

**Request for Proposal (RFP) for the State of Delaware’s Employee Assistance Program**

*All shipping packages should be clearly labeled as  
**“RESPONSE TO REQUEST FOR PROPOSAL”***

*Bid responses received after noon on Monday, November 17<sup>th</sup>, will not be accepted.*

**Responses to Questions (Q&A)**

**November 7, 2014**

Additional Information Provided by the State:

1. Minimum Requirement #46 on Page 30 - Employing Delawareans Report: This reporting requirement is mandatory from all bidders but does not have weight in the evaluation or scoring process.
2. Responses that state “FY13” or FY14” are referencing the State’s fiscal year. A fiscal year runs from July 1 to June 30 with the reference being the year ending on June 30. Therefore, FY14 is July 1, 2013 through June 30, 2014.

	<b>Question</b>	<b>Response</b>
1	Please provide a Work Life utilization report.	The EAP/ WorkLife Impact Report is included in the RFP as Attachment 1.
2	Please supply the number of California employees.	A census by residential zip code is attached.
3	Please supply an (eligible participant) census.	A census by residential zip code is attached. No other information is needed in order to reply to network requirements.
4	“Maintenance of satisfactory number of practitioners-facility providers for all locations.” Please define a “satisfactory number” and provide a census.	This term is in the Performance Guarantees. The State and awarded vendor will mutually determine a definition of a satisfactory number. As stated in the Geographic Network Accessibility section on Page 40, interested bidders are required to provide a census of their in-network providers.
5	Please clarify the number of employees to base our quote on. Page 4 states: approximately 36,000 active employees, approximately 25,000 retirees, and their dependents. Page 5 states: The number of employees and non-Medicare pensioners in August, 2014, was 43,464.	The following statement was provided via email on Monday, 11/14/14. The strike-out phrases are incorrect and inserted text is italicized. The number of eligible members remains the same.  “The last sentence in the middle of page four, the introductory section, gives the approximate number of active employees and retirees – either Medicare eligible or

		<p>non-Medicare eligible. Employees in this case include members of what we call “non-payroll groups” – entities like municipalities who participate in the State’s benefit programs <del>but who are not eligible for the EAP program</del>. This information is included in the introduction of all RFPs so that interested vendors understand the overall number of members that the SEBC and the Statewide Benefit Office serves.</p> <p>For the EAP program:</p> <ul style="list-style-type: none"> <li>• Eligible participants <i>include employees of non-payroll groups, are only the</i> active employees and non-Medicare retirees (sometimes called “early retirees”) and their dependents.</li> <li>• It is stated on Page 5 that in August, 2014, there were 43,464 eligible members - employees and non-Medicare retirees.</li> <li>• The fee is based on a PEPM basis (per employee per month). Appendix B asks for a quote based on 43,000 eligible participants and states that “employee is defined as an eligible active employee and non-Medicare eligible pensioner”.</li> <li>• Therefore, dependents are not included in the fee quote.”</li> </ul>
6	Is the retiree population included in the number of members on whom we are basing the quote?	Yes, Appendix B asks for a quote based on 43,000 eligible participants which includes both the eligible employee and the non-Medicare pensioner populations. This number does not include the Medicare pensioner population. (See response to #5 for more information.)
7	How many employees were used for the utilization information? What population was used for the utilization reports? All employees, retirees, or both? If not both, can you please provide additional utilization reports for the other population?	The utilization statistics are based on approximately 43,464 eligible participants, which include active employees and non-Medicare retirees. (See response to #5 for more information.)
8	The first session utilization info (page 83) notes the stats as ‘Client Status’ while the	The stats on the “Client Status” page include the number of people seen by the current

	next set of info (page 84) lists the stats as “EAP Staff.” What is the difference between those? Also, are all the other tables for EAP Session utilization or are they for something else?	<p>vendor’s designated staff in one to five sessions, as well as any referrals made for clients to receive continued professional counseling services through their health care plan. The stats on the “EAP Staff” page include only the number of people seen by the current vendor’s designated staff and does not include referrals.</p> <p>The other tables reflect the number of client referrals made for a specific reason, based on the topic/heading found at the top of each page.</p>
9	Would you like a GeoAccess Report? If so, please provide a census.	A residential zip code census is attached. As stated in the Geographic Network Accessibility section on Page 40, interested bidders are required to provide a census of their in-network providers and state what is considered a “reasonable” distance.
10	What are the current rates with HMS?	\$0.73 per employee per month (employee represents both employee and non-Medicare pensioner).
11	Why is SEBC out to bid?	The State procurement rules require that all contracts go out for bid every five years. The SEBC is always interested in obtaining the best quality services and products for our members at a competitive price.
12	From a cost savings perspective, would SEBC allow non-degreed, fully trained response for intake?	Yes, as long as there is no clinical component and intake personnel gather general information only. In addition, our process is to allow for immediate transfer to a clinician, whenever needed or requested 7/24/365.
13	What are SEBC’s case management requirements – especially for SAP and DOT? For instance, is it policy that anyone with a substance abuse violation is immediately terminated? Or do they go through a specified process? How many times can they test positive? Anything else we should know with respect to case management?	Case management requirements are determined by the individual agencies.
14	Under plan design-Appendix A: We provide referrals for Fitness for Duty. Is	Yes, it is acceptable for the EAP provider to provide referrals for Fitness for Duty exams.

	this acceptable?	
15	How many DOT trainings per year? How many DOT supervisory/HR support trainings per year? Is DOT <u>employee</u> training as required, if so how many per year? SAP referrals – How many per year?	There was one DOT training in 2013-2014. There were no DOT supervisory/HR support trainings in the last year, nor were any DOT employee trainings. There were two to four SAP referrals in the last year.
16	The document states at least 1000 cases for Work-Life (not including web). Was that supposed to be for EAP and Work-Life utilization?	One thousand represents the number of EAP/WorkLife clients utilizing the services either by phone or in person.
17	Page 40, #87a: In order to ‘geo code’ or classify the specific areas in DE listed in this question, (e.g., western Kent County) will you be providing a membership/five digit zip code file for network access reporting?	A census by residential zip code is attached.
18	Page 29, #39 and #40: Please note that the numbering of 39 and 40 are used twice. Will the numbering in this section be corrected or clarified?	In order to maintain the question numbers for reference in the rest of the section, we will not correct the numbering. The different questions provide clarity. We apologize for the mistake.
19	How many EAP calls in total including WorkLife and Legal & Financial Service calls were handled in 2014? 2013?	Please see the EAP/ WorkLife Impact Report included in the RFP as Attachment 1 for this information.
20	Page 6: Please provide last year’s Program Activity report results for 7/1/2012 – 6/30/2013 that includes total # of hours used for Orientation, Training, CISDs, etc.	Please see the EAP/ WorkLife Impact Report included in the RFP as Attachment 1 for this information.
21	How many confirmed face-to-face EAP cases were handled in 2014? 2013?	Please see the EAP/ WorkLife Impact Report included in the RFP as Attachment 1 for this information.
22	What was the average number of visits per EAP face-to-face case in 2014? 2013?	Please see the EAP/ WorkLife Impact Report included in the RFP as Attachment 1 for this information.
23	What was the total number of EAP face-to-face sessions used in 2014? 2013?	Please see the EAP/ WorkLife Impact Report included in the RFP as Attachment 1 for this information.
24	How many mandatory/supervisory referral cases were handled in 2014? 2013? Where any of these cases DOT related? If	There were 118 mandatory/supervisory referrals in FY2014. There were 105 referrals in FY13. Two cases in FY14 and 2

	so, how many were handled in 2014? 2013?	to 4 cases in FY14 were DOT related.
25	How many Fitness-For-Duty cases were handled in 2014? 2013?	Three to five Fitness-for-Duty cases were handled in each fiscal year of FY13 and FY14.
26	How many employees were covered in 2014? 2013?	The utilization stats are based on approximately 43,464 eligible participants, which include eligible employees and non-Medicare eligible pensioners.
27	Page 26: There are two HealthAdvocate Company EAP Utilization reports for the same timeframe of 7/1/2013 thru 6/30/2014. What is the difference between these two reports? One is named Client Status; whereas, the other is named EAP Staff.	The statistics on the "Client Status" page include the number of people seen by the current vendor's designated staff in one to five sessions, as well as any referrals made for clients to receive continued professional counseling services through their health care plan. The stats on the "EAP Staff" page include only the number of people seen by the current vendor's designated staff and does not include referrals.
28	Appendix A: Plan Design #6 - Case Management for in and out-patient treatment, please elaborate on these services being provided.	Services include referrals for inpatient or outpatient mental health or inpatient or outpatient drug/alcohol.
29	Appendix A: Plan Design - Please clarify the scope of services for this proposal is for a standalone Employee Assistance Program and not an integrated medical Behavioral Health program?	Yes, this proposal is for a standalone Employee Assistance Program and not for an integrated medical behavioral health program.
30	Appendix A: Plan Design - Does the Employee Assistance Program include any member services that are delivered by a medical behavioral health provider (i.e., IP, PHP, RTC, OP provider services)? If so, please specify.	The EAP does not include any member services that are delivered by a medical behavioral health provider.
31	Appendix A: Plan Design - How will the State of Delaware provide Medical Behavioral Health medical services to its employees?	Medical Behavioral Health medical services are not requested in the plan design on Appendix A.
32	How long has the incumbent firm been providing EAP services for the State?	The incumbent has been providing EAP services for the State of Delaware for approximately ten years.
33	Why is the State going out to bid at this	The State procurement rules require that all

	time?	contracts go out for bids every five years. The SEBC is always interested in getting the best quality services and products for our members at a competitive price.
34	What is the current per employee per month rate or annual contract dollar amount?	The current pricing is \$0.73 per employee per month (employee represents both employee and non-Medicare pensioner). For FY13, the annual cost was \$376,710.66. For FY14, the annual cost was \$379,756.22.
35	Does the State's current EAP include any additional services not mentioned in the RFP e.g. health care navigation services, wellness services, etc.?	The State's current EAP program includes only the services mentioned in the RFP.
36	How has the State promoted the EAP – has it been promoted primarily through print or electronic communications?	Multiple communication modalities (i.e., posters, flyers, newsletters, emails, etc.) have been used to promote the EAP.
37	How many home mailings has the State conducted on average each year?	On average, the State has conducted approximately one or two home mailings.
38	Can the State provide an employee census in order to perform a network match (zip codes only required – one zip code per employee)?	A census by residential zip code is attached.
39	Reference section C.1.n. – This section refers to working cooperatively with the State's Health and Wellness vendor(s). Can you please provide a complete description of the wellness services currently offered to employees?	Please visit <a href="http://www.delawell.delaware.gov">www.delawell.delaware.gov</a> to learn about the programs and services offered through the DelaWELL Health Management Program.
40	How many hours of on-site Critical Incident Stress Debriefings are included in the State's current contract on an annual basis?	Our current contract provides an unlimited number of hours.
41	How many hours of on-site orientations and personal development workshops are included in the State's current contract on an annual basis?	Our current contract provides an unlimited number of hours.
42	How many employees fall under DOT regulations?	The Statewide Benefit Office is not able to provide a census of DOT employees by job titles that may or may not be subject to DOT regulations.
43	How many DOT cases have there been	There have been two to four DOT cases over

	over each of the last three years?	each of the last three years.
44	Under the State's current contract, are DOT case management services included in the per employee per month rate or are these services offered on a case rate basis? What is the State's preference in this regard?	The DOT case management services are included in the PEPM rate. The SEBC prefers to not have these services billed separately on a case rate basis.
45	Referencing Fitness-For-Duty, Section C1.c, does the State pay the provider directly for fitness-for-duty evaluations or does the State prefer to pay a case rate to the EAP provider that includes the cost of the evaluation?	The State does not pay any provider directly nor for any services on a case rate basis. Currently, all services are included in the PEPM rate. The SEBC prefers to not have separate charges for these services.
46	As a private company, we do not publish financial reports. Will the State accept other forms of assurance of our company's financial stability?	Yes, the State will accept an annual financial report. If your company wishes to have the information be treated as confidential and proprietary, please follow the instructions in Section F on page 12.
47	What is the current pricing for EAP/WorkLife?	The current pricing is \$0.73 per employee per month (employee represents both employee and non-Medicare pensioner).
48	On page 6, Scope of Services B. Legal, can you please clarify if you are asking for an unlimited number of issues that an individual can call in for, or if they can call in an unlimited number of times for any single issue.	Members can obtain consultation for any legal issue, with the exception of those involving disputes or actions between an employee/dependent and their employer or the client. Under the current contract, members can receive a referral to a local attorney for a free, 25-30 minute, telephonic or in-person session.
49	On Appendix E, Performance Guarantees, the total for all lines is 30%, not 20%. Please confirm that the individual percentages are correct as listed.	We apologize for the mistake. The individual percentages are correct as listed and the total for all lines is 30%, not 20%.
50	Questions 56, 57, 59 seem to be more medical-based than EAP. Should we speak to these in terms of how we coordinate care with the medical plans and providers?	Yes, please explain your coordination of care with medical plans and providers.
51	Appendix F refers to an FSA and pre-tax commuter RFP; however this bid is for EAP. Will you be sending an amended version?	We apologize for this error. Please find attached a revised form.
52	On page 16 of the RFP under Term it	We apologize for this error. The term of

	states ‘The contract may be terminated by either party upon 150 days written notice’. On page 29, question 38 the document states ‘Only the State may terminate the contract for convenience’. Can the State please clarify the termination language per the above	“only the State may terminate the contract for convenience”, #38.a. on page 29, is rescinded. The remaining terms, #38.b. and c. remain.
53	What is the reason the State is going out to bid at this time?	The State procurement rules require that all contracts go out for bids every five years. The SEBC is always interested in obtaining the best quality services and products for our members at a competitive price.
54	Can the State share its current budget and/or pepm related to EAP/Worklife services?	The current pricing is \$0.73 per employee per month (employee represents both employee and non-Medicare pensioner).
55	Can the State clarify if the references required must individually meet the utilization threshold as defined, or if the proposing vendor must be able to demonstrate/confirm that we have at least 1,000 participants utilizing Work/Life services, delivered 300 on-site trainings and at least 700 supervisory trainings.	Please see Addendum #1 for the revision to the reference requirements.
56	How many DOT/SAP cases did the State of DE have in the last 12 months?	There were two to four DOT/SAP cases in the last twelve months.
57	Can you provide information regarding the scope of service related to Chronic Condition Support? Do members self-refer or does the State provide information regarding these individuals for outreach and support coordination?	The State does not provide information about individuals with chronic medical or mental health conditions. Therefore, when the member contacts the EAP provider for this type of assistance, it would be considered self-referral.
58	Does the State expect/require MDs to be included in the EAP network? See page 45 for Provider Credential requirements.	The requirement is stated as “Board Certified or Eligible (MD’s)”. An example would be a Medical Director who oversees the vendor’s clinical services.
59	Provider Re-credentialing – On page 46 the pricing document indicates annual re-credentialing although page 37 of the RFP requests confirmation that the vendor re-credentials providers at least every 2 years. Can you clarify if the expectation is annually or every 2 years?	The SEBC apologizes for the error. The re-credentialing process is expected every two years.

60	How many CISD hours has the State utilized over the past three years?	The State has utilized 102.75 CISD hours over the past three years.
61	What is the current PEPM rate?	The current pricing is \$0.73 per employee per month (employee represents both employee and non-Medicare pensioner).
62	What charges were spent annually with Health Advocates?	For FY13, the annual cost was \$376,710.66. For FY14, the annual cost was \$379,756.22.
63	Are there any services the State would like bidders to address more specifically with regard to the needs of your employees?	The RFP contains all the services the SEBC is requesting for the EAP program. Bidders should present their qualifications and services with a specificity that the Proposal Review Committee and SEBC can evaluate the bidder's capabilities.
64	Why is the State out to bid at this time?	The State procurement rules require that all contracts go out for bids every five years. The SEBC is always interested in obtaining the best quality services and products for our members at a competitive price.
65	Is the state open to bidders providing information on additional and/or integrated service options such as wellness programs?	We welcome bidders to provide information on additional services included in their EAP and Work/Life program that were not mentioned in the RFP. Please note that the State of Delaware does have a separate contracted vendor that provides wellness and disease management services.
66	Can you please define what is meant by employees in question 1 in the table on page 57 of the RFP	For the Employing Delawareans Report, Appendix I, employees are defined as your organization's workers or staff.
67	Page 29, #40 – "Please confirm your organization's agreement that is the State's right to modify the benefit design during the contract period with reasonable notice." A) The obvious assumption is that this question is referring to the EAP benefit not the Health Plan benefit, please confirm. B) What would be the scope of any modifications made to the EAP benefit design? C)What would be the limitations of modifications made to the EAP benefit design?	Based on various factors, the benefit design of any program is subject to change (i.e., EAP, Health Plan, etc.). Examples of those factors would include new federal laws and requirements. Any specific limitations to changes in the EAP benefit design are not known at this time.
68	APPENDIX A - Plan Design #13, "Providers' Quality Assurance	The State defines an Accessibility/ Acceptability Study as equity in distribution

	Benchmarks” – Please provide the State’s definition of Accessibility/Acceptability Study.	of a provider network.
69	Section III. Minimum Requirements, #32. Can you please clarify what this question is asking?	The SEBC reserves the right to deduct from an invoice presented for payment any amounts which are, or shall become, due and payable to the SEBC by the vendor.

## APPENDIX F

### OFFICER CERTIFICATION FORM

Please have an officer of your company review and sign this worksheet to confirm the information is valid. Please include completed form with proposal.

Officer's Statement	
Company's Legal Name	
Company's Marketing Name (if different)	
Street Address	
City	
State	
Zip	
Phone Number	
Fax Number	
Email Address	
Name of Officer Completing Statement	
Title of Officer Completing Statement	
Phone Number of Officer Completing Statement	
Email Address of Officer Completing Statement	

I certify that our response to the Request for Proposal for the State of Delaware's Employee Assistance Program is complete and accurate to the best of my knowledge and contains no material omissions or misstatements. I acknowledge that the State of Delaware will rely upon the information included in our response to make decisions concerning the administration of these benefits that are offered to their employees.

---

Officer's Signature

---

Date Signed

## **Eheman, Laurene M. (OMB)**

---

**From:** Eheman, Laurene M. (OMB)  
**Sent:** Friday, November 07, 2014 4:01 PM  
**To:** Eheman, Laurene M. (OMB)  
**Subject:** EAP RFP - Q&A Response's Zip Code Census  
**Attachments:** EAP RFP - Delaware Employee Zip Code Census.xlsx

**Importance:** High

Thank you for your patience!

It appears there may be a discrepancy in the total number so I will research that further and provide an update as soon as possible.

(The Delaware zip codes are 197\*\*, 198\*\* and 199\*\* for the majority of the population.)

Sincerely -

*Laurene M. Eheman*

RFP and Contract Manager  
State of Delaware, OMB  
Statewide Benefits Office  
Phone: 302-739-8331  
Direct: 302-760-7060  
Fax: 302-739-8339  
500 W. Loockerman Street, Suite 320  
Dover, DE 19904

Important Notice to Email recipient; This email communication may contain or attach confidential information related to individuals and intended solely for the addressee. Please do not read, copy or disseminate this communication (other than to return it to the sender) unless you are the intended recipient. If you have received this message in error, please return the email to the sender or call the sender, and delete the message from your mailbox. If you are the intended recipient, federal and/or state law, or contractual agreements with the Employer might require you to take steps to ensure the confidentiality of the information, whether electronically or reduced to hardcopy. If you have questions about your confidentiality obligations you should speak to your organization's Privacy Official or legal counsel.

<b>Employee Status Group Medstat</b>		Non-Medicare
<b>Time Period: Paid Date MMDDYYYY</b>		08/01/2015
<b>Primary Group Code</b>	<b>Zip Code</b>	<b>Employees</b>
Group Excluding MTP	00674	1
	01827	1
	01970	1
	02066	1
	02138	1
	02467	1
	02474	1
	02540	1
	03452	1
	03809	1
	03905	1
	04261	1
	05001	1
	05673	1
	06010	1
	06116	1
	06237	1
	06807	1
	07005	1
	07090	1
	07481	1
	07644	1
	07675	1
	07722	1
	07731	1
	07751	1
	07828	1
	07871	1
	07928	1
	07930	1
	08002	2
	08003	2
	08007	2
	08009	1
	08012	6
	08014	2
	08015	1
	08016	3
	08020	2
	08021	8

08023	1
08027	6
08028	3
08031	3
08033	2
08034	1
08035	1
08043	3
08046	4
08048	1
08051	4
08053	5
08054	4
08055	1
08056	1
08057	2
08060	1
08061	4
08062	9
08063	2
08066	4
08067	6
08069	34
08070	43
08071	3
08075	1
08077	1
08078	1
08079	9
08080	6
08081	7
08085	24
08086	3
08087	1
08093	2
08094	4
08096	4
08098	15
08102	2
08104	3
08105	2
08106	2
08107	4
08108	4
08109	2
08110	3
08203	1
08205	1
08221	1
08234	1

08244	2
08302	6
08317	1
08318	3
08322	1
08323	1
08328	1
08332	2
08344	1
08352	1
08360	2
08361	2
08514	1
08518	1
08534	2
08540	1
08550	1
08558	1
08619	1
08620	1
08721	1
08807	1
08816	2
08824	1
08830	1
08840	2
08848	1
08873	1
08879	1
10014	1
10016	1
10031	1
11001	1
11209	1
11225	1
11233	1
11369	1
11590	1
11733	1
11758	1
11771	1
11782	1
12116	1
12538	1
13021	1
13033	1
13053	1
13061	1
13760	1
14226	1

14428	1
14502	1
15046	1
15748	1
15905	1
16354	1
16827	1
16838	1
17036	2
17111	1
17112	1
17347	1
17356	1
17403	2
17509	1
17527	1
17536	4
17538	1
17543	1
17557	1
17560	1
17563	2
17566	6
17569	1
17579	2
17601	2
17731	1
17837	1
17901	2
18032	1
18049	1
18062	2
18069	1
18222	2
18302	1
18464	1
18940	2
18966	4
18969	2
19003	4
19006	1
19008	3
19010	4
19012	2
19013	25
19014	35
19015	23
19018	7
19020	2
19021	1

19022	4
19023	4
19026	15
19027	1
19029	2
19032	2
19033	13
19036	10
19037	1
19038	1
19039	1
19043	4
19046	1
19050	5
19057	2
19060	26
19061	43
19063	38
19064	15
19066	3
19067	2
19070	2
19072	1
19073	5
19074	2
19076	1
19078	6
19079	5
19081	18
19082	8
19083	8
19085	1
19086	10
19087	3
19090	2
19094	2
19095	2
19096	4
19101	1
19103	6
19104	2
19107	4
19111	1
19114	1
19115	1
19118	1
19119	7
19120	3
19121	1
19122	3

19123	5
19124	3
19125	7
19126	1
19127	2
19128	3
19130	10
19131	4
19132	2
19134	4
19135	1
19138	1
19139	3
19140	1
19142	9
19143	6
19144	6
19145	6
19146	13
19147	14
19148	5
19149	1
19151	5
19153	7
19301	2
19309	1
19310	1
19311	59
19312	4
19317	62
19319	1
19320	12
19330	15
19333	1
19335	11
19341	7
19342	28
19343	2
19347	3
19348	83
19350	213
19351	1
19352	105
19357	1
19360	1
19362	9
19363	67
19365	3
19366	1
19372	3

19373	2
19375	3
19377	1
19380	23
19382	53
19384	1
19390	61
19401	3
19422	1
19425	2
19426	1
19428	1
19444	2
19446	1
19454	2
19460	4
19462	1
19464	1
19465	2
19474	1
19512	1
19540	1
19567	1
19601	1
19701	1,448
19702	1,687
19703	300
19706	67
19707	519
19708	4
19709	1,575
19710	9
19711	2,100
19712	1
19713	1,016
19714	18
19715	8
19716	23
19717	2
19720	1,781
19730	18
19731	12
19732	5
19733	7
19734	462
19735	1
19736	8
19777	1
19801	319
19802	756

19803	601
19804	544
19805	958
19806	329
19807	131
19808	1,274
19809	430
19810	630
19850	12
19899	16
19901	1,479
19903	47
19904	1,876
19930	30
19931	11
19933	234
19934	830
19936	24
19938	505
19939	215
19940	92
19941	85
19943	632
19944	16
19945	205
19946	201
19947	676
19950	232
19951	66
19952	435
19953	204
19954	78
19955	21
19956	402
19957	1
19958	671
19960	285
19961	7
19962	698
19963	849
19964	68
19966	740
19967	15
19968	531
19969	7
19970	134
19971	297
19973	677
19975	120
19977	1,231

19979	55
19980	12
20001	1
20009	2
20011	1
20015	2
20018	1
20171	1
20715	1
20720	2
20815	1
20816	1
20852	3
20854	1
20874	1
20878	2
20895	1
20896	1
20906	1
20910	1
20912	2
21001	2
21009	4
21014	6
21015	6
21017	4
21028	3
21030	2
21040	2
21043	1
21044	1
21045	1
21047	1
21051	1
21078	13
21085	2
21120	1
21122	1
21146	1
21154	1
21158	1
21204	2
21208	1
21209	2
21210	3
21212	3
21213	1
21214	1
21217	1
21228	1

21230	1
21234	1
21236	1
21237	3
21286	1
21401	1
21403	1
21502	1
21601	4
21610	1
21613	7
21617	3
21619	1
21620	11
21623	4
21628	1
21629	11
21631	1
21632	9
21635	21
21636	5
21638	1
21639	7
21640	11
21643	3
21645	2
21649	2
21650	1
21651	16
21655	2
21657	1
21658	2
21659	4
21660	3
21661	1
21664	1
21667	1
21668	6
21670	3
21673	1
21678	6
21771	1
21801	38
21802	2
21803	1
21804	46
21811	34
21813	11
21821	1
21822	1

21826	2
21830	7
21837	2
21842	13
21843	1
21849	6
21850	7
21851	1
21853	4
21861	5
21862	1
21863	4
21874	3
21875	34
21901	87
21903	5
21904	13
21911	35
21912	19
21913	9
21915	29
21917	6
21918	8
21919	24
21920	2
21921	486
21922	4
22124	1
22192	1
22315	1
22554	1
23227	1
23320	1
23420	1
23451	1
23452	1
23707	1
23831	1
24502	1
27358	1
27410	1
27516	1
27713	1
28617	1
28805	1
29126	1
29438	1
29466	1
29576	1
29630	1

29650	1
29745	1
29804	1
29910	1
29928	1
30307	1
30535	1
30720	1
31005	1
31061	1
31313	1
31322	1
32164	2
32404	1
32640	1
32653	1
32940	1
32968	1
33009	1
33040	1
33137	1
33196	1
33404	1
33446	1
33480	1
33598	1
34112	1
34119	1
34285	1
34450	1
34609	1
34677	1
34746	1
37919	1
43016	1
43065	1
45822	1
48197	2
50014	1
53151	1
53202	1
53405	1
55405	1
60613	1
60641	1
63116	1
67801	1
77339	1
77706	1
79902	1

80109	1
80237	1
85259	1
85743	1
86326	1
86351	1
87544	1
89119	1
90066	2
91501	1
92101	1
92122	1
92123	1
92126	1
92234	1
92651	2
94115	1
94598	1
97224	1
97402	1
98103	1
99336	1
~	2

**Eheman, Laurene M. (OMB)**

---

**From:** Eheman, Laurene M. (OMB)  
**Sent:** Wednesday, November 12, 2014 8:10 AM  
**To:** Eheman, Laurene M. (OMB)  
**Subject:** EAP RFP - Revised Zip Code Census 11-12-14  
**Attachments:** EAP RFP - Revised Zip Code Census 11-12-14.xlsx

Good morning –

Please find attached the revised Zip Code Census for the EAP RFP. A zip code that wasn't listed on the first report is because an eligible participant(s) wasn't included. However, this should only occur for areas outside the NJ, DE, MD area.

Please let me know if you have any questions.

Sincerely,

*Laurene M. Eheman*

RFP and Contract Manager  
State of Delaware, OMB  
Statewide Benefits Office  
Phone: 302-739-8331  
Direct: 302-760-7060  
Fax: 302-739-8339  
500 W. Loockerman Street, Suite 320  
Dover, DE 19904

Important Notice to Email recipient; This email communication may contain or attach confidential information related to individuals and intended solely for the addressee. Please do not read, copy or disseminate this communication (other than to return it to the sender) unless you are the intended recipient. If you have received this message in error, please return the email to the sender or call the sender, and delete the message from your mailbox. If you are the intended recipient, federal and/or state law, or contractual agreements with the Employer might require you to take steps to ensure the confidentiality of the information, whether electronically or reduced to hardcopy. If you have questions about your confidentiality obligations you should speak to your organization's Privacy Official or legal counsel.

<b>Zip Code</b>	<b>Eligible Participants</b>
00674	1
01757	1
01827	1
01966	1
01970	1
02066	1
02138	1
02143	1
02467	1
02474	1
02540	1
02806	1
02879	1
03210	1
03452	1
03809	1
03905	1
04261	1
05001	1
05673	1
06010	1
06105	1
06116	1
06237	1
06340	1
06517	1
06762	1
06807	1
07005	2
07011	1
07047	1
07065	1
07090	1
07103	1
07407	1
07481	1
07644	1
07675	1
07719	1
07722	1
07731	2
07751	1
07828	1
07871	1
07928	1
07930	1
07960	1
08002	3
08003	2
08004	1
08007	3

08009	1
08012	8
08014	2
08015	1
08016	3
08020	2
08021	10
08023	2
08027	6
08028	5
08031	4
08033	2
08034	2
08035	1
08037	1
08043	4
08046	4
08048	2
08051	4
08053	6
08054	5
08055	1
08056	3
08057	2
08060	1
08061	6
08062	10
08063	2
08065	1
08066	6
08067	8
08069	38
08070	47
08071	5
08075	1
08077	1
08078	3
08079	9
08080	9
08081	8
08084	1
08085	32
08086	5
08087	1
08090	2
08093	2
08094	8
08096	6
08098	15
08102	2
08104	3
08105	3

08106	2
08107	4
08108	4
08109	2
08110	3
08203	1
08204	1
08205	1
08221	1
08234	2
08244	3
08260	1
08302	9
08310	1
08317	1
08318	5
08322	1
08323	1
08328	1
08332	2
08344	1
08347	1
08352	1
08360	2
08361	2
08514	1
08518	1
08534	3
08540	1
08550	2
08558	1
08619	2
08620	1
08629	1
08721	1
08807	1
08816	3
08823	1
08824	1
08830	1
08840	2
08848	1
08854	1
08873	1
08879	1
08901	1
09701	1
10014	1
10016	2
10031	1
10034	1
10044	1

10306	1
10522	1
10543	1
10916	1
11001	1
11203	1
11209	1
11225	1
11233	1
11367	1
11369	1
11590	1
11733	1
11758	3
11771	1
11782	1
12116	1
12538	1
12590	1
13021	1
13033	1
13053	1
13061	1
13612	1
13760	1
14127	1
14214	1
14226	1
14428	1
14502	1
14850	1
15046	1
15220	1
15748	1
15905	1
16001	1
16354	1
16504	1
16604	1
16658	1
16827	1
16838	1
17022	1
17036	3
17055	1
17111	2
17112	1
17315	2
17347	1
17356	1
17402	1
17403	2

17509	1
17519	1
17522	1
17527	1
17532	1
17536	4
17538	2
17543	1
17554	2
17557	1
17560	1
17563	2
17566	6
17569	2
17579	3
17601	2
17602	1
17603	1
17731	1
17837	1
17901	2
17954	1
18032	1
18040	1
18045	1
18049	1
18055	1
18062	4
18069	1
18073	1
18222	2
18302	1
18305	1
18360	1
18407	1
18464	1
18704	1
18902	1
18940	2
18954	1
18966	6
18969	2
18977	1
19003	5
19004	1
19006	2
19008	3
19010	7
19012	2
19013	32
19014	39
19015	26

19016	1
19018	8
19020	2
19021	1
19022	4
19023	5
19025	1
19026	18
19027	2
19029	2
19032	4
19033	14
19034	1
19036	12
19037	1
19038	1
19039	1
19040	1
19043	4
19046	2
19047	1
19050	5
19054	1
19057	2
19060	33
19061	50
19063	52
19064	15
19066	4
19067	3
19070	3
19072	1
19073	7
19074	2
19076	1
19078	10
19079	5
19081	18
19082	10
19083	10
19085	1
19086	14
19087	3
19090	2
19094	5
19095	2
19096	4
19101	1
19102	3
19103	12
19104	8
19106	2

19107	7
19111	3
19114	1
19115	1
19118	3
19119	8
19120	4
19121	3
19122	4
19123	6
19124	4
19125	8
19126	1
19127	2
19128	7
19129	1
19130	14
19131	5
19132	3
19134	4
19135	2
19136	1
19138	1
19139	3
19140	1
19141	1
19142	11
19143	12
19144	6
19145	7
19146	16
19147	23
19148	8
19149	1
19151	9
19153	8
19154	1
19177	1
19301	3
19309	1
19310	1
19311	70
19312	6
19317	69
19319	2
19320	16
19330	15
19333	1
19335	15
19341	9
19342	31
19343	2

19344	2
19347	3
19348	99
19350	252
19351	3
19352	118
19357	1
19360	1
19362	13
19363	83
19365	4
19366	1
19372	3
19373	2
19375	3
19377	1
19380	29
19382	63
19384	1
19390	77
19401	3
19422	1
19425	3
19426	4
19428	3
19440	1
19444	2
19446	1
19454	2
19456	1
19460	5
19462	1
19464	1
19465	3
19473	1
19474	1
19512	1
19540	2
19560	1
19567	1
19601	1
19604	1
19701	1,683
19702	1,985
19703	344
19706	80
19707	584
19708	4
19709	1,736
19710	13
19711	2,547
19712	1

19713	1,224
19714	21
19715	13
19716	41
19717	8
19720	2,062
19730	22
19731	16
19732	6
19733	8
19734	524
19735	1
19736	11
19777	1
19801	387
19802	903
19803	669
19804	616
19805	1,134
19806	401
19807	158
19808	1,451
19809	503
19810	713
19819	1
19850	17
19899	19
19901	1,725
19902	1
19903	55
19904	2,211
19907	1
19925	1
19930	38
19931	12
19933	261
19934	939
19936	28
19938	580
19939	255
19940	105
19941	96
19943	717
19944	17
19945	226
19946	235
19947	757
19950	263
19951	71
19952	492
19953	235
19954	92

19955	25
19956	455
19957	1
19958	761
19960	321
19961	8
19962	782
19963	953
19964	74
19966	843
19967	16
19968	599
19969	9
19970	152
19971	341
19973	760
19975	141
19977	1,421
19979	62
19980	16
20001	1
20003	1
20009	2
20011	2
20015	2
20018	1
20124	1
20151	1
20171	1
20715	1
20720	3
20740	1
20815	1
20816	1
20852	4
20854	1
20874	2
20878	6
20895	1
20896	1
20901	1
20906	2
20910	1
20912	2
21001	4
21009	6
21014	8
21015	7
21017	4
21028	3
21030	2
21032	1

21040	3
21042	1
21043	1
21044	1
21045	2
21047	1
21051	1
21060	1
21061	1
21078	19
21085	2
21093	2
21117	1
21120	1
21122	1
21131	1
21146	1
21154	1
21158	1
21204	3
21206	1
21208	1
21209	3
21210	3
21212	3
21213	1
21214	2
21216	1
21217	1
21220	1
21224	1
21228	1
21229	1
21230	3
21231	1
21234	2
21236	3
21237	3
21286	1
21401	1
21403	1
21502	1
21601	7
21607	1
21610	1
21613	8
21617	4
21619	2
21620	13
21623	4
21628	1
21629	15

21631	1
21632	10
21635	21
21636	8
21638	3
21639	11
21640	11
21643	4
21645	3
21649	9
21650	1
21651	20
21655	3
21657	1
21658	2
21659	4
21660	4
21661	2
21662	1
21664	1
21666	1
21667	1
21668	7
21670	3
21673	1
21678	8
21771	1
21801	47
21802	4
21803	1
21804	54
21810	1
21811	38
21813	13
21821	1
21822	2
21826	2
21830	7
21837	2
21842	16
21843	1
21849	7
21850	8
21851	1
21853	4
21861	5
21862	1
21863	5
21865	1
21874	3
21875	41
21901	106

21903	11
21904	14
21911	42
21912	22
21913	11
21915	33
21916	1
21917	8
21918	11
21919	32
21920	2
21921	580
21922	4
21978	1
22003	1
22030	1
22033	1
22124	2
22192	1
22315	1
22554	1
22801	1
23112	2
23224	1
23227	1
23320	3
23420	1
23451	1
23452	1
23517	1
23707	1
23831	1
24401	1
24502	1
24572	1
26505	1
26508	1
27265	1
27358	1
27410	1
27514	1
27516	1
27707	2
27713	2
27965	1
28352	1
28617	1
28645	1
28805	1
29112	1
29126	1
29438	1

29466	1
29576	1
29630	1
29650	1
29745	1
29804	1
29910	1
29928	1
30253	1
30307	1
30535	1
30622	1
30720	1
30904	1
31005	1
31008	1
31061	1
31313	1
31322	1
32164	2
32233	1
32404	1
32607	1
32640	2
32653	1
32940	1
32968	1
33009	1
33040	1
33137	1
33145	1
33160	1
33196	1
33404	1
33446	1
33460	1
33480	1
33547	1
33578	1
33598	1
33647	1
33773	1
33897	1
33980	1
34112	1
34119	1
34210	1
34231	1
34285	1
34292	1
34450	1
34476	1

34609	1
34677	1
34746	1
36100	1
36541	1
37203	1
37919	1
38117	1
39402	1
43016	2
43065	1
43560	1
43614	1
45822	2
46814	1
48111	1
48197	2
49009	1
49969	1
50014	1
53029	1
53151	1
53202	1
53405	1
55110	1
55405	1
57708	1
60008	1
60153	1
60613	1
60615	1
60628	1
60641	1
61833	1
63116	1
67801	1
70041	1
70065	1
77339	1
77566	1
77573	1
77706	1
78109	1
78745	1
79902	1
80109	1
80237	1
81650	1
83703	1
85004	1
85138	1
85259	1

85719	1
85743	1
86326	1
86351	1
87544	1
88310	1
89119	1
90066	2
91501	1
92101	1
92109	1
92110	1
92117	1
92122	1
92123	1
92126	1
92127	1
92211	1
92234	1
92503	1
92586	1
92651	2
94086	1
94115	1
94306	1
94596	1
94598	1
95123	1
95616	1
95618	1
96753	1
97008	1
97203	1
97224	1
97402	1
97403	1
98102	1
98103	1
99336	1
99352	1