

## Attachment F – Employee Assistance Program Performance Standards for RFP Section 7 Requirements

Criteria	Performance Standard	Damages Per Contract (PC) for that monthly timeframe
<b>Network</b>		
Notification of any changes to Statewide network	Within 3 business days of the change	\$0.10/PC for each day late
<b>Audit</b>		
State audits of Contractor	All audits allowed and positive finding addressed as required per the RFP	\$0.10/PC per occurrence of non-allowance and/or of each finding
<b>Requests for Information</b>		
Reponses to requests for information	Provide 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
<b>Customer Service/Communication</b>		
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% daily	\$0.10/PC per each day below 95%
Percent of calls abandoned	< or = to 4% daily	\$0.10/PC per each day below threshold
<b>Wait Time</b>		
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