

Initial Q&A Compilation for NYS UCS RFP# DCPS/JBO-127 – Issued 01/13/2023

1. Are the information (resumes, bios) of staff included in the count of 25 pages?

2. Are the attachments (i.e. org chart of account team) included in the 25 pages?

Answer: to 1 & 2: Attachments to the Narrative Description are not included in the 25-page total.

3. Are brief bios of staff, including credentials and past experience, suitable replacements for resumes?

Answer: Yes, provided they include all relevant information required in the RFP that would typically be included on a resume.

4. Regarding your question - *2. List the names and contact information for any and all client organizations served by the vendor during the past five years. UCS reserves the right to inquire of any such organizations as it deems necessary to complete its evaluation. [Correlates to Evaluation Factor A2]*

We work with over 250 client organizations; we can include a confidential and proprietary client list but cannot share contact information for all clients. Is this acceptable?

Answer: This is acceptable provided that three (3) references are provided pursuant to the bid specifications. UCS reserves the right to request additional information for Evaluation Factor A2 as it deems necessary.

5. Regarding your question – *3. List the number of current staff operating within New York State separated out by location and title (e.g., counselor, administrator) and the percentage of staff dedicated to each of the Program services (e.g., X% dedicated counselors; X% dedicated administrators). Also, include a sample activity report per Article V(1)(A)(5) on page 7. [Correlates to Evaluation Factor C1]*

We have over 5,000 clinical providers in the state of NY who provide services to UCS employees and family members. We can give you a breakdown by location and degree, but cannot share their names and detailed information. Is this acceptable?

Answer: This is acceptable. This is acceptable provided that zip codes are listed for the towns. Please provide in Excel file. UCS reserves the right to request additional information for Evaluation Factor A1 as it deems necessary.

6. Regarding your question - *4. Indicate the number of established locations and the address for each such location in each Judicial District set forth in Exhibit 7(Judicial Districts).*

We have providers in over 5,000 locations throughout the state of NY, can we send a report indicating the towns the providers are located in and their degrees?

Answer: This is acceptable provided that zip codes are listed for the towns. Please provide in Excel file. UCS reserves the right to request additional information as it deems necessary.

7. Who is the current EAP provider and for how many years?

Answer: Corporate Counseling Associates, Inc.

8. What is the current rate being paid for the EAP program?

Answer: \$ 22.25 per employee.

9. How many onsite training hours are included in the contract annually? How many hours have been utilized each of the last 3 years?

Answer: There is no annual minimum requirement for onsite training. This will depend on UCS needs, but please see Exhibit 8 Utilization Reports (2018-2021), "Workplace Activities" sections for historical information for annual onsite hours by year. Note that onsite activities in 2020 and 2021 were affected by the pandemic but UCS would expect similar hours for the years preceding the pandemic.

10. How many onsite critical incident debriefings are included in the contract annually? How many hours have been utilized each of the last 3 years?

Answer: There is no annual minimum requirement for onsite critical incident debriefings. This will depend on UCS's needs, but please see Exhibit 8 Utilization Reports (2018-2021), "Workplace Activities" sections for historical information for annual onsite hours which UCS would expect to be similar for future years. Note that onsite activities in 2020 and 2021 were affected by the pandemic.

11. How many additional onsite hours are included in the contract annually for events such as health fairs, benefits fairs, onsite meetings, etc.? How many hours have been utilized each of the last 3 years?

Answer: Please see Exhibit 8 Utilization Reports (2018-2021), "Workplace Activities" sections for Wellness Seminars. Note that onsite activities in 2020 and 2021 were affected by the pandemic. In addition, please see Evaluation Criteria B4, as shown on page 42 of the RFP.

12. Is it a requirement that bidders must be headquartered or have a staffed office within the state of New York? We are headquartered out of state but have a network of clinical providers who are available to provide counseling, onsite trainings, CISD response, etc throughout the state of New York as well as nationwide. Our Account Managers live out of state but would be available to travel to New York when needed. Is this acceptable? Please also indicate how often Account Managers would be expected to travel to New York for this contract.

Answer: UCS does not require bidders to be headquartered in the State of New York however, the awarded vendor must meet minimum qualifications to deliver Program services as provided in Section III. Minimum Qualifications (RFP page 3).

The need for Account Manager in-person travel is anticipated to be twice a year, however that is subject to change based on UCS's needs.

13. Is a utilization report for 2022 available?

Answer: No.

14. Is it a requirement that names and addresses of our providers throughout the state of New York be included in the proposal? We have agreements in place with our providers that their information will not be shared publicly but we can include the number of providers and credentials we have in each location throughout the state in our proposal. Additionally, we have hundreds, if not thousands of providers throughout the state. A listing of each provider's name and address would be extremely cumbersome to include in a proposal response.

Answer: Please provide the number of providers and credentials by county. If county is not available, please provide information by zip code in an Excel file.