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Employee Assistance Program (EAP) Services  
VA Long Beach Healthcare System (VALBHS)  
Question and Responses from RFP: 36C26218R0766  
Dated: August 27, 2018

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1. The solicitation lists only 300 employees to be covered for the plan. However, while researching the facility online it states that there are "more than 2,200 full-time employees within the health system.

Can you please confirm the number of employees to be covered for this plan?

- a. **Response:** There are more than 3000 employees working for the VA Long Beach, however, approximately 300 employees seeks this service per month. The number is based on previous invoice.

2. The CBOCs locations shown below were not listed for this service. VA Long Beach Healthcare System (VALBHS) is one of the most diversified health care systems in VA, and it includes [Tibor Rubin VA Medical Center](#) located in Long Beach, California, and five Community-Based Outpatient Clinics located in [Anaheim](#), [Laguna Hills](#), [Santa Ana](#), [Santa Fe Springs](#), and [Villages at Cabrillo in Long Beach](#).

Can you please confirm if this plan is to also cover services for the CBOCs?

- a. **Response:** The plan is to cover all employees under VA Long Beach (station 600), this includes CBOCs.

3. The solicitation *Contractor shall provide employees and eligible family members with a broad range of counseling services for any personal or work-related conflict or concern*. This seems to imply the entire Healthcare System.

Can you please confirm if this plan is to cover the entire Healthcare Systems?

- a. **Response:** This contract shall provide services to all paid employees under station 600.

4. Page 10 Last paragraph 7. CASE FILES: reads "All records of the EAP are considered to be under the jurisdiction of the Department of Veterans Affairs and maintained by the designated Human Resources (HR) representative. Upon termination of this contract, for whatever reason, the records shall be surrendered to the designated HR representative." This is not common practice and could be viewed as HIPAA and Privacy Act violations to provide confidential mental health and counseling records to VA HR staff without the consent of the employee/patient. These records are treated with the same level of privacy and protection as medical records since they fall into that category.

Can you please provide clarification?

- a. Response: This is a HIPPA and Privacy Act violation. Case files shall be maintained and destroyed by the contractor upon termination.

5. Page 11/12. Last Paragraph on Page 11 reads: "Videotapes and printed materials that may be used for training of managers, supervisors, and employees shall be made available to the Human Resources representative for use within the VALBHS. The Contractor shall also develop a 30-minute DVD describing in detail how the EAP operates, including the problems it is equipped to handle, the referral system and costs to the employee. This video shall be provided for each employer location for viewing by employees as needed."

Can Live-Webcast sessions and online Webinars be allowed in place of Videotapes and DVDs?

- a. Response: Yes, Webcast will suffice. However, on occasions on-site will be required depending on the situation at the time.

6. Page 11 last para reads: "Training for managers and supervisors shall normally last up to 4 hours with an all-employee orientation lasting 1 hour."

- a. Response: Please make correction. "Training for managers and supervisors shall normally last up to 4 hours." Human Resources shall provide information to employees during orientation.

7. How many total hours of training sessions/presentation required per year?

- a. Response: The contractor shall provide training to managers, supervisors, and HR staff up to 4 hours per year.

8. What was the average utilization rate of the service for the last three years?

- a. Response: The facility spent approximately \$13, 608 for the last three years.

9. Page 17. #25 and #26 reads: concerning access to VA computer systems. EAP services are provided off-campus at the offices of the EAP provider. We believe that these listed items should not apply.

Can you please clarify if these listed items should not apply?

- a. Response: #25 and #26 does not apply to this contract.

10. Who is the incumbent provider?

- a. Response: Currently there is no Incumbent provider for the VALBHS

11. What was the annual cost?

a. Response: Annual cost is \$4,536.

12. Can you provide the contract number?

a. Response: Current contract number is GS-02F-0004T

13. What is the total contract cost?

a. Response: \$2,268 (6 months)

14. Is the contractor also responsible for providing the licensed therapist, or simply referring employees to one who already has an agreement with the VA?

a. Response: Contractor shall refer employees to the Contractor's Licensed Therapist.

NOTE: No Additional questions will be accepted.

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All other Terms and Conditions remain unchanged and in full force and effect.

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