation.
- 8.3 **Due Date:** Proposal or qualifications packages must be received by County ON OR BEFORE the time and date specified, at the location and to the person specified on the **Signature Page** of this solicitation. It is the sole responsibility of the CONTRACTOR to ensure that the proposal or qualifications package is received at or before the specified time. Postmarks and facsimiles are not acceptable. Proposals received after the deadline shall be rejected and returned unopened.
- 8.4 **Shipping Costs:** Unless stated otherwise, the F.O.B. for receivables shall be destination. Charges for transportation, containers, packaging and other related shipping costs shall be borne by the shipper.
- 8.5 **Acceptance:** Proposals are subject to acceptance at any time within 90 days after opening. Monterey County reserves the right to reject any and all proposal or qualifications packages, or part of any proposal or qualifications package, to postpone the

scheduled deadline date(s), to make an award in its own best interest, and to waive any informalities or technicalities that do not significantly affect or alter the substance of an otherwise responsible proposal or qualifications package and that would not affect a CONTRACTOR'S ability to perform the work adequately as specified.

- 8.6 Ownership: All submittals in response to this solicitation become the property of the County of Monterey. If a CONTRACTOR does not wish to submit a Proposal or qualifications package but wishes to acknowledge the receipt of the request, the reply envelope shall be marked "No Bid".
- 8.7 Compliance: Proposal or qualifications packages that do not follow the format, content and submittal requirements as described herein, or fail to provide the required documentation, may receive lower evaluation scores or be deemed non-responsive.
- 8.8 CAL-OSHA: The items proposed shall conform to all applicable requirements of the California Occupational Safety and Health Administration Act of 1973 (CAL-OSHA).

9.0 SELECTION CRITERIA

- 9.1 The selection of CONTRACTOR will be based on the criteria contained in this Solicitation, as demonstrated in the submitted proposal. CONTRACTOR should submit information sufficient for the County to easily evaluate proposals with respect to the selection criteria. The absence of required information may cause the Proposal to be deemed non-responsive and may be cause for rejection.
- 9.2 The selection criteria include, but are not limited to, the following:
- 9.2.1 Experience;
 - 9.2.2 Qualifications and quantity of counselors;
 - 9.2.3 Competitive pricing;
 - 9.2.4 References;
 - 9.2.5 Responsiveness of proposal;
 - 9.2.6 Quality and comprehensiveness of sample material submitted as requested herein;
 - 9.2.7 Environmentally Friendly Practices and certifications.
- 9.3 AGREEMENT award will not be based on cost alone.

10.0 CONTRACT AWARDS

- 10.1 Multiple Award(s): County has the option to award a portion or portions of this contract to multiple successful CONTRACTOR at the sole discretion of and benefit to County.
- 10.2 Board of Supervisors: The award(s) made from this solicitation may be subject to approval by the County Board of Supervisors.

- 10.3 Interview: County reserves the right to interview selected CONTRACTOR before a contract is awarded. The costs of attending any interview are the CONTRACTOR'S responsibility.
- 10.4 Incurred Costs: County is not liable for any cost incurred by CONTRACTOR in response to this solicitation.
- 10.5 Notification: Unsuccessful CONTRACTORS who have submitted a Proposal or Qualifications Package will be notified of the final decision as soon as it has been determined.
- 10.6 In County's Best Interest: The award(s) resulting from this solicitation will be made to the CONTRACTOR that submit(s) a response that, in the sole opinion of County, best serves the overall interest of County.
- 10.7 No Guaranteed Value: County does not guarantee a minimum or maximum dollar value for any AGREEMENT or AGREEMENTS resulting from this solicitation.

11.0 SEQUENTIAL CONTRACT NEGOTIATION

County will pursue contract negotiations with the CONTRACTOR who submit(s) the best Proposal or qualifications or is deemed the most qualified in the sole opinion of County, and which is in accordance with the criteria as described within this solicitation. If the contract negotiations are unsuccessful, in the opinion of either County or CONTRACTOR, County may pursue contract negotiations with the entity that submitted a Proposal which County deems to be the next best qualified to provide the services, or County may issue a new solicitation or take any other action which it deems to be in its best interest.

12.0 AGREEMENT TO TERMS AND CONDITIONS

CONTRACTOR selected through the solicitation process will be expected to execute a formal AGREEMENT with County for the provision of the requested service. The AGREEMENT shall be written by County in a standard format approved by County Counsel, similar to the "**SAMPLE AGREEMENT SECTION**" herein. Submission of a signed bid/proposal and the **SIGNATURE PAGE** will be interpreted to mean CONTRACTOR HAS AGREED TO ALL THE TERMS AND CONDITIONS set forth in the pages of this solicitation and the standard provisions included in the **SAMPLE AGREEMENT** Section herein. County may but is not required to consider including language from the CONTRACTOR'S proposed AGREEMENT, and any such submission shall be included in the EXCEPTIONS section of CONTRACTOR'S proposal.

13.0 COLLUSION

CONTRACTOR shall not conspire, attempt to conspire, or commit any other act of collusion with any other interested party for the purpose of secretly, or otherwise, establishing an understanding regarding rates or conditions to the solicitation that would bring about any unfair conditions.

14.0 RIGHTS TO PERTINENT MATERIALS

All responses, inquiries, and correspondence related to this solicitation and all reports, charts, displays, schedules, exhibits, and other documentation produced by the CONTRACTOR that are submitted as part of the submittal will become the property of the County when received by the County and may be considered public information under applicable law. Any proprietary information in the submittal must be identified as such and marked “CONFIDENTIAL INFORMATION” or “PROPRIETARY INFORMATION”. The County will not disclose proprietary information to the public, unless required by law; however, the County cannot guarantee that such information will be held confidential.

SAMPLE AGREEMENT SECTION

SAMPLE AGREEMENT BETWEEN COUNTY OF MONTEREY AND CONTRACTOR

This AGREEMENT is made and entered into by and between the County of Monterey, a political subdivision of the State of California, hereinafter referred to as "County", and _____, hereinafter referred to as "CONTRACTOR."

SAMPLE RECITALS

WHEREAS, County has invited proposals through the Request for Proposals (RFP # _____) for _____, in accordance with the specifications set forth in this AGREEMENT; and

WHEREAS, CONTRACTOR has submitted a responsive and responsible proposal to perform such services; and

WHEREAS, CONTRACTOR has the expertise and capabilities necessary to provide the services requested.

NOW THEREFORE, County and CONTRACTOR, for the consideration hereinafter named, agree as follows:

S1.0 PERFORMANCE OF THE AGREEMENT

S1.1 After consideration and evaluation of the CONTRACTOR'S proposal, the County hereby engages CONTRACTOR to provide the services set forth in RFP # _____ and in this AGREEMENT on the terms and conditions contained herein and in RFP # _____. The intent of this AGREEMENT is to summarize the contractual obligations of the parties. The component parts of this AGREEMENT include the following:

RFP # _____ dated _____, including all attachments and exhibits and addenda,
CONTRACTOR'S Proposal dated _____,
AGREEMENT,
Certificate of Insurance
Additional Insured Endorsements.

S1.2 All of the above-referenced contract documents are intended to be complementary. Work required by one of the above-referenced contract documents and not by others shall be done as if required by all. In the event of a conflict between or among component parts of the contract, the contract documents shall be construed in the following order: AGREEMENT, CONTRACTOR'S Proposal, RFP # _____ including all attachments and exhibits, Addendum/Addenda, Certificate of Insurance, and Additional Insured Endorsements.

- S1.3 CONTRACTOR warrants that CONTRACTOR and CONTRACTOR's agents, employees, and subcontractors performing services under this AGREEMENT are specially trained, experienced, competent, and appropriately licensed to perform the work and deliver the services required under this AGREEMENT and are not employees of the County, or immediate family of an employee of the County.
- S1.4 CONTRACTOR, its agents, employees, and subcontractors shall perform all work in a safe and skillful manner and in compliance with all applicable laws and regulations. All work performed under this AGREEMENT that is required by law to be performed or supervised by licensed personnel shall be performed in accordance with such licensing requirements.
- 1.4.1 CONTRACTOR must maintain all licenses throughout the term of the AGREEMENT.
- S1.5 CONTRACTOR shall furnish, at its own expense, all materials, equipment, and personnel necessary to carry out the terms of this AGREEMENT, except as otherwise specified in this AGREEMENT. CONTRACTOR shall not use County premises, property (including equipment, instruments, or supplies) or personnel for any purpose other than in the performance of its obligations under this AGREEMENT.

S2.0 SCOPE OF SERVICE

[_____]

(Shall be consistent with Scope of Work defined in this Solicitation and shall include description of goods and/or services provided including timelines and deliverables. Shall also include itemized pricing (including tax), a total price, and all associated payment provisions. Additional conditions may be stated such as details regarding training, meetings, any "Acceptance Testing" or "Notice to Proceed" clauses and project management requirements if applicable.

S3.0 TERM OF AGREEMENT

- S3.1 The initial term shall commence with the signing of the AGREEMENT through and including _____, with the option to extend the AGREEMENT for _____ additional _____ year periods. County is not required to state a reason if it elects not to renew this AGREEMENT.
- S3.2 If County exercises its option to extend, all applicable parties shall mutually agree upon the extension, including any changes in rate and/or terms and conditions in writing.
- S3.3 County reserves the right to cancel the AGREEMENT, or any extension of the AGREEMENT, without cause, with a thirty (30) day written notice, or immediately with cause.

S4.0 COMPENSATION AND PAYMENTS

- S4.1 It is mutually understood and agreed by both parties that CONTRACTOR shall be compensated under this AGREEMENT in accordance with the pricing sheet attached hereto.
- S4.2 Prices shall remain firm for the initial term of this AGREEMENT and, thereafter, may be adjusted annually as provided in this paragraph. County does not guarantee any minimum or maximum amount of dollars to be spent under this AGREEMENT.
- S4.3 Negotiations for rate changes shall be commenced, by CONTRACTOR, a minimum of ninety days (90) prior to the expiration of this AGREEMENT.
- S4.4 Any discount offered by the CONTRACTOR must allow for payment after receipt and acceptance of services, material or equipment and correct invoice, whichever is later. In no case will a discount be considered that requires payment in less than 30 days.
- S4.5 CONTRACTOR shall levy no additional fees or surcharges of any kind during the term of this AGREEMENT without first obtaining approval from County in writing.
- S4.6 Tax:
- S4.6.1 Pricing as per this AGREEMENT is inclusive of all applicable taxes.
- S4.6.2 County is registered with the Internal Revenue Service, San Francisco office, and registration number 94730022K. The County is exempt from Federal Transportation Tax; an exemption certificate is not required where shipping documents show Monterey County as consignee.

S5.0 INVOICES AND PURCHASE ORDERS

- S5.1 Invoices for all services rendered per this AGREEMENT shall be billed directly to the _____ department at the following address:
- _____
- _____
- S5.2 CONTRACTOR shall reference the RFP number on all invoices submitted to County. CONTRACTOR shall submit such invoices periodically or at the completion of services, but in any event, not later than 30 days after completion of services. The invoice shall set forth the amounts claimed by CONTRACTOR for the previous period, together with an itemized basis for the amounts claimed, and such other information pertinent to the invoice. County shall certify the invoice, either in the requested amount or in such other amount as County approves in conformity with this AGREEMENT, and shall promptly submit such invoice to County Auditor-Controller for payment. County Auditor-Controller shall pay the amount certified within 30 days of receiving the certified invoice.

- S5.3 All County of Monterey Purchase Orders issued for the AGREEMENT are valid only during the fiscal year in which they are issued (the fiscal year is defined as July 1 through June 30).
- S5.4 Unauthorized Surcharges or Fees: Invoices containing unauthorized surcharges or unauthorized fees of any kind shall be rejected by County. Surcharges and additional fees not included the AGREEMENT must be approved by County in writing via an Amendment.

S6.0 STANDARD INDEMNIFICATION

- S6.1 CONTRACTOR shall indemnify, defend, and hold harmless County, its officers, agents, and employees, from and against any and all claims, liabilities, and losses whatsoever (including damages to property and injuries to or death of persons, court costs, and reasonable attorneys' fees) occurring or resulting to any and all persons, firms or corporations furnishing or supplying work, services, materials, or supplies in connection with the performance of this AGREEMENT, and from any and all claims, liabilities, and losses occurring or resulting to any person, firm, or corporation for damage, injury, or death arising out of or connected with CONTRACTOR's performance of this AGREEMENT, unless such claims, liabilities, or losses arise out of the sole negligence or willful misconduct of County. "CONTRACTOR's performance" includes CONTRACTOR's action or inaction and the action or inaction of CONTRACTOR's officers, employees, agents and subcontractors.

S7.0 INSURANCE REQUIREMENTS

S7.1 Evidence of Coverage:

S7.1.1 Prior to commencement of this AGREEMENT, CONTRACTOR shall provide a "Certificate of Insurance" certifying that coverage as required herein has been obtained. Individual endorsements executed by the insurance carrier shall accompany the certificate. In addition CONTRACTOR upon request shall provide a certified copy of the policy or policies.

S7.1.2 This verification of coverage shall be sent to the County's Contracts/Purchasing Department, unless otherwise directed. CONTRACTOR shall not receive a "Notice to Proceed" with the work under this AGREEMENT until it has obtained all insurance required and such, insurance has been approved by County. This approval of insurance shall neither relieve nor decrease the liability of CONTRACTOR.

- S7.2 Qualifying Insurers: All coverage's, except surety, shall be issued by companies which hold a current policy holder's alphabetic and financial size category rating of not less than A- VII, according to the current Best's Key Rating Guide or a company of equal financial stability that is approved by County's Purchasing Officer.

S7.3 Insurance Coverage Requirements:

S7.3.1 Without limiting CONTRACTOR's duty to indemnify, CONTRACTOR shall maintain in effect throughout the term of this AGREEMENT a policy or policies of insurance with the following minimum limits of liability:

S7.3.1.1 Commercial general liability insurance, including but not limited to premises and operations, including coverage for Bodily Injury and Property Damage, Personal Injury, Contractual Liability, Broadform Property Damage, Independent Contractors, Products and Completed Operations, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

S7.3.2 Business automobile liability insurance, covering all motor vehicles, including owned, leased, non-owned, and hired vehicles, used in providing services under this AGREEMENT, with a combined single limit for Bodily Injury and Property Damage of not less than \$1,000,000 per occurrence.

S7.3.3 Workers' Compensation Insurance, if CONTRACTOR employs others in the performance of this AGREEMENT, in accordance with California Labor Code section 3700 and with Employer's Liability limits not less than \$1,000,000 each person, \$1,000,000 each accident and \$1,000,000 each disease.

S7.3.4 Professional liability insurance, if required for the professional services being provided, (e.g., those persons authorized by a license to engage in a business or profession regulated by the California Business and Professions Code), in the amount of not less than \$1,000,000 per claim and \$2,000,000 in the aggregate, to cover liability for malpractice or errors or omissions made in the course of rendering professional services. If professional liability insurance is written on a "claims-made" basis rather than an occurrence basis, CONTRACTOR shall, upon the expiration or earlier termination of this AGREEMENT, obtain extended reporting coverage ("tail coverage") with the same liability limits. Any such tail coverage shall continue for at least three years following the expiration or earlier termination of this AGREEMENT.

S7.4 Other Insurance Requirements:

S7.4.1 All insurance required by this AGREEMENT shall be with a company acceptable to County and issued and executed by an admitted insurer authorized to transact Insurance business in the State of California. Unless otherwise specified by this AGREEMENT, all such insurance shall be written on an occurrence basis, or, if the policy is not written on an occurrence basis, such policy with the coverage required herein shall continue in effect for a period of three years following the

date CONTRACTOR completes its performance of services under this AGREEMENT.

S7.4.2 Each liability policy shall provide that County shall be given notice in writing at least thirty days in advance of any endorsed reduction in coverage or limit, cancellation, or intended non-renewal thereof. Each policy shall provide coverage for CONTRACTOR and additional insureds with respect to claims arising from each subcontractor, if any, performing work under this AGREEMENT, or be accompanied by a certificate of insurance from each subcontractor showing each subcontractor has identical insurance coverage to the above requirements.

S7.4.3 Commercial general liability and automobile liability policies shall provide an endorsement naming the County of Monterey, its officers, agents, and employees as Additional Insureds with respect to liability arising out of the CONTRACTOR'S work, including ongoing and completed operations, and shall further provide that such insurance is primary insurance to any insurance or self-insurance maintained by the County and that the insurance of the Additional Insureds shall not be called upon to contribute to a loss covered by the CONTRACTOR'S insurance. The required endorsement form for Commercial General Liability Additional Insured is ISO Form CG 20 10 11-85 or CG 20 10 10 01 in tandem with CG 20 37 10 01 (2000). The required endorsement form for Automobile Additional Insured endorsement is ISO Form CA 20 48 02 99.

S7.4.4 Prior to the execution of this AGREEMENT by County, CONTRACTOR shall file certificates of insurance with County's contract administrator and County's Contracts/Purchasing Division, showing that CONTRACTOR has in effect the insurance required by this AGREEMENT. CONTRACTOR shall file a new or amended certificate of insurance within five calendar days after any change is made in any insurance policy, which would alter the information on the certificate then on file. Acceptance or approval of insurance shall in no way modify or change the indemnification clause in this AGREEMENT, which shall continue in full force and effect.

S7.4.5 CONTRACTOR shall at all times during the term of this AGREEMENT maintain in force the insurance coverage required under this AGREEMENT and shall send, without demand by County, annual certificates to County's Contract Administrator and County's Contracts/Purchasing Division. If the certificate is not received by the expiration date, County shall notify CONTRACTOR and CONTRACTOR shall have five calendar days to send in the certificate, evidencing no lapse in coverage during the interim. Failure by CONTRACTOR to maintain such insurance is a default of this AGREEMENT, which entitles County, at its sole discretion, to terminate this AGREEMENT immediately.

S8.0 RECORDS AND CONFIDENTIALITY

- S8.1 Confidentiality: CONTRACTOR and its officers, employees, agents, and subcontractors shall comply with any and all federal, state, and local laws, which provide for the confidentiality of records and other information. CONTRACTOR shall not disclose any confidential records or other confidential information received from the County or prepared in connection with the performance of this AGREEMENT, unless County specifically permits CONTRACTOR to disclose such records or information. CONTRACTOR shall promptly transmit to County any and all requests for disclosure of any such confidential records or information. CONTRACTOR shall not use any confidential information gained by CONTRACTOR in the performance of this AGREEMENT except for the sole purpose of carrying out CONTRACTOR's obligations under this AGREEMENT.
- S8.2 County Records: When this AGREEMENT expires or terminates, CONTRACTOR shall return to County any County records which CONTRACTOR used or received from County to perform services under this AGREEMENT.
- S8.3 Maintenance of Records: CONTRACTOR shall prepare, maintain, and preserve all reports and records that may be required by federal, state, and County rules and regulations related to services performed under this AGREEMENT.
- S8.4 Access to and Audit of Records: County shall have the right to examine, monitor and audit all records, documents, conditions, and activities of CONTRACTOR and its subcontractors related to services provided under this AGREEMENT. The parties to this AGREEMENT may be subject, at the request of County or as part of any audit of County, to the examination and audit of the State Auditor pertaining to matters connected with the performance of this AGREEMENT for a period of three years after final payment under the AGREEMENT.

S9.0 NON-DISCRIMINATION

- S9.1 During the performance of this contract, CONTRACTOR shall not unlawfully discriminate against any employee or applicant for employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, age (over 40), sex, or sexual orientation. CONTRACTOR shall ensure that the evaluation and treatment of its employees and applicants for employment are free of such discrimination. CONTRACTOR shall comply with the provisions of the Fair Employment and Housing Act (Government Code, §12900, et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, §7285.0, et seq.).
- S9.2 The applicable regulations of the Fair Employment and Housing Commission implementing Government Code, §12900, et seq., set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations are incorporated into this AGREEMENT by reference and made a part hereof as if set forth in full.

- S9.3 CONTRACTOR shall include the non-discrimination and compliance provisions of the clause in all AGREEMENTs with subcontractors to perform work under the contract.

S10.0 OVERRIDING CONTRACTOR PERFORMANCE REQUIREMENTS

- S10.1 Independent Contractor: CONTRACTOR shall be an independent contractor and shall not be an employee of Monterey County, nor immediate family of an employee of County. CONTRACTOR shall be responsible for all insurance (General Liability, Automobile, Workers' Compensation, unemployment, etc.) and all payroll-related taxes. CONTRACTOR shall not be entitled to any employee benefits. CONTRACTOR shall control the manner and means of accomplishing the result contracted for herein.
- S10.2 Minimum Work Performance Percentage: CONTRACTOR shall perform with his own organization contract work amounting to not less than 50 percent of the original total AGREEMENT amount, except that any designated 'Specialty Items' may be performed by subcontract and the amount of any such 'Specialty Items' so performed may be deducted from the original total AGREEMENT amount before computing the amount of work required to be performed by CONTRACTOR with his own organization or per a consortium.
- S10.3 Non-Assignment: CONTRACTOR shall not assign this contract or the work required herein without the prior written consent of County.
- S10.4 Any subcontractor shall comply with all of County of Monterey requirements, including insurance and indemnification requirements as detailed in SAMPLE AGREEMENT.

S11.0 CONFLICT OF INTEREST

CONTRACTOR covenants that CONTRACTOR, its responsible officers, and its employees having major responsibilities for the performance of work under the AGREEMENT, presently have no interest and during the term of this AGREEMENT will not acquire any interests, direct or indirect, which might conflict in any manner or degree with the performance of CONTRACTOR'S services under this AGREEMENT.

S12.0 COMPLIANCE WITH APPLICABLE LAWS

- S12.1 CONTRACTOR shall keep itself informed of and in compliance with all federal, state and local laws, ordinances, regulations, and orders, including but not limited to all state and federal tax laws, that may affect in any manner the Project or the performance of the Services or those engaged to perform Services under this AGREEMENT. CONTRACTOR shall procure all permits and licenses, pay all charges and fees, and give all notices required by law in the performance of the Services.

S12.2 CONTRACTOR shall report immediately to County's Contracts/Purchasing Officer, in writing, any discrepancy or inconsistency it discovers in the laws, ordinances, regulations, orders, and/or guidelines in relation to the Project of the performance of the Services.

S12.3 All documentation prepared by CONTRACTOR shall provide for a completed project that conforms to all applicable codes, rules, regulations and guidelines that are in force at the time such documentation is prepared.

S13.0 FORCE MAJEURE

S13.1 "Force Majeure" means any cause beyond the reasonable control of a party, including but not limited to acts of God, civil or military disruption, fire, strike, flood, riot, war, or inability due to the aforementioned causes to obtain necessary labor, materials or facilities.

S13.2 If any party hereto is delayed or prevented from fulfilling its obligations under this AGREEMENT by Force Majeure, said party will not be liable under this AGREEMENT for said delay or failure, nor for damages or injuries resulting directly from the inability to perform scheduled work due to Force Majeure.

S13.2 CONTRACTOR shall be granted an automatic extension of time commensurate with any delay in performing scheduled work arising from Force Majeure. CONTRACTOR agrees to resume such work within three (3) days after the Force Majeure has subsided enough to do so.

S14.0 TRAVEL REIMBURSEMENT

S14.1 Travel reimbursements shall not exceed the IRS allowance rates as per County of Monterey Travel Policy. A copy of County's Travel Policy is available on the Auditor-Controller's web site at: <http://www.co.monterey.ca.us/auditor/policy.htm>.

S15.0 INFORMATION PORTABILITY AND ACCOUNTABILITY ACT— HIPAA COMPLIANCE

S15.1 CONTRACTOR agrees to operate its business in a manner as necessary to permit County to comply with its obligations under the Health Insurance Portability and Accountability Act of 1996, Subtitle F, Public Law 104-191, relating to the privacy and security of confidential health information, and any final regulations or rules promulgated by the U.S. Department of Health and Human Services thereunder (collectively, the "HIPAA Standards").

S16.0.0 NOTICES

Notices required to be given to the respective parties under this AGREEMENT shall be deemed given by any of the following means: (1) when personally delivered to County's contract administrator or to CONTRACTOR'S responsible officer; (2) when personally delivered to the party's principle place of business during normal business hours, by leaving notice with any person apparently in charge of the office and advising such person of the import and contents of the notice; (3) 24 hours after the notice is transmitted by FAX machine to the other party, at the party's FAX number specified pursuant to this AGREEMENT, provided that the party giving notice by FAX must promptly confirm receipt of the FAX by telephone to the receiving party's office; or, (4) three (3) days after the notice is deposited in the U. S. mail with first class or better postage fully prepaid, addressed to the party as indicated below.

Notices mailed or faxed to the parties shall be addressed as follows:

TO COUNTY:

Contracts/Purchasing Officer
County of Monterey, Contracts/Purchasing
168 W. Alisal Street, 3rd Floor.
Salinas, CA 93901-2439
Tel. No.: (831) 755-4990
FAX No.: (831) 755-4969
derm@co.monterey.ca.us

TO CONTRACTOR:

Name _____
Address _____

Tel. No. _____
FAX No. _____
Email _____

S17.0 LEGAL DISPUTES

S17.1 CONTRACTOR agrees that this AGREEMENT and any dispute arising from the relationship between the parties to this AGREEMENT, shall be governed and interpreted by the laws of the State of California, excluding any laws that direct the application of another jurisdiction's laws.

S17.2 Any dispute that arises under or relates to this AGREEMENT (whether contract, tort, or both) shall be resolved in the Superior Court of California in Monterey County, California.

S17.3 CONTRACTOR shall continue to perform under this AGREEMENT during any dispute.

S17.4 The parties agree to waive their separate rights to a trial by jury. This waiver means that the trial will be before a judge.

--END OF SAMPLE AGREEMENT SECTION--

SIGNATURE PAGE, ATTACHMENTS AND EXHIBITS

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SIGNATURE PAGE

COUNTY OF MONTEREY
CONTRACTS/PURCHASING DIVISION

RFP #10309
ISSUE DATE: August 25, 2011



RFP TITLE: Employee Assistance Program

PROPOSALS ARE DUE IN THE OFFICE OF THE CONTRACTS/PURCHASING
OFFICER BY
3:00 p.m., PST, Wednesday Sept. 28, 2011

MAILING ADDRESS:
COUNTY OF MONTEREY
CONTRACTS/PURCHASING OFFICE
168 W. ALISAL STREET, 3rd FL.
SALINAS, CA 93901-2439

QUESTIONS ABOUT THIS RFP SHOULD BE DIRECTED TO
Jessica Rodriguez via email at RodriguezJ@co.monterey.ca.us
(Please call (831) 755-4994 if there is an inability to submit questions via email)

CONTRACTOR MUST INCLUDE THE FOLLOWING IN EACH PROPOSAL (1 original plus 5 copies):

☐ ALL REQUIRED CONTENT AS DEFINED PER SECTION 7.1 HEREIN

This Signature Page must be included with your submittal in order to validate your proposal.
Proposals submitted without this signature page will be deemed non-responsive.

☐ **CHECK HERE IF YOUR PROPOSAL INCLUDES EXCEPTIONS TO THIS SOLICITATION.**

CONTRACTOR MUST COMPLETE THE FOLLOWING TO VALIDATE PROPOSAL

I hereby agree to furnish the articles and/or services stipulated in my proposal at the price quoted, subject to the instructions and conditions in the Request for Proposal package. I further attest that I am an official officer representing my firm and authorized with signatory authority to present this proposal package.

Company Name: _____ Date _____

Signature: _____ Printed Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: () _____ Fax: () _____ Email: _____

License No. (If applicable): _____

License Classification (If applicable): _____

Utilization Report

Q4.2010

MONTEREY COUNTY



BEHAVIORAL HEALTHCARE OPTIONS, INC.SM

MONTEREY COUNTY

Initial EAP Contact Utilization

The Initial EAP Case Utilization includes individuals presenting for an initial face-to-face session during the reporting period. There were 39 new cases recorded in this period. For quarterly reports, the number of new cases are divided by the quarterly average employee population, then multiplied by four, and converted to a percentage to produce an annualized rate. The year-to-date utilization rate is calculated by averaging the quarterly rates. The annualized utilization rate for your organization is based on 3891 employees.

EAP Services	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annualized
New EAP Case Utilization Rate:	5.8%	7.2%	4.5%	4%	5.4%
					YTD
Number of Employees:	3891	3891	3891	3891	N/A
New EAP Cases:	56	70	44	39	209
Initial EAP Telephonic Contact:	54	45	47	30	176
Ongoing EAP Cases:	0	17	16	5	38
Total EAP Cases:	110	132	107	74	423
Total Number of EAP Sessions:	112	167	118	102	499

Total Program Utilization

The Overall Program Utilization percentage includes the total number of people served during the reporting period. Refer to Overall Program utilization Detail Table for description of services.

Total Program Utilization	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Total Services Provided:	211	236	190	157	794
Total Program Utilization %:	5.4%	6.1%	4.9%	4%	5.1%

Total Program Utilization Detail

This chart indicates the total number of services or contacts provided during this reporting period. Please note that a person may be receiving multiple services. Also, whenever applicable, the service number is used in the calculation of Benefit/Wellness Fairs.

Total Program Utilization Detail

Type of Service	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
<u>EAP Services Provided</u>					
Child	0	1	0	0	1
EAP	112	167	118	102	499
EAP Telephonic Contact	54	45	47	30	176
Elder	0	0	0	0	0
Financial	5	1	1	1	8
Legal	9	7	6	7	29
<u>CISD</u>					
CISD	0	0	0	0	0
<u>Management Consults</u>					
Management Consults	2	4	7	6	19
<u>Nurseline</u>					
<u>Training</u>					
Employee Orientation	0	0	0	0	0
Health Fairs	0	0	0	0	0
Lunch and Learn	0	0	0	0	0
Supervisor	0	0	0	0	0
<u>Web Logins</u>					
Web Logins	29	11	11	11	62
<u>Online Utilization Detail</u>					
Adoption	0	2	0	0	2
Aging Well	1	0	0	0	1
Archived Seminars	17	1	0	1	19
Career Development	0	10	0	0	10
Caregivers	2	0	0	0	2
Child Care	0	0	0	2	2
Communication	0	0	2	0	2
Consumer Tips	0	2	0	0	2
Developmental Stages	0	0	4	0	4
Division Feature	12	0	0	5	17
Education	0	0	1	1	2
Families	0	0	1	3	4
Financial	8	10	0	0	18
Grief and Loss	0	1	0	1	2
Health	2	0	0	0	2
Health Challenges	4	0	0	0	4
Healthy Eating	0	0	3	2	5
Home Buying or Selling	2	0	0	0	2
Learning Center	2	0	6	0	8
Legal	10	7	0	0	17
Live Healthy	0	0	1	0	1
Men's Health	0	0	0	1	1
Mental Health	10	0	0	0	10

MONTEREY COUNTY

Report Date: 07/22/2011

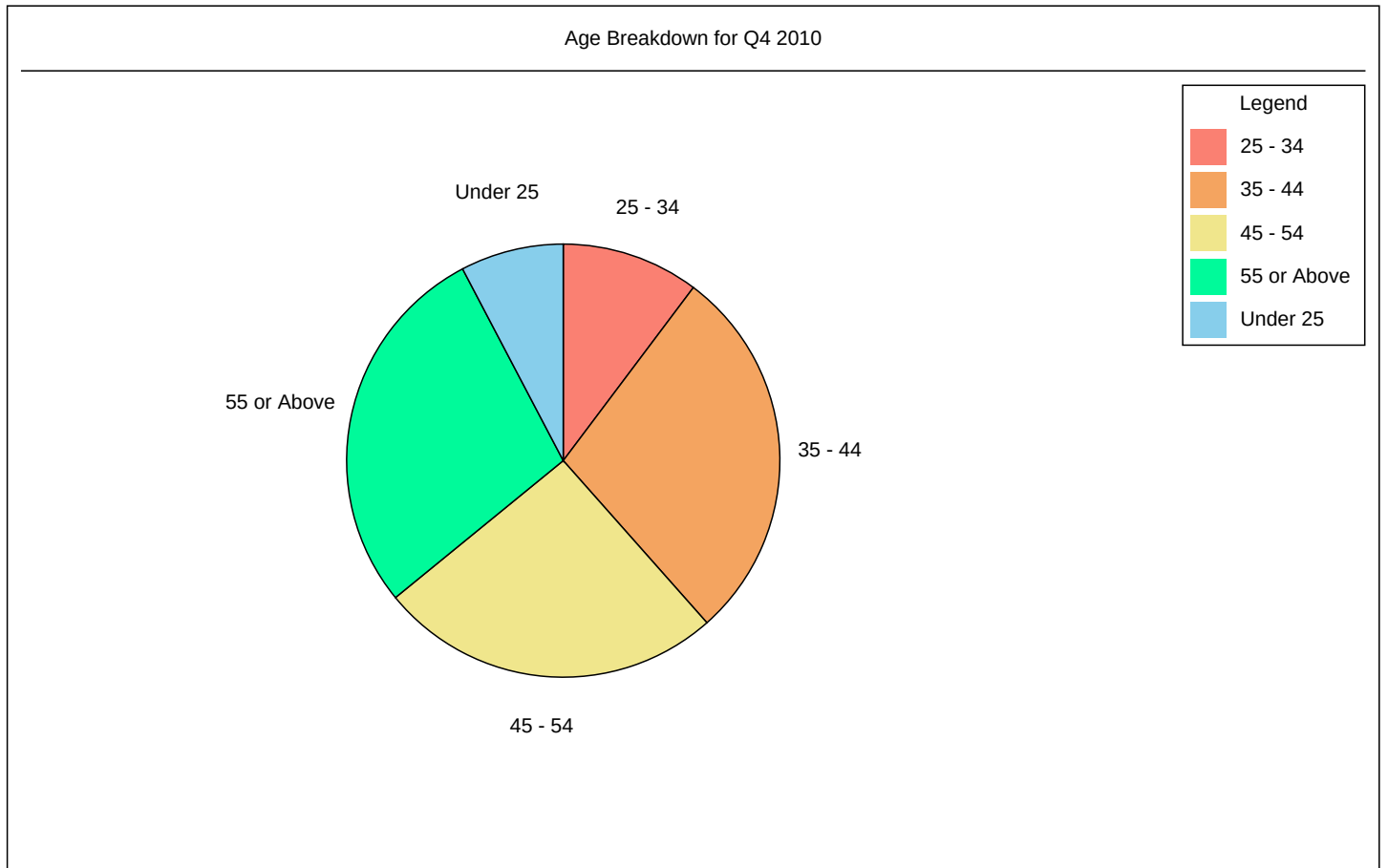
Exhibit 1 to RFP #10309

10/01/2010 through 12/31/2010

Monthly Feature	28	7	2	8	45
Online Seminars	1	0	0	0	1
Parenting	4	0	0	0	4
Pets	0	1	0	0	1
Planning the Future	0	0	0	3	3
Relationships	13	0	0	0	13
Return to Homepage	35	13	11	12	71
Savings Center	0	0	1	2	3
Search	4	1	1	2	8
Search Detail	0	0	1	3	4
Travel and Leisure Time	5	1	0	0	6
Wellness Center	2	0	0	1	3
Women's Health	2	0	0	0	2
Total for All Services	211	236	190	157	794

Age Breakdown

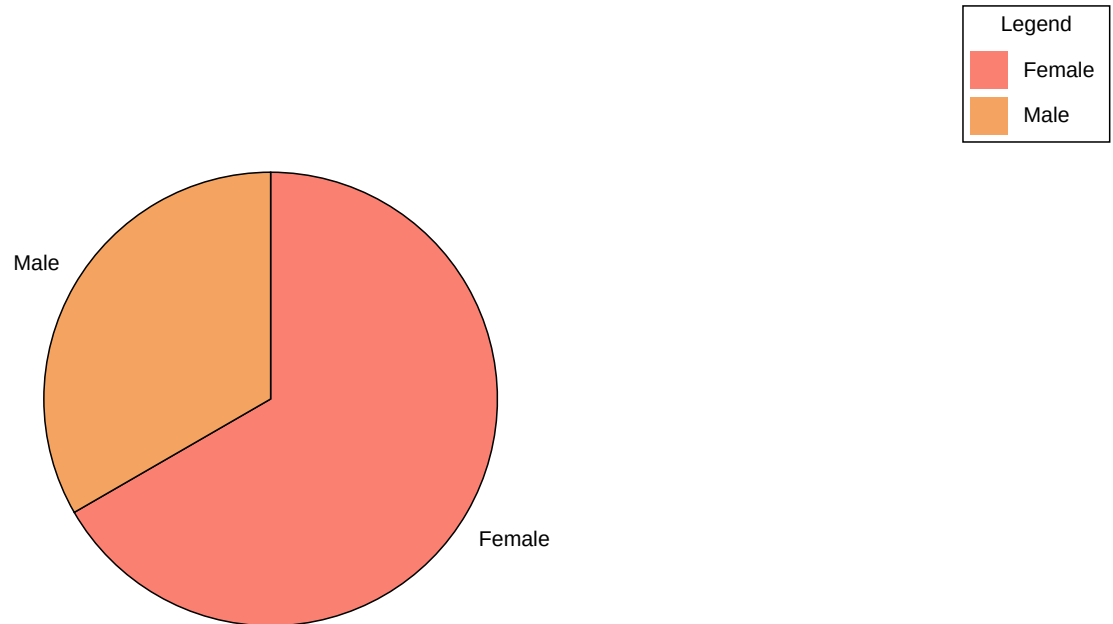
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
25 - 34	10.7%	22.9%	18.2%	10.3%
35 - 44	32.1%	22.9%	18.2%	28.2%
45 - 54	25%	17.1%	25%	25.6%
55 or Above	14.3%	18.6%	20.5%	28.2%
Under 25	17.9%	18.6%	18.2%	7.7%



Gender

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Female	67.9%	72.9%	72.7%	66.7%
Male	32.1%	27.1%	27.3%	33.3%

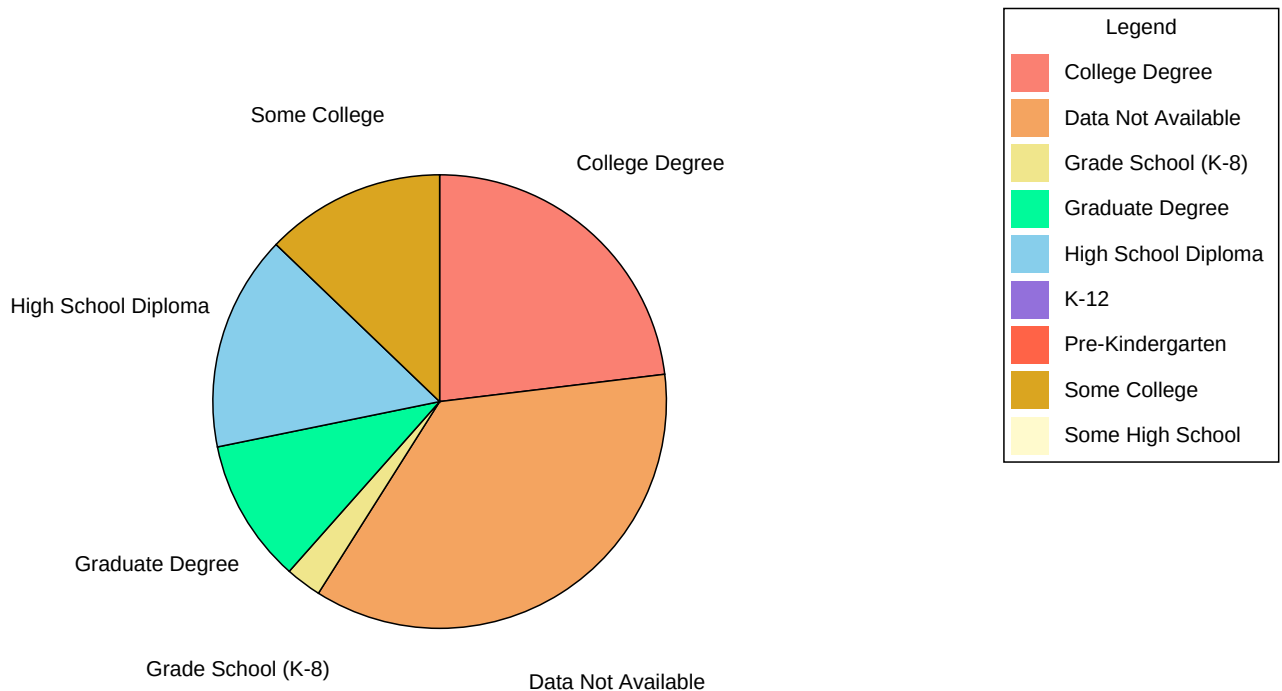
Gender for Q4 2010



Education Level

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
College Degree	19.6%	24.3%	20.5%	23.1%
Data Not Available	37.5%	22.9%	27.3%	35.9%
Grade School (K-8)	3.6%	4.3%	4.5%	2.6%
Graduate Degree	5.4%	11.4%	6.8%	10.3%
High School Diploma	7.1%	10%	11.4%	15.4%
K-12	3.6%	4.3%	4.5%	0%
Pre-Kindergarten	0%	1.4%	0%	0%
Some College	17.9%	17.1%	25%	12.8%
Some High School	5.4%	4.3%	0%	0%

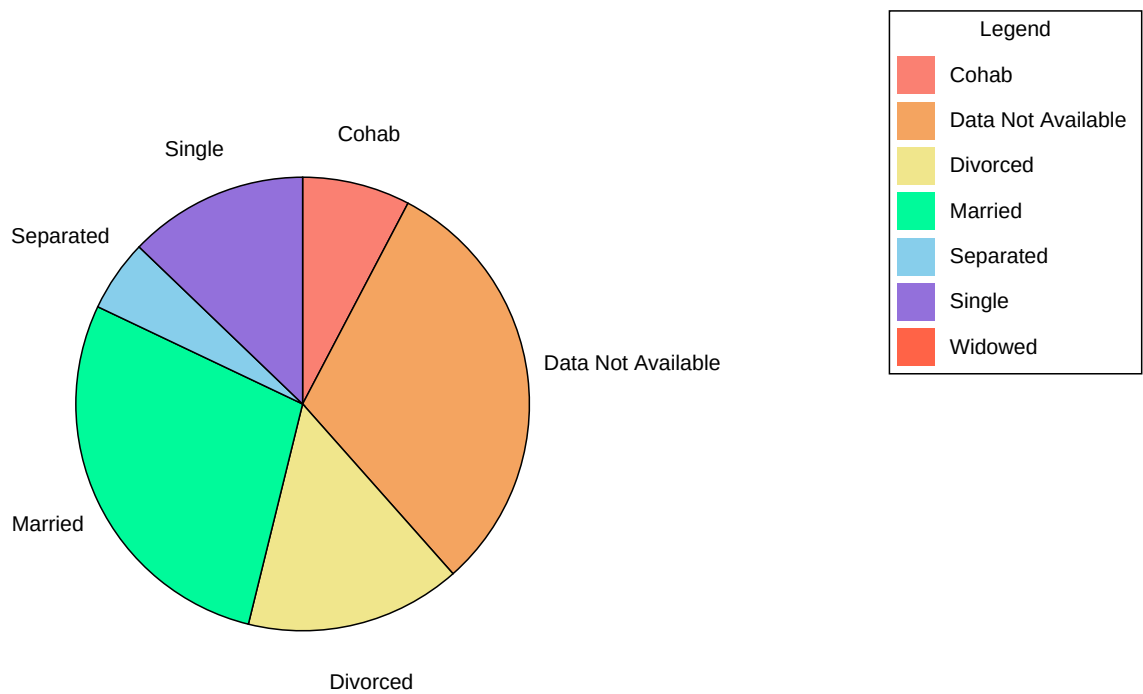
Education Level for Q4 2010



Marital Status

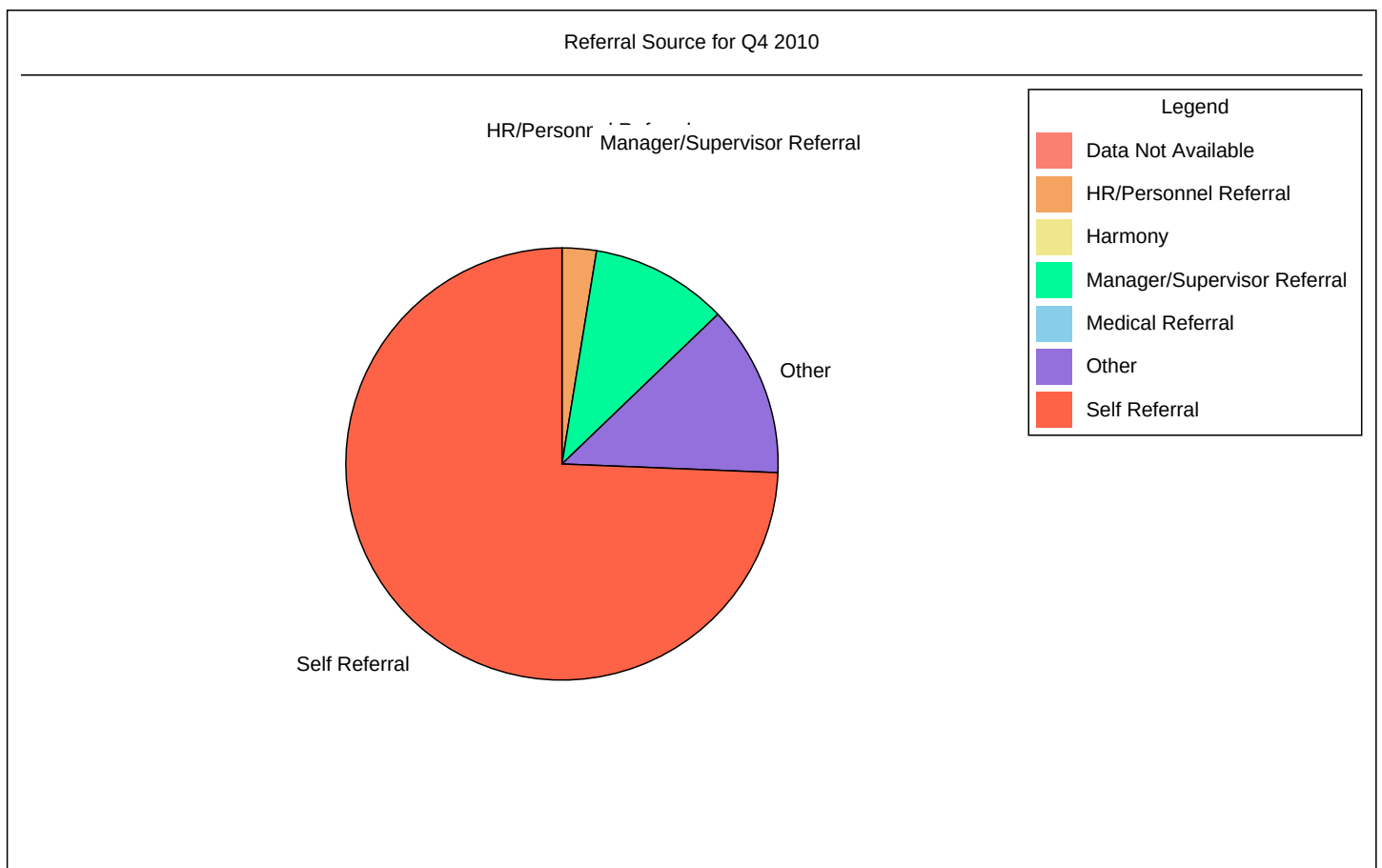
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Cohab	3.6%	2.9%	2.3%	7.7%
Data Not Available	32.1%	24.3%	22.7%	30.8%
Divorced	10.7%	11.4%	11.4%	15.4%
Married	33.9%	22.9%	38.6%	28.2%
Separated	3.6%	2.9%	2.3%	5.1%
Single	16.1%	35.7%	20.5%	12.8%
Widowed	0%	0%	2.3%	0%

Marital Status for Q4 2010



Referral Source

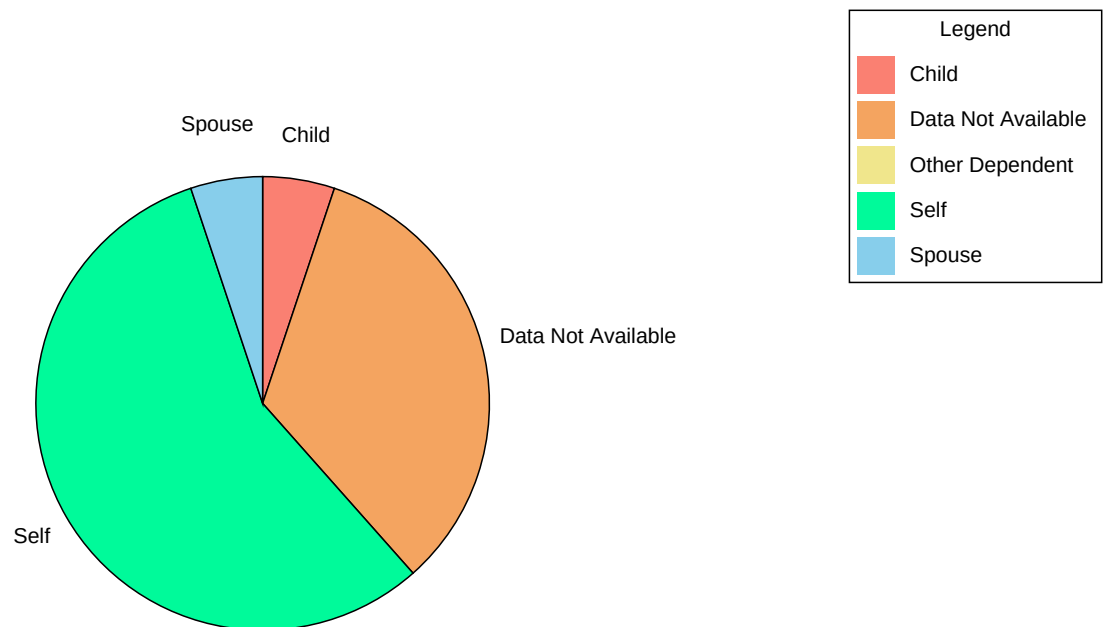
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data Not Available	7.1%	2.9%	2.3%	0%
HR/Personnel Referral	0%	0%	0%	2.6%
Harmony	0%	0%	0%	0%
Manager/Supervisor Referral	1.8%	5.7%	13.6%	10.3%
Medical Referral	0%	0%	0%	0%
Other	10.7%	5.7%	11.4%	12.8%
Self Referral	80.4%	85.7%	72.7%	74.4%



Relationship to Employee

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Child	8.9%	11.4%	6.8%	5.1%
Data Not Available	37.5%	27.1%	27.3%	33.3%
Other Dependent	0%	1.4%	0%	0%
Self	46.4%	60%	63.6%	56.4%
Spouse	7.1%	0%	2.3%	5.1%

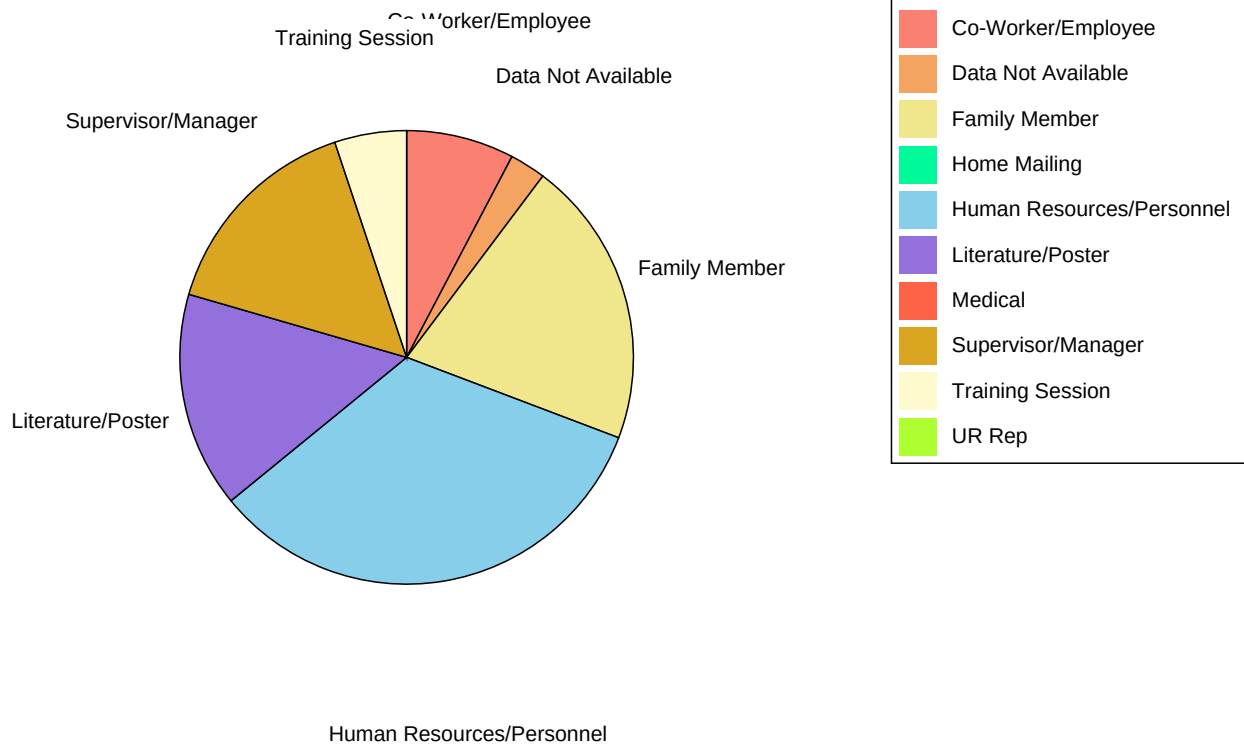
Relationship to Employee for Q4 2010



Learned of EAP Through

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Co-Worker/Employee	10.7%	8.6%	13.6%	7.7%
Data Not Available	10.7%	4.3%	6.8%	2.6%
Family Member	23.2%	17.1%	15.9%	20.5%
Home Mailing	0%	0%	0%	0%
Human Resources/Personnel	30.4%	42.9%	25%	33.3%
Literature/Poster	10.7%	15.7%	20.5%	15.4%
Medical	0%	0%	0%	0%
Supervisor/Manager	8.9%	8.6%	15.9%	15.4%
Training Session	3.6%	2.9%	2.3%	5.1%
UR Rep	1.8%	0%	0%	0%

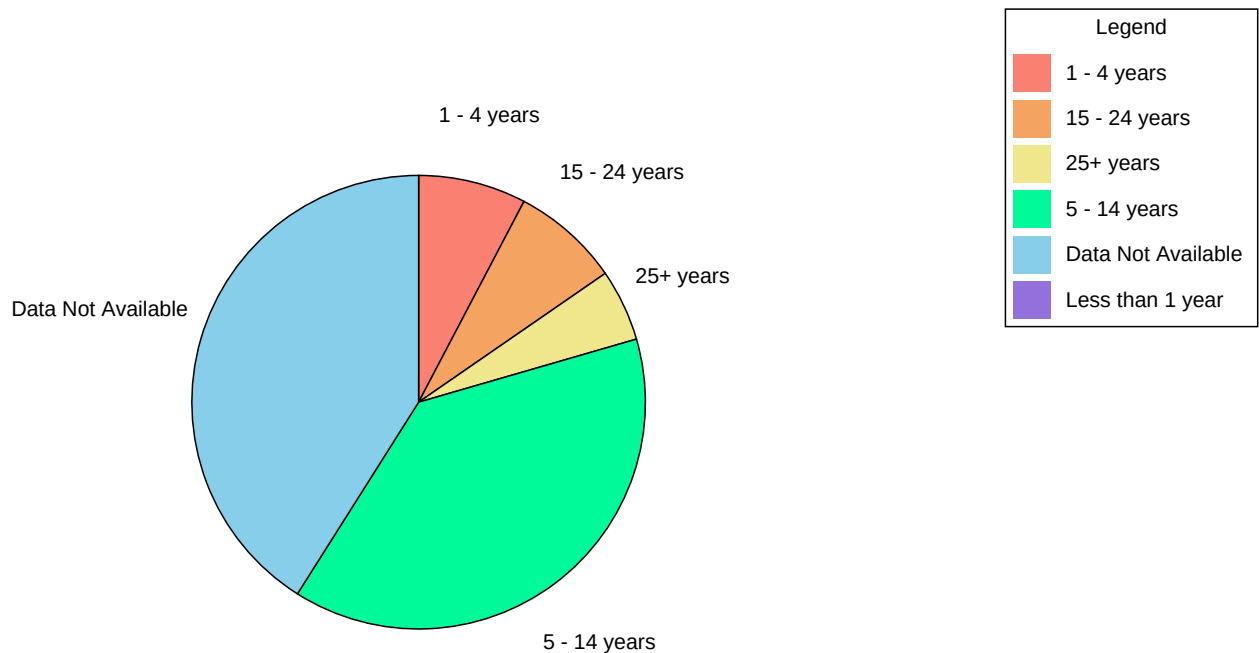
Learned of EAP Through for Q4 2010



Length of Employment

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
1 - 4 years	14.3%	18.6%	15.9%	7.7%
15 - 24 years	3.6%	5.7%	15.9%	7.7%
25+ years	1.8%	4.3%	2.3%	5.1%
5 - 14 years	26.8%	31.4%	34.1%	38.5%
Data Not Available	51.8%	35.7%	27.3%	41%
Less than 1 year	1.8%	4.3%	4.5%	0%

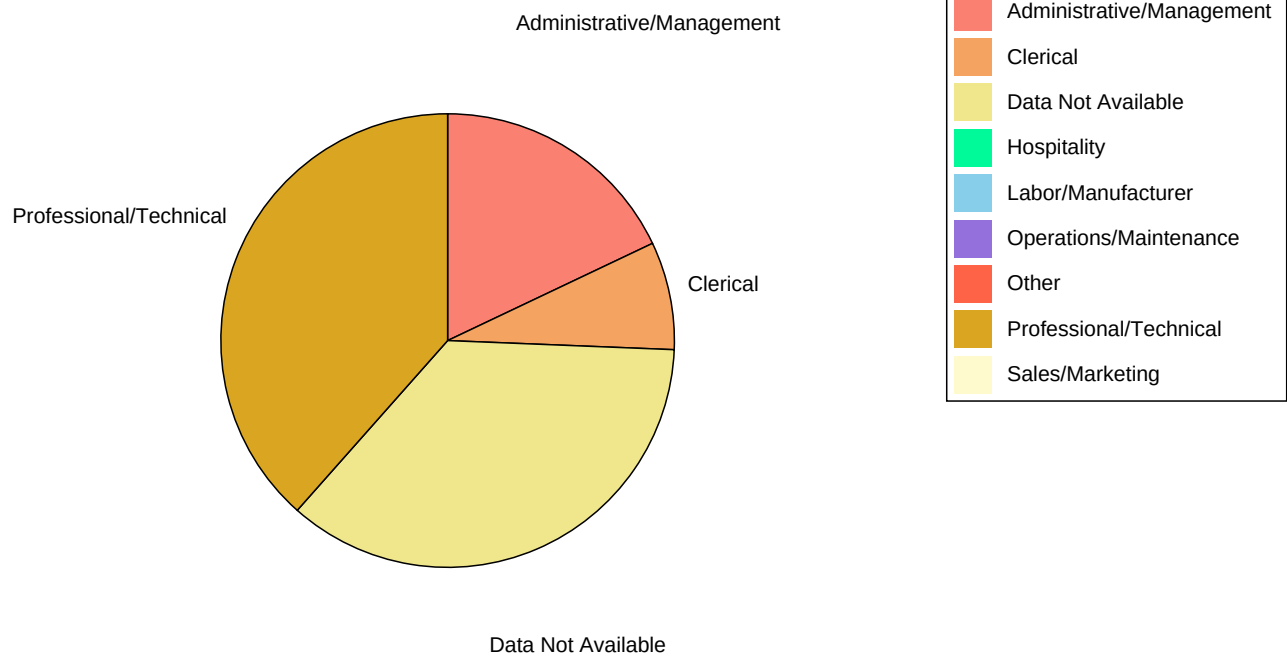
Length of Employment for Q4 2010



Occupation Group

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Administrative/Management	5.4%	7.1%	13.6%	17.9%
Clerical	1.8%	12.9%	15.9%	7.7%
Data Not Available	50%	32.9%	31.8%	35.9%
Hospitality	0%	0%	2.3%	0%
Labor/Manufacturer	0%	2.9%	0%	0%
Operations/Maintenance	1.8%	1.4%	2.3%	0%
Other	7.1%	8.6%	6.8%	0%
Professional/Technical	33.9%	34.3%	27.3%	38.5%
Sales/Marketing	0%	0%	0%	0%

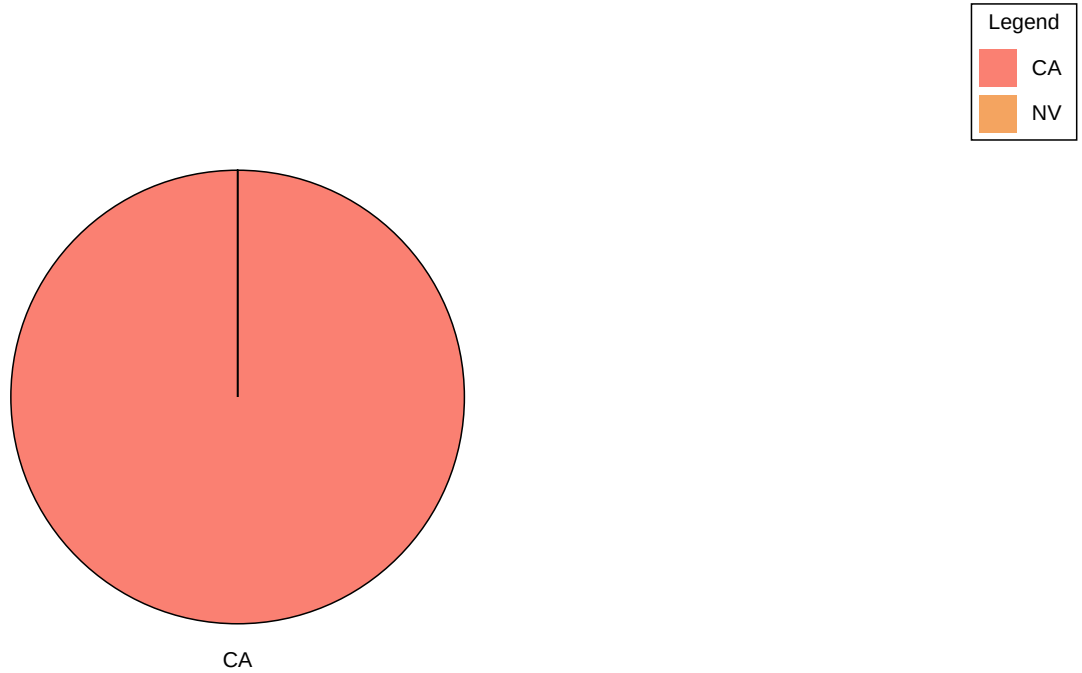
Occupation Group for Q4 2010



Visit Locations

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
CA	100%	100%	98.3%	100%
NV	0%	0%	1.7%	0%

Visit Locations for Q4 2010



Assessed Problems

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Abuse/Neglect	1	2	0	0	3
Accident/Trauma	1	2	0	0	3
Alcohol	2	2	2	0	6
Anger	4	6	1	5	16
Anxiety	14	14	9	10	47
Behavioral/Conduct	1	2	1	1	5
Career	1	1	0	1	3
Chronic Pain	0	3	0	0	3
Death - Family/Close Relation	4	2	0	1	7
Death of coworker	0	0	0	0	0
Dependent Care	0	1	0	1	2
Depression	10	13	9	9	41
Eating Disorder	0	0	0	0	0
Family/Child	12	9	8	5	34
Financial	0	2	3	0	5
Fraud	0	0	0	0	0
Gambling	0	0	0	0	0
Grief/Loss	4	2	2	3	11
Housing	0	1	0	0	1
Illicit Drugs	1	2	0	0	3
Learning - ADD/ADHD	1	1	0	0	2
Legal	0	0	2	0	2
Marital/Relationships	16	22	15	13	66
Physical Health	2	0	0	2	4
Post Traumatic Stress Disorder	1	3	0	1	5
Prescription Drug	0	1	0	0	1
School/Education	3	2	0	1	6
Ser. Illness/Disability-Fam.	2	1	0	0	3
Sexual Issues	0	3	0	3	6
Stress/Burnout	0	8	2	3	13
Trauma	0	1	3	0	4
Work Induced Stress	5	6	1	3	15
Workplace - Peer	0	3	1	4	8
Workplace - Supervisor	1	2	4	2	9
Grand Total	86	117	63	68	334

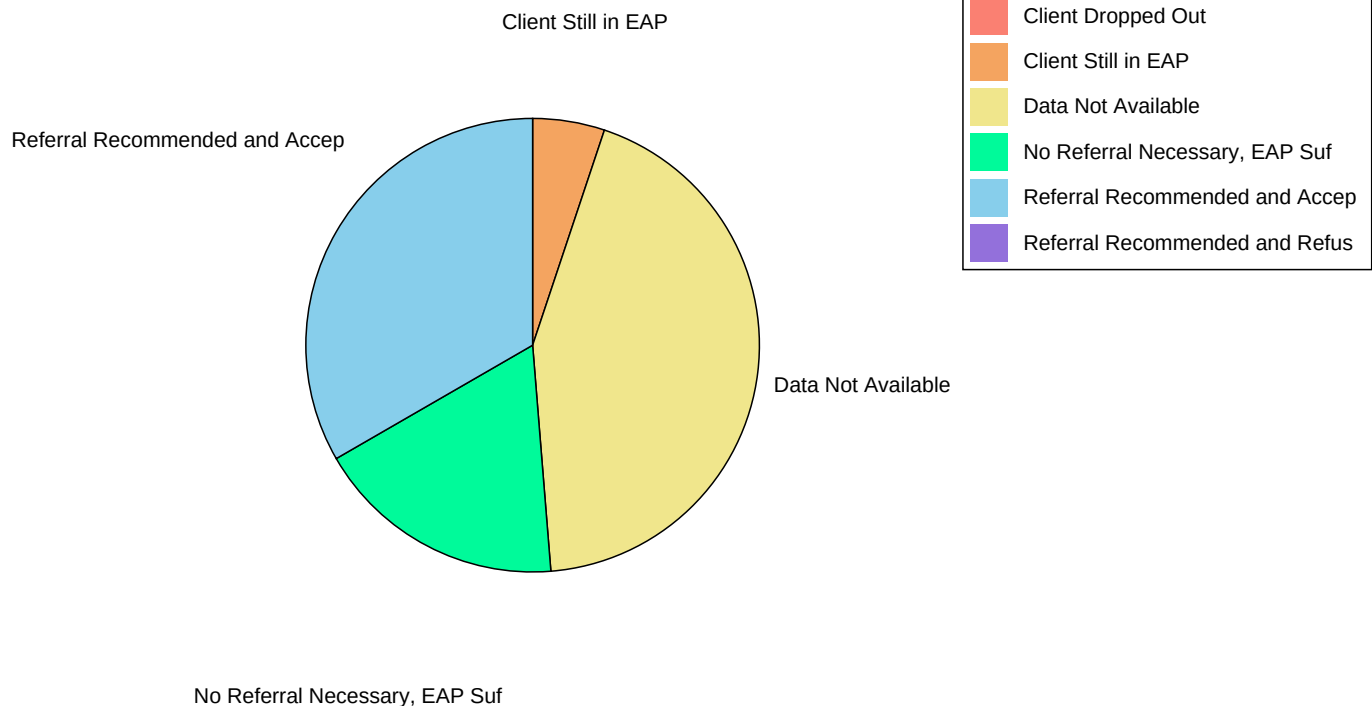
Referral Recommendations

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Client Still in EAP	11	18	12	5	46
Data Not Available	4	4	1	1	10
Financial	0	0	0	0	0
Inpatient Alcohol/Drugs	0	0	0	0	0
Inpatient Mental Health	0	0	0	1	1
Inpatient Other	0	0	0	0	0
Legal	1	0	0	0	1
Medical	1	1	0	1	3
No Referral Necessary	7	8	11	6	32
Other	2	4	0	5	11
Outpatient Alcohol/Drugs	1	0	0	0	1
Outpatient Mental Health	16	19	9	8	52
Outpatient Other	1	1	0	0	2
Self Help AA/NA	0	0	0	0	0
Self Help Family Groups	0	0	0	0	0
Self Help GA	0	0	0	0	0
Self Help Other	1	2	1	1	5
Grand Total	45	57	34	28	164

Final Disposition

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Client Dropped Out	10.7%	12.9%	4.5%	0%
Client Still in EAP	3.6%	4.3%	11.4%	5.1%
Data Not Available	35.7%	41.4%	40.9%	43.6%
No Referral Necessary, EAP Suf	12.5%	15.7%	27.3%	17.9%
Referral Recommended and Accep	37.5%	25.7%	15.9%	33.3%
Referral Recommended and Refus	0%	0%	0%	0%

Final Disposition for Q4 2010



EAP UTILIZATION REPORTS - DEFINITIONS

SUMMARY DATA	
EAP Services Name	Definition for Quarterly Utilization Reports
New EAP Case Utilization Rate	The number of initial face-to-face visits, divided by the quarterly average employee population, then annualized (i.e. x 4), x 100 (to obtain percent).
Number of Employees	The employee population as provided by the organization on monthly billings. Computed by adding each month, dividing by 3, resulting in a quarterly average population.
New EAP Cases	A case that is opened during the reporting quarter with the initial session occurring in that same reporting period.
Initial EAP Telephonic Contact	The date of the initial telephone call/case opened date. Did not result in an initial face-to-face session during the reporting period.
Ongoing EAP Cases	A case that was opened in a prior quarter, but has follow-up sessions during the reporting period.
Total EAP Cases	Equals sum of: (1) New EAP Cases, (2) Initial Telephonic Contact, and (3) Ongoing EAP Cases
Total Number of Sessions	Total number of face-to-face visits during the quarter.

TOTAL PROGRAM UTILIZATION SECTION	
EAP Services Name	Definition
Number of Employees	The employee population as provided by the organization on monthly billings. Computed by adding each month, dividing by 3, resulting in a quarterly average population.
Total Services Provided	Equals sum of: (1) Total Number of EAP Sessions, (2) Number of EAP Telephonic Contacts, (3) Legal telephonic resource and referrals, (4) Financial telephonic resource and referrals, (5) Child care resources and referrals, (6) Eldercare resources and referrals, (7) Critical Incident Stress Debriefings (CISDs), (8) Training, (9) Benefit/wellness fairs, (10) Number of web logins for the quarter, (11) Nurseline calls and (12) Management Consultations. Note that an individual may be receiving multiple services. Please be aware that your company may not subscribe to all services.
Total Program Utilization %	Calculated by dividing the Total Services Provided by the quarterly average employee population.

TOTAL PROGRAM UTILIZATION DETAIL	
EAP Services Name	Definition
Child, Elder, Financial and Legal	The number of telephonic resource and referral sessions provided in each category during the reporting period.
EAP	The number of EAP sessions provided in the reporting period.
EAP Telephonic	The number of initial telephone call/case opened date. Did not result in an initial face-to-face session during the quarter.
Web Logins	The number of times the website was accessed. Discrete users are not differentiated.
Online Utilization Detail	Pages and modules that were visited on the website. This number is not included in the Total Program Utilization figure.
Pie Charts	Represent the percentage of responses for New EAP Cases in the reporting period.
Referral Recommendations	More than one option may be selected by the clinician.
Final Disposition	Rendered by the clinician at the end of the case, or after 60 days with no activity, whichever comes first.

Utilization Report

Q4.2009

MONTEREY COUNTY



BEHAVIORAL HEALTHCARE OPTIONS, INC.SM

MONTEREY COUNTY

Initial EAP Contact Utilization

The Initial EAP Case Utilization includes individuals presenting for an initial face-to-face session during the reporting period. There were 34 new cases recorded in this period. For quarterly reports, the number of new cases are divided by the quarterly average employee population, then multiplied by four, and converted to a percentage to produce an annualized rate. The year-to-date utilization rate is calculated by averaging the quarterly rates. The annualized utilization rate for your organization is based on 4090 employees.

EAP Services	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	Annualized
New EAP Case Utilization Rate:	5.6%	4.8%	4.7%	3.3%	4.6%
					YTD
Number of Employees:	4107	4097	4092	4090	N/A
New EAP Cases:	57	49	48	34	188
Initial EAP Telephonic Contact:	50	31	32	25	138
Ongoing EAP Cases:	0	4	6	7	17
Total EAP Cases:	107	84	86	66	343
Total Number of EAP Sessions:	114	105	107	80	406

Total Program Utilization

The Overall Program Utilization percentage includes the total number of people served during the reporting period. Refer to Overall Program utilization Detail Table for description of services.

Total Program Utilization	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Total Services Provided:	222	205	172	140	739
Total Program Utilization %:	5.4%	5%	4.2%	3.4%	4.5%

Total Program Utilization Detail

This chart indicates the total number of services or contacts provided during this reporting period. Please note that a person may be receiving multiple services. Also, whenever applicable, the service number is used in the calculation of Benefit/Wellness Fairs.

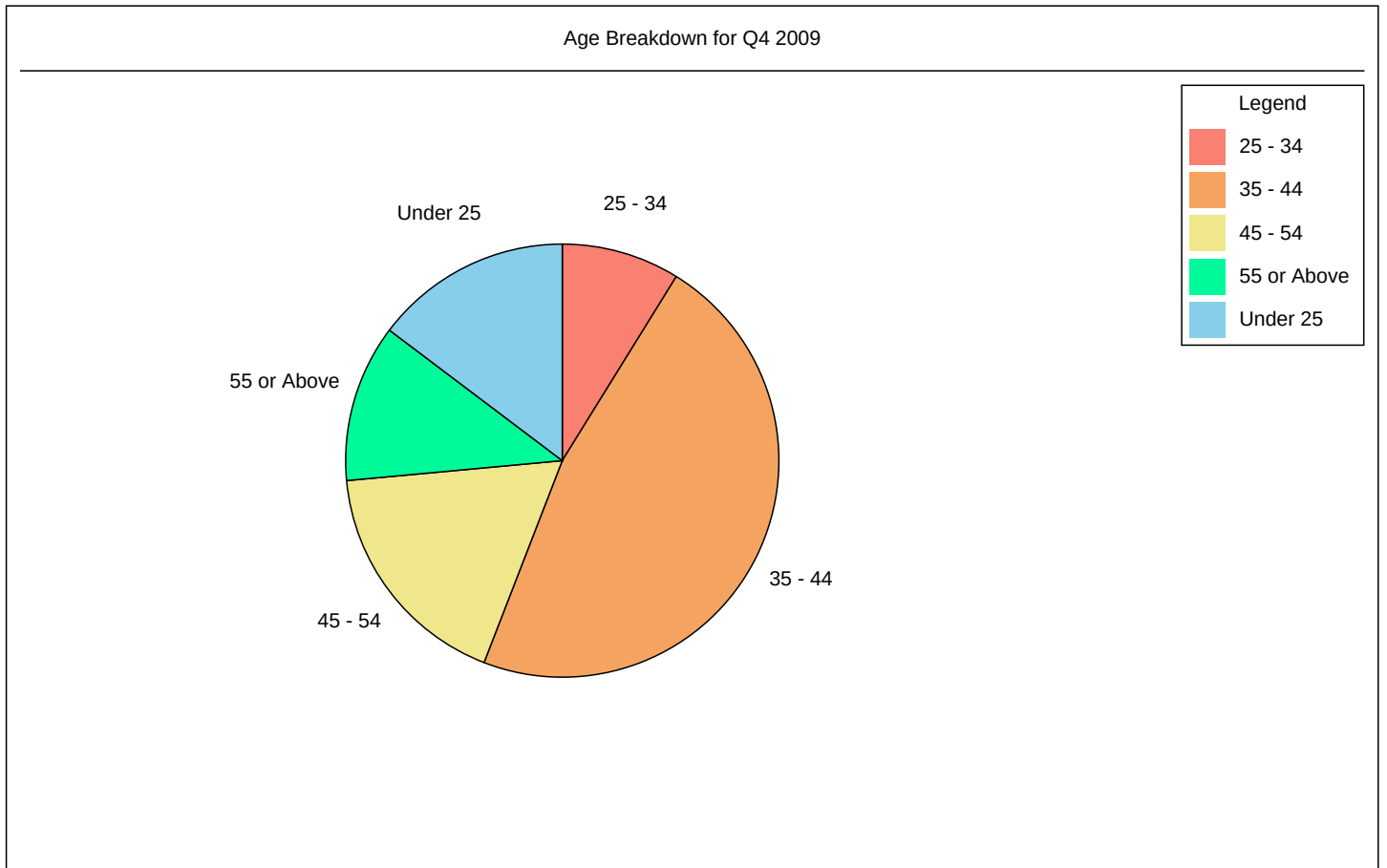
Total Program Utilization Detail

Type of Service	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
<u>EAP Services Provided</u>					
Child	0	2	1	1	4
EAP	114	105	107	80	406
EAP Telephonic Contact	50	31	32	25	138
Elder	0	2	0	0	2
Financial	1	1	1	2	5
Legal	10	7	11	8	36
<u>CISD</u>					
CISD	1	0	0	0	1
<u>Management Consults</u>					
Management Consults	10	7	7	3	27
<u>Nurseline</u>					
<u>Training</u>					
Employee Orientation	0	2	0	0	2
Health Fairs	0	0	0	0	0
Lunch and Learn	0	0	0	0	0
Supervisor	0	3	0	0	3
<u>Web Logins</u>					
Web Logins	36	45	13	21	115
<u>Online Utilization Detail</u>					
Accomplished Employee	0	2	0	11	13
Addiction and Recovery	0	3	0	0	3
Adolescent Health	0	2	0	0	2
AdvancedSearch	0	0	1	0	1
Archived Seminars	0	0	0	2	2
Career Development	2	0	0	0	2
Child Care	4	15	2	0	21
Children*s Health	0	0	0	1	1
Developmental Stages	3	0	2	3	8
Education	0	0	0	13	13
Effective Manager	0	0	0	6	6
Financial	13	16	0	0	29
Grief and Loss	1	0	0	0	1
Health Challenges	0	0	0	1	1
Health Tools	4	0	0	1	5
Healthy Eating	0	0	0	3	3
Home	0	34	0	0	34
Home Care	0	6	0	0	6
Homepage	42	13	0	2	57
Housing Options	2	0	0	0	2
Kid's Well-Being	2	0	0	0	2
Kid*s Well-Being	0	0	0	6	6
Learning Center	6	4	0	0	10

Legal	3	0	0	10	13
Legal Ready Docs	1	5	0	0	6
Live Healthy	21	0	0	0	21
Mental Health	0	0	0	12	12
Monthly Feature	0	0	18	49	67
NULL	1	0	0	0	1
Online Seminars	6	3	1	0	10
Parenting	0	0	0	6	6
Personal Growth	1	1	0	0	2
Pets	7	2	1	0	10
Relationships	0	0	3	0	3
Relocation Center	1	2	2	0	5
Savings Center	9	11	1	2	23
Search	7	0	2	0	9
Tax Act	3	1	0	0	4
Training and Development	2	3	0	0	5
Travel and Leisure Time	2	2	0	0	4
Wellness Center	2	2	1	0	5
Workplace Productivity	0	0	0	1	1
Workplace Safety	0	2	0	0	2
Total for All Services	222	205	172	140	739

Age Breakdown

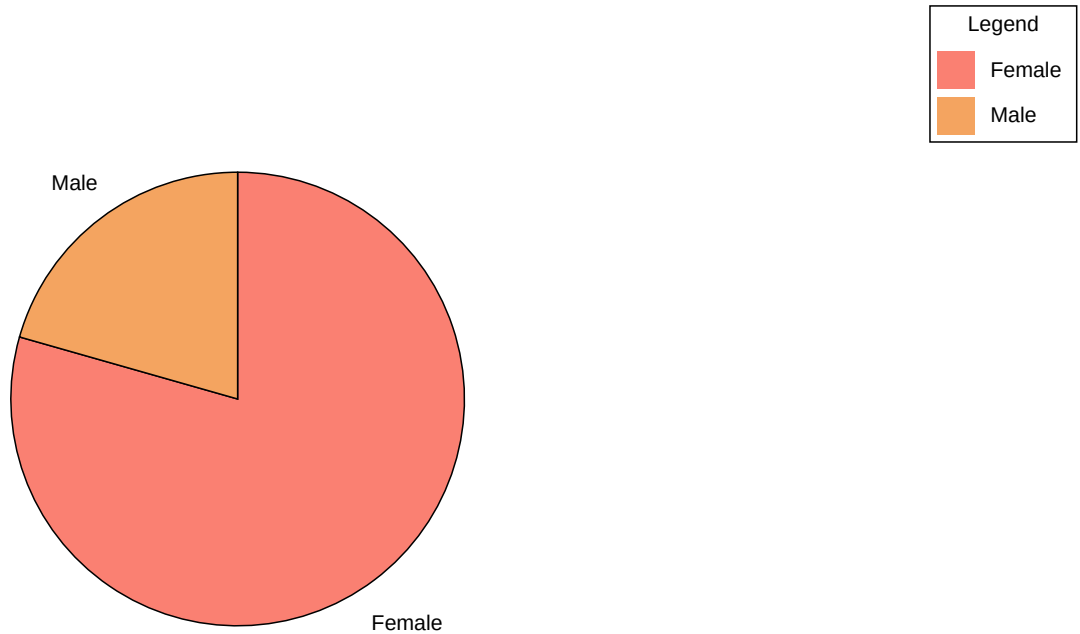
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
25 - 34	19.3%	14.6%	22.9%	8.8%
35 - 44	28.1%	20.8%	29.2%	47.1%
45 - 54	22.8%	25%	41.7%	17.6%
55 or Above	17.5%	25%	2.1%	11.8%
Under 25	12.3%	14.6%	4.2%	14.7%



Gender

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Female	68.4%	75%	72.9%	79.4%
Male	31.6%	25%	27.1%	20.6%

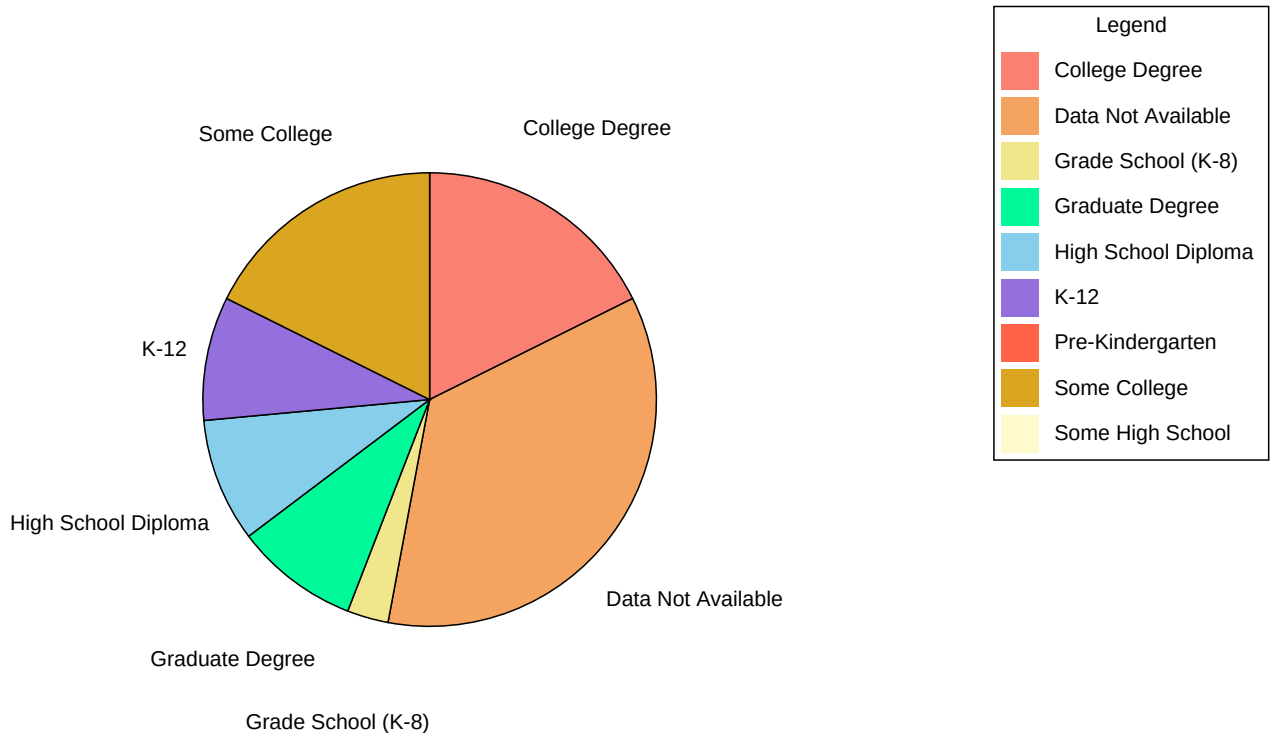
Gender for Q4 2009



Education Level

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
College Degree	19.3%	14.6%	8.3%	17.6%
Data Not Available	49.1%	33.3%	52.1%	35.3%
Grade School (K-8)	5.3%	0%	0%	2.9%
Graduate Degree	3.5%	14.6%	4.2%	8.8%
High School Diploma	8.8%	4.2%	10.4%	8.8%
K-12	5.3%	0%	0%	8.8%
Pre-Kindergarten	0%	0%	0%	0%
Some College	8.8%	25%	22.9%	17.6%
Some High School	0%	8.3%	2.1%	0%

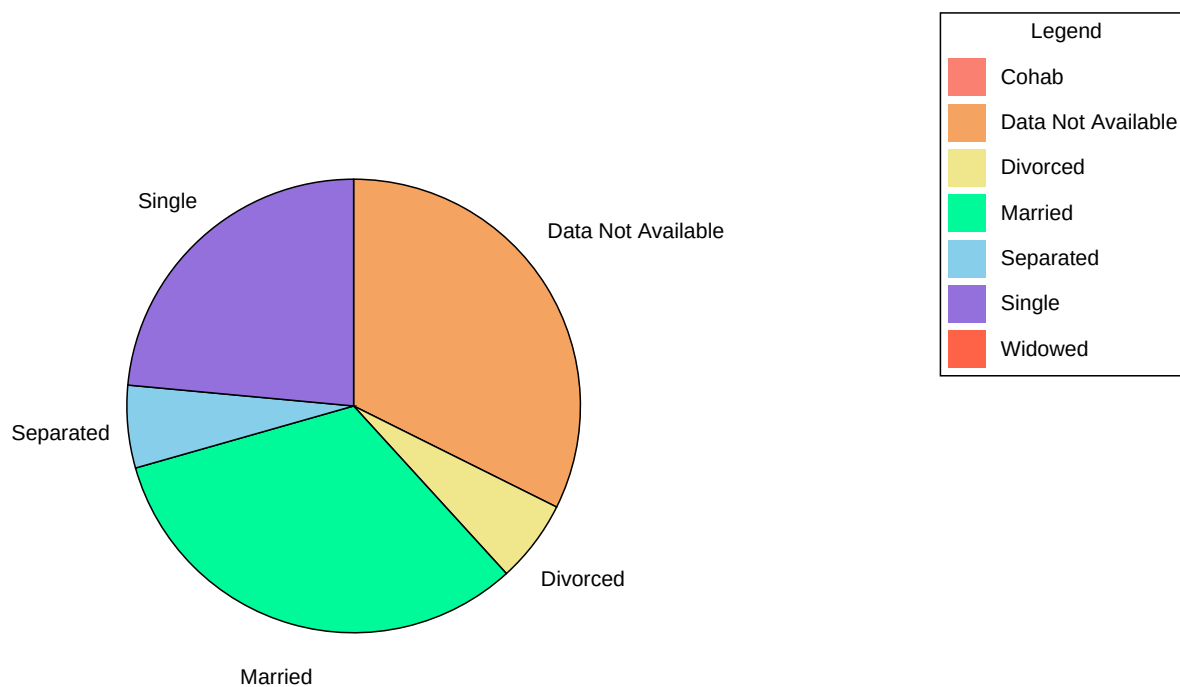
Education Level for Q4 2009



Marital Status

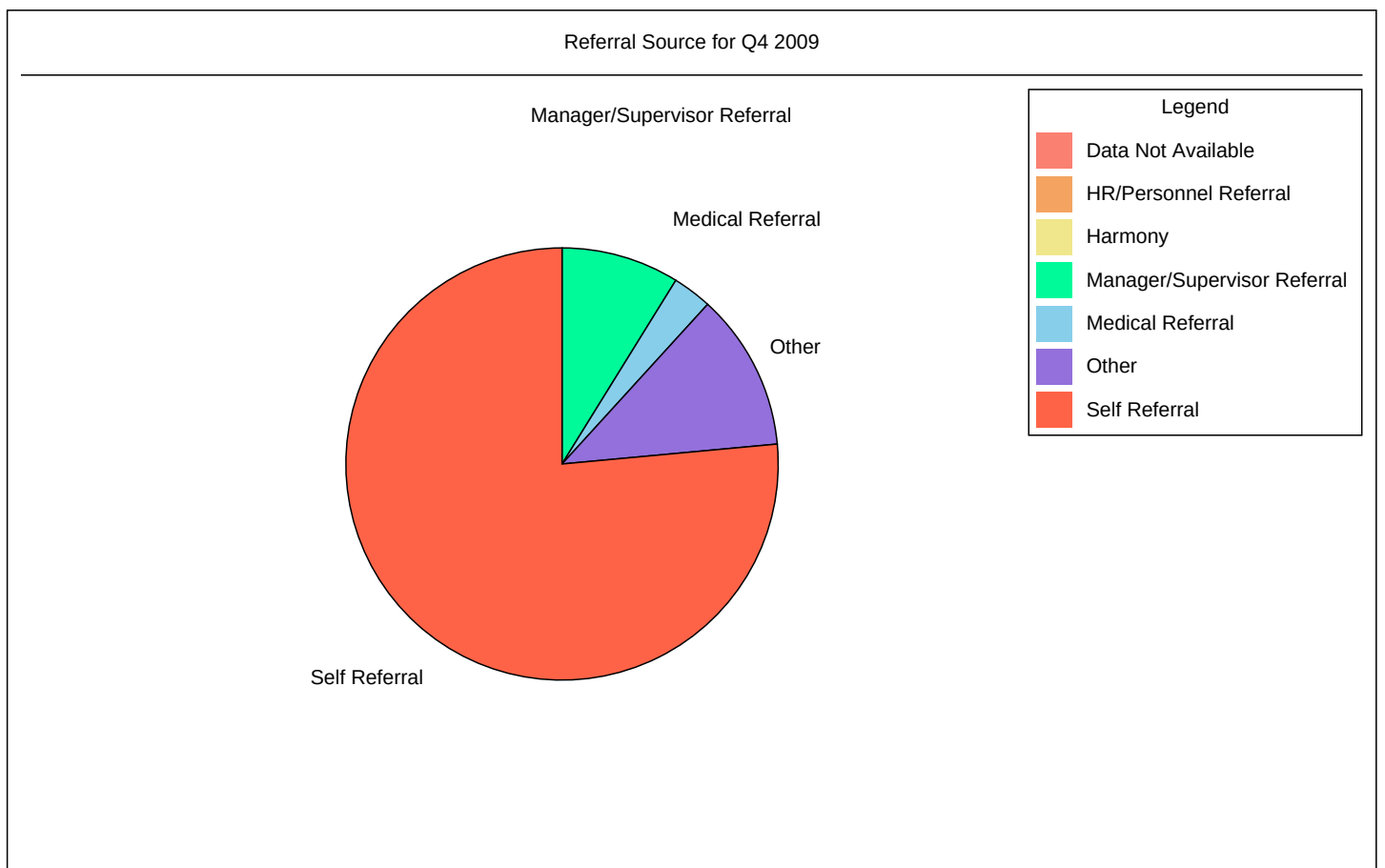
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Cohab	5.3%	2.1%	4.2%	0%
Data Not Available	49.1%	33.3%	52.1%	32.4%
Divorced	7%	12.5%	12.5%	5.9%
Married	17.5%	31.3%	20.8%	32.4%
Separated	1.8%	2.1%	6.3%	5.9%
Single	19.3%	18.8%	4.2%	23.5%
Widowed	0%	0%	0%	0%

Marital Status for Q4 2009



Referral Source

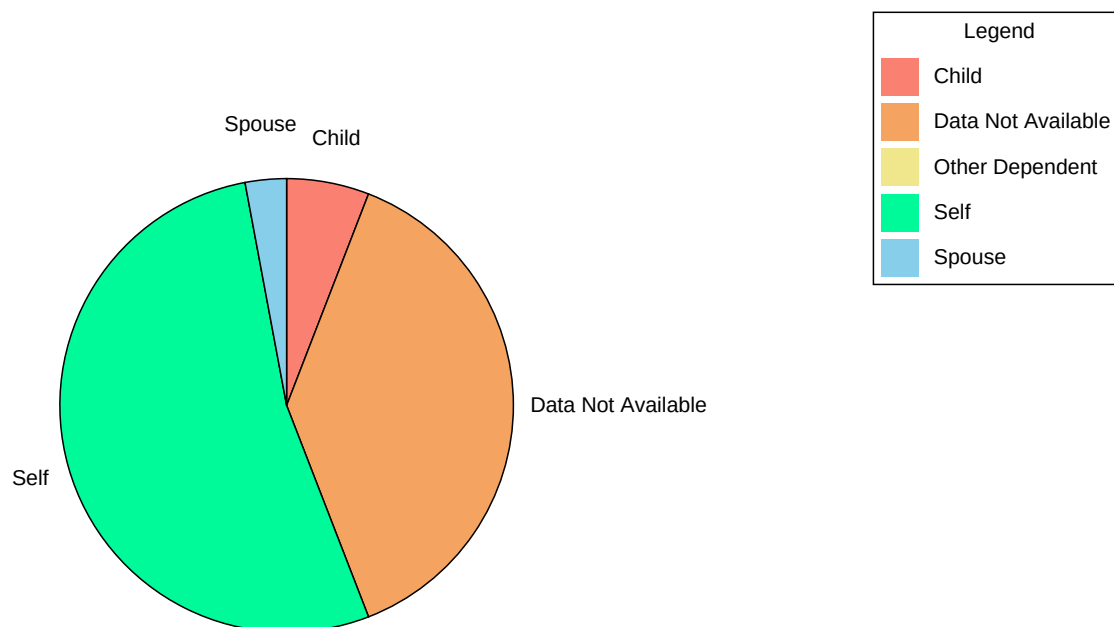
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Data Not Available	1.8%	2.1%	0%	0%
HR/Personnel Referral	0%	0%	2.1%	0%
Harmony	0%	0%	0%	0%
Manager/Supervisor Referral	3.5%	16.7%	10.4%	8.8%
Medical Referral	0%	2.1%	2.1%	2.9%
Other	7%	4.2%	0%	11.8%
Self Referral	87.7%	75%	85.4%	76.5%



Relationship to Employee

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Child	10.5%	10.4%	2.1%	5.9%
Data Not Available	36.8%	25%	52.1%	38.2%
Other Dependent	0%	0%	0%	0%
Self	49.1%	62.5%	41.7%	52.9%
Spouse	3.5%	2.1%	4.2%	2.9%

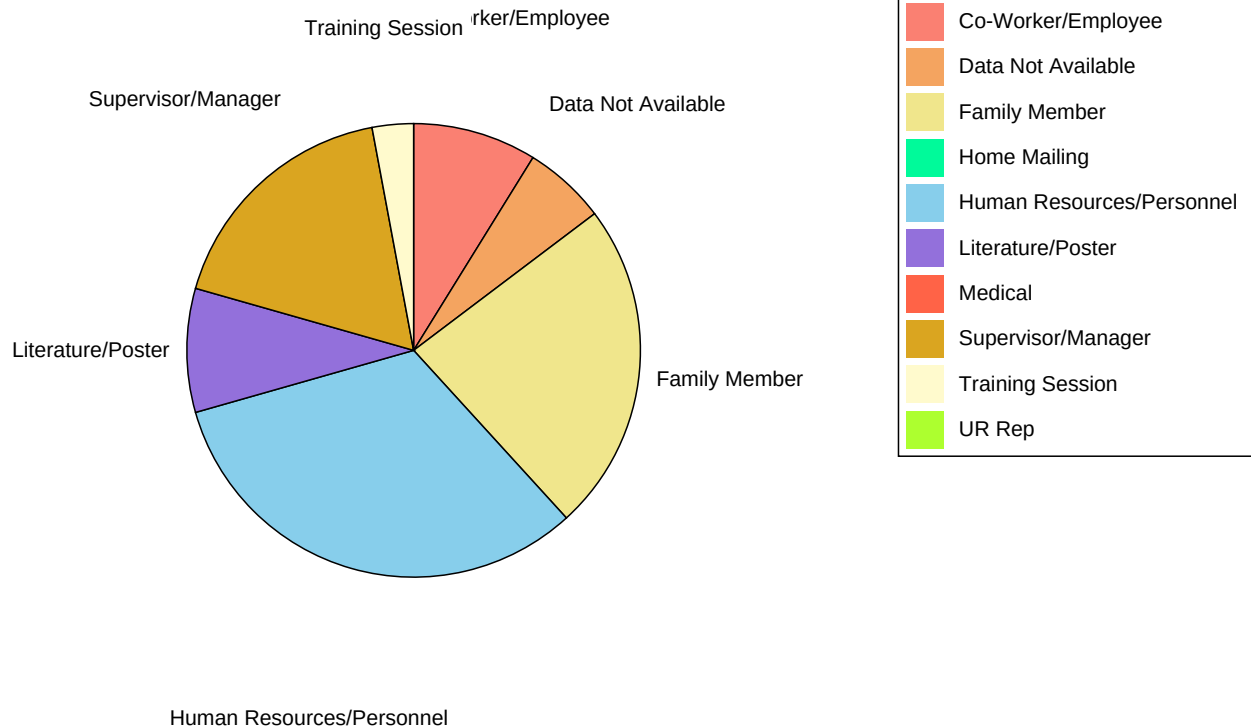
Relationship to Employee for Q4 2009



Learned of EAP Through

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Co-Worker/Employee	7%	8.3%	10.4%	8.8%
Data Not Available	1.8%	2.1%	2.1%	5.9%
Family Member	15.8%	12.5%	14.6%	23.5%
Home Mailing	0%	0%	0%	0%
Human Resources/Personnel	22.8%	22.9%	33.3%	32.4%
Literature/Poster	29.8%	27.1%	18.8%	8.8%
Medical	1.8%	6.3%	0%	0%
Supervisor/Manager	15.8%	16.7%	16.7%	17.6%
Training Session	5.3%	4.2%	4.2%	2.9%
UR Rep	0%	0%	0%	0%

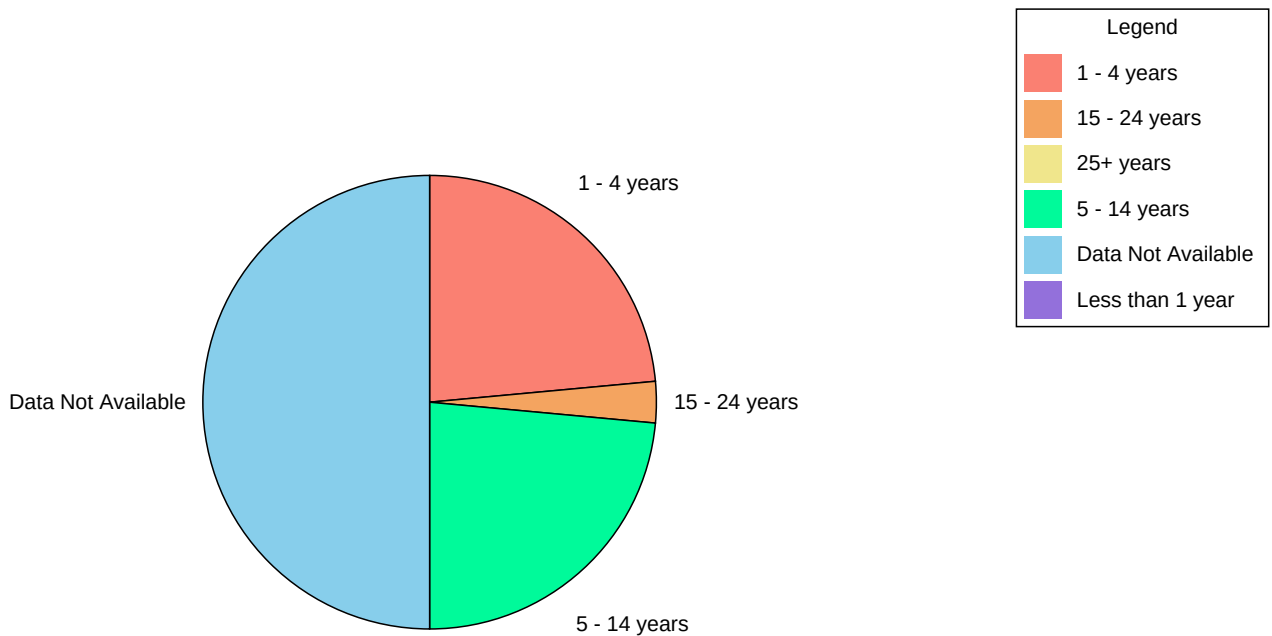
Learned of EAP Through for Q4 2009



Length of Employment

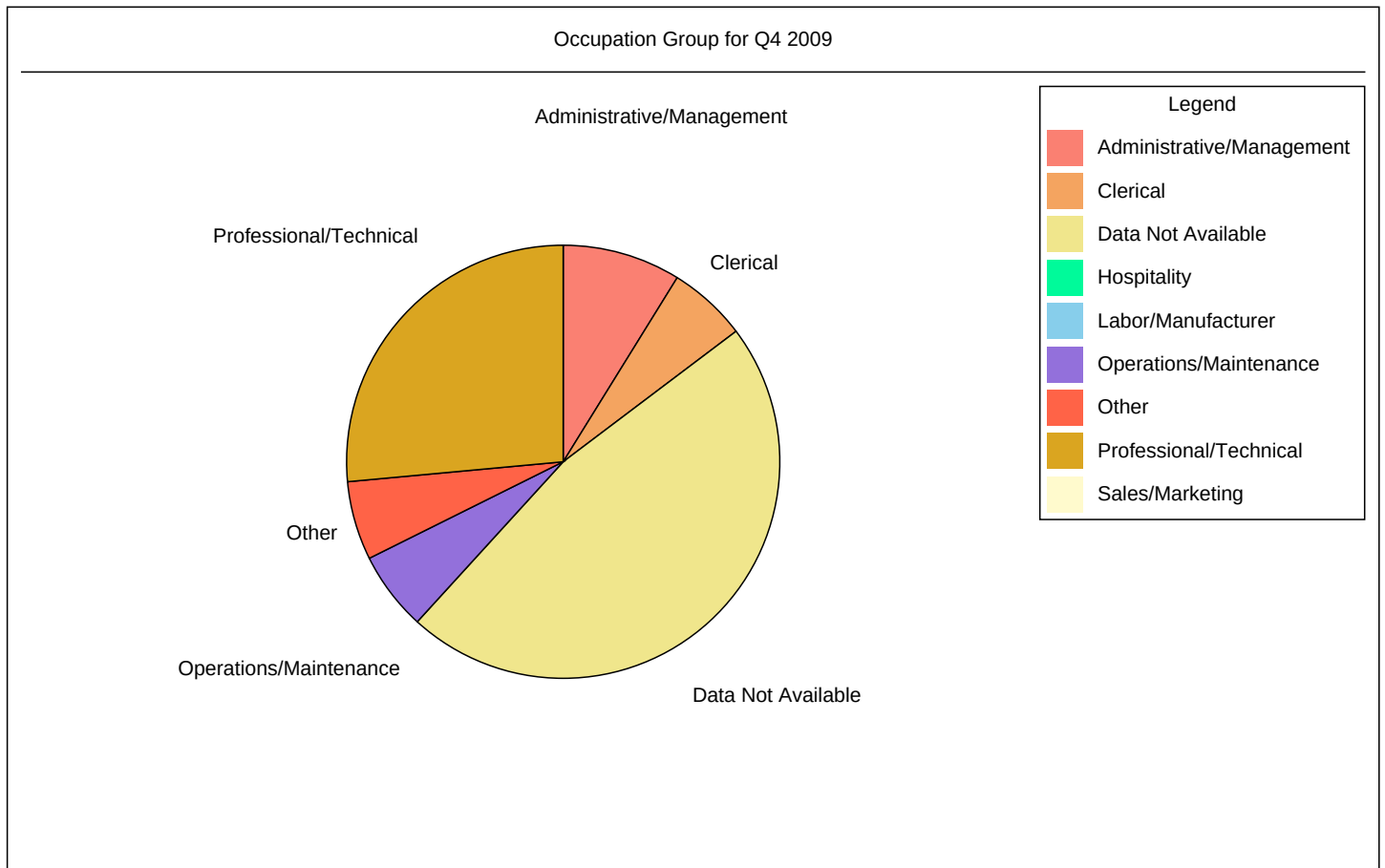
	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
1 - 4 years	10.5%	27.1%	16.7%	23.5%
15 - 24 years	15.8%	8.3%	6.3%	2.9%
25+ years	1.8%	0%	0%	0%
5 - 14 years	8.8%	25%	14.6%	23.5%
Data Not Available	57.9%	37.5%	58.3%	50%
Less than 1 year	5.3%	2.1%	4.2%	0%

Length of Employment for Q4 2009



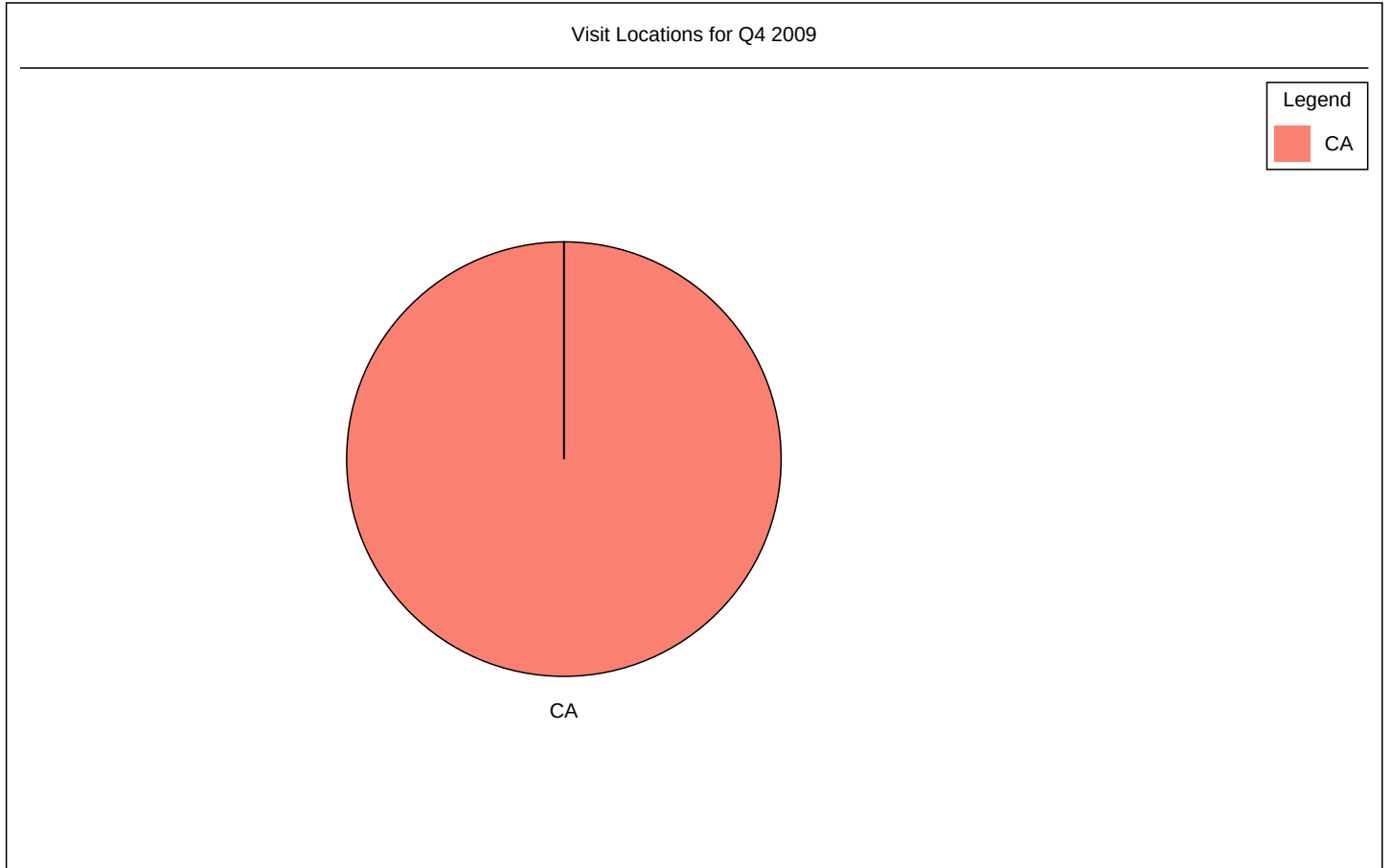
Occupation Group

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Administrative/Management	3.5%	8.3%	6.3%	8.8%
Clerical	8.8%	20.8%	10.4%	5.9%
Data Not Available	57.9%	35.4%	56.3%	47.1%
Hospitality	0%	0%	0%	0%
Labor/Manufacturer	0%	0%	2.1%	0%
Operations/Maintenance	3.5%	2.1%	2.1%	5.9%
Other	0%	2.1%	2.1%	5.9%
Professional/Technical	26.3%	31.3%	20.8%	26.5%
Sales/Marketing	0%	0%	0%	0%



Visit Locations

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
CA	100%	100%	100%	100%



Assessed Problems

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Abuse/Neglect	1	0	3	2	6
Accident/Trauma	0	1	0	2	3
Alcohol	1	2	1	0	4
Anger	5	5	3	4	17
Anxiety	10	18	11	8	47
Behavioral/Conduct	1	1	3	2	7
Career	2	1	0	0	3
Chronic Pain	0	1	1	0	2
Death - Family/Close Relation	2	2	0	1	5
Death of coworker	0	0	0	0	0
Dependent Care	1	1	0	0	2
Depression	13	17	9	10	49
Eating Disorder	0	1	0	0	1
Family/Child	8	2	7	3	20
Financial	1	1	0	0	2
Fraud	0	0	0	0	0
Gambling	0	0	0	0	0
Grief/Loss	2	2	1	1	6
Housing	1	1	0	0	2
Illicit Drugs	2	0	1	0	3
Learning - ADD/ADHD	0	0	0	0	0
Legal	1	0	0	0	1
Marital/Relationships	15	18	13	10	56
Physical Health	0	4	0	1	5
Post Traumatic Stress Disorder	0	2	0	2	4
Prescription Drug	0	0	0	0	0
School/Education	4	1	1	2	8
Ser. Illness/Disability-Fam.	0	0	1	0	1
Sexual Issues	0	0	1	2	3
Stress/Burnout	1	3	2	3	9
Trauma	1	0	1	1	3
Work Induced Stress	6	3	4	5	18
Workplace - Peer	1	1	1	0	3
Workplace - Supervisor	1	5	3	2	11
Grand Total	80	93	67	61	301

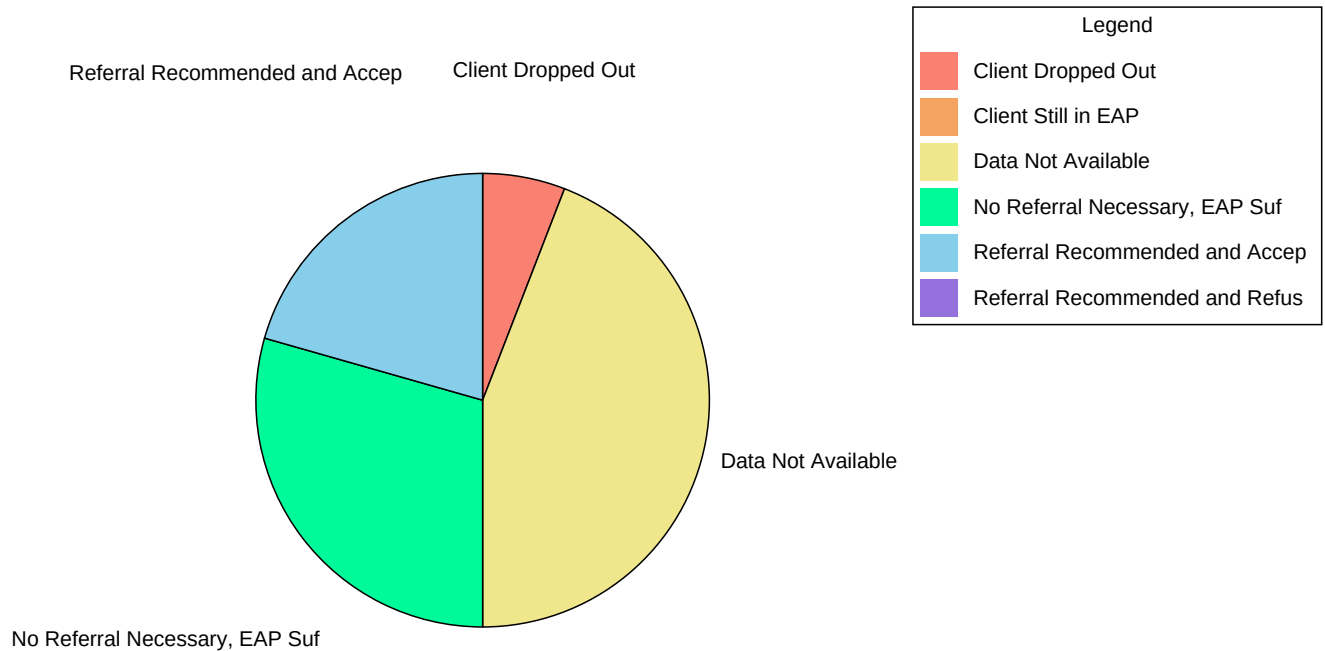
Referral Recommendations

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	YTD
Client Still in EAP	10	12	9	5	36
Data Not Available	3	5	1	1	10
Financial	0	0	0	0	0
Inpatient Alcohol/Drugs	0	0	0	0	0
Inpatient Mental Health	0	0	1	0	1
Inpatient Other	0	0	0	0	0
Legal	1	0	0	1	2
Medical	2	3	0	0	5
No Referral Necessary	6	3	9	8	26
Other	0	0	1	5	6
Outpatient Alcohol/Drugs	0	0	0	0	0
Outpatient Mental Health	12	11	8	5	36
Outpatient Other	0	0	0	0	0
Self Help AA/NA	1	0	0	0	1
Self Help Family Groups	1	1	1	0	3
Self Help GA	0	0	0	0	0
Self Help Other	4	0	2	0	6
Grand Total	40	35	32	25	132

Final Disposition

	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
Client Dropped Out	5.3%	18.8%	6.3%	5.9%
Client Still in EAP	3.5%	2.1%	0%	0%
Data Not Available	59.6%	41.7%	56.3%	44.1%
No Referral Necessary, EAP Suf	15.8%	14.6%	18.8%	29.4%
Referral Recommended and Accep	15.8%	22.9%	18.8%	20.6%
Referral Recommended and Refus	0%	0%	0%	0%

Final Disposition for Q4 2009



EAP UTILIZATION REPORTS - DEFINITIONS

SUMMARY DATA	
EAP Services Name	Definition for Quarterly Utilization Reports
New EAP Case Utilization Rate	The number of initial face-to-face visits, divided by the quarterly average employee population, then annualized (i.e. x 4), x 100 (to obtain percent).
Number of Employees	The employee population as provided by the organization on monthly billings. Computed by adding each month, dividing by 3, resulting in a quarterly average population.
New EAP Cases	A case that is opened during the reporting quarter with the initial session occurring in that same reporting period.
Initial EAP Telephonic Contact	The date of the initial telephone call/case opened date. Did not result in an initial face-to-face session during the reporting period.
Ongoing EAP Cases	A case that was opened in a prior quarter, but has follow-up sessions during the reporting period.
Total EAP Cases	Equals sum of: (1) New EAP Cases, (2) Initial Telephonic Contact, and (3) Ongoing EAP Cases
Total Number of Sessions	Total number of face-to-face visits during the quarter.

TOTAL PROGRAM UTILIZATION SECTION	
EAP Services Name	Definition
Number of Employees	The employee population as provided by the organization on monthly billings. Computed by adding each month, dividing by 3, resulting in a quarterly average population.
Total Services Provided	Equals sum of: (1) Total Number of EAP Sessions, (2) Number of EAP Telephonic Contacts, (3) Legal telephonic resource and referrals, (4) Financial telephonic resource and referrals, (5) Child care resources and referrals, (6) Eldercare resources and referrals, (7) Critical Incident Stress Debriefings (CISDs), (8) Training, (9) Benefit/wellness fairs, (10) Number of web logins for the quarter, (11) Nurseline calls and (12) Management Consultations. Note that an individual may be receiving multiple services. Please be aware that your company may not subscribe to all services.
Total Program Utilization %	Calculated by dividing the Total Services Provided by the quarterly average employee population.

TOTAL PROGRAM UTILIZATION DETAIL	
EAP Services Name	Definition
Child, Elder, Financial and Legal	The number of telephonic resource and referral sessions provided in each category during the reporting period.
EAP	The number of EAP sessions provided in the reporting period.
EAP Telephonic	The number of initial telephone call/case opened date. Did not result in an initial face-to-face session during the quarter.
Web Logins	The number of times the website was accessed. Discrete users are not differentiated.
Online Utilization Detail	Pages and modules that were visited on the website. This number is not included in the Total Program Utilization figure.
Pie Charts	Represent the percentage of responses for New EAP Cases in the reporting period.
Referral Recommendations	More than one option may be selected by the clinician.
Final Disposition	Rendered by the clinician at the end of the case, or after 60 days with no activity, whichever comes first.

RFP #10309 ATTACHMENT A – PRICING

Cost shall be submitted as requested herein. No alterations or changes of any kind are permitted. Proposals that do not comply may be subject to rejection in total. The cost quoted below shall include all taxes and all other charges and is the cost the County will pay for the three year term of any contract that is a result of this solicitation. Costs shall be given based on approx.4200 employees.

EAP Pricing	Monthly Admin Fee
(1) Monthly Fee per Employee. The per employee per month cost shall include all costs associated with the administration of the EAP as specified in RFP #10309 Sections 5.2.1 through 5.2.8 (RFP #10309 Section 5.2.9 costs are to be listed separately below).	

Percentage % of Annual Rate Increase: _____ (if no annual rate increase anticipated, enter 0)

Rate structure for Claims: **1st Session \$** _____

2nd Session \$ _____

3rd Session \$ _____

Additional On-Site Services as per RFP # 10309 Section 5.2.9: \$ _____ per each day

Daily rate is all-inclusive of labor, materials, fees and taxes, excluding only travel costs

(Travel costs are defined herein to include only the following items: airfare, vehicle rental, gas/mileage, hotel/other accommodations, and meals)