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## MEMORANDUM

FROM: The College of New Jersey

DATE: January 31, 2020

RE: AB200016-Employees Assistance Program Services  
Addendum No. 1

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The following questions have been received:

1. How many employees will the EAP cover?  
**Answer: 1200**
2. Please include and specify full-time and part-time employees.  
**Answer: Full time and part time employees are eligible.**
3. Could TCNJ please provide an employee census with home zip codes?  
**Answer: See attached**
4. Who is the vendor and how long has TCNJ contracted with this vendor?  
**Answer: Penn Medicine Princeton Healthcare. Three years.**
5. Please provide clarification around the current program's Work-life services. Does the current program allow for childcare, eldercare and personal convenience assistance? How are these services being administered?  
**Answer: N/A**
6. Please elaborate on exactly how the current work-life services work. If you all currently do not have full work-life services, is it TCNJ's preference to have full work-life services available thru the EAP?  
**Answer: N/A. TCNJ is not interested in these services.**

7. Please provide clarification around Health and Wellness Telephonic coaching. Does the current EAP provide these services? Is it TCNJ's preference to see pricing for these services?

**Answer: Yes and yes.**

8. For critical incidents (i.e. a natural disaster, fatality, layoffs, etc.) what type of support does the current program allow for? How many events did you all have last year? Is it TCNJ's preference that onsite Critical Incident support services be included in the proposed PEPM rate for the EAP? If so, how many hours per year?

**Answer: No events last year. Yes, include onsite Critical Incident support services in the PEPM rate. Use 4 hours per year.**

9. 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?

**Answer: 3% utilization. TCNJ is satisfied with the program. We cannot provide a copy.**

10. Why is TCNJ out to bid? Where is your satisfaction level with the current program?

**Answer: It is required by the State. Satisfaction level is high.**

11. Have there been any service issues or service gaps with the current vendor? If so, please describe.

**Answer: No**

12. What is the cost for the current program? Is it billed per employee per month, per year, etc.?

**Answer: \$35,200 and is billed quarterly.**

13. Who is the current EAP provider and how long have they been providing services to the College?

**Answer: Penn Medicine Princeton Healthcare, three years.**

14. How many total employees will be covered?

**Answer: 1200**

15. Please provide the current rate and a rate history throughout the contract term for the EAP.

**Answer: \$35,200**

16. Is there a cap or a not to exceed amount for EAP Services? If so, please state.

**Answer: No**

17. How many hours of the following services are included within the current EAP contract per year?

- Onsite training/orientation/educational seminars - **14**
- Onsite health fair/event participation - **Two**

- Onsite critical incident response – One two-hour on-site visit on as as-needed basis.
- Webinar training – N/A

18. How many total hours of the following services were utilized in each of the last two (2) years?

- Onsite training/orientation/educational seminars – **20**
- Onsite health fair/event participation - **Two**
- Onsite critical incident response - **None**
- Webinar training – N/A

19. Please provide copies of 2018 and 2019 EAP utilization reports. If reports are not available, please provide the following for each of the last 2 years:

- Number of employees on which the report is based
- Total number of clinical cases
- Total number of work-life cases
- Total number of clinical sessions

**Answer: We are not able to provide this information.**

20. Please provide insight into the condition of the workforce. Are there specific issues facing your workforce (i.e. stress, morale, etc.) and HR? Have there been any major events in the last year (i.e. reductions in force, critical incidents, etc.)?

**Answer: No**

21. Is your EAP Helpline currently answered by customer service representatives or by clinical personnel?

**Answer: Both**

22. What will be required of the clients we list as references? Will you conduct a telephone interview, require a written reference response, etc.?

**Answer: Telephone and/or email**

23. Who is your health plan provider and is the plan self-funded?

**Answer: NJ State Health Benefits Program – self insured**

24. On a scale of 1-5 with 5 being the highest, how would you rate your current vendor?

**Answer: 5**

25. Under Scope of Work, #19 - Soft Skills Online Training programs, #20. Serious Illness Resource Program, and #21. End of Life Resource Program. Can you please define/describe the content of the programs you are anticipating in these requirements, or of those you currently have in place?

**Answer: TCNJ would like to offer workshops that will provide/offer support to employees to help with problems that impact job performance/improve overall well-being.**

26. Under Proposal Components, Section 'Quality Assurance – Describe your quality management program, including a description of how you evaluate employee satisfaction and results of any customer or participation surveys for calendar years 2014 and 2015. Can you confirm the years requested for this information?

**Answer: No**

**End of Addendum No. 1**