

Attachment F – Employee Assistance Program Performance Standards

Performance Standard	Criteria	Damages
Account Management		
Transparent administration	100% transparency	\$0.10/PC per occurrence
Network		
Notification of any changes to Statewide network	Within 3 business days of the change	\$0.10/PC for each day late
Implementation		
Implementation deadlines	Meet all Implementation deadlines as approved or negotiated	\$0.50/PC for not meeting implementation date
Audit		
State audits of Contractor	Allowed and positive finding as requested by the State per the RFP	\$0.10/PC per occurrence
Requests for Information		
Reponses to requests for information	All requests for information must have an accurate and comprehensive response no later than 24 hours from the date of the request for information, unless an extension has been approved	\$0.10/PC for each day late
Customer Service/Communication		
Helpline	Answered by a live person 24 hours per day, 365 days per year, including holidays	\$0.10/PC per occurrence
Percent of calls answered within 30-seconds	95%	\$0.10/PC per occurrence
Percent of calls abandoned	< or = to 4%	\$0.10/PC per occurrence

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Performance Standard	Criteria	Damages
<i>Wait Time</i>		
Routine appointment	100% of requested appointments will be scheduled within 48 hours	\$0.05/PC per occurrence
Urgent appointment	100% of requested appointments will be scheduled within 24 hours	\$0.10/PC per occurrence