

**Whatcom County  
Request for Proposals  
#17-51**

NOTICE IS HEREBY GIVEN that sealed proposals will be received by Whatcom County Purchasing at their office in the Whatcom County Administrative Services Finance Department located on the fifth floor of the Whatcom County Courthouse, 311 Grand Avenue Suite 503, Bellingham WA 98225 for the following:

**EMPLOYEE ASSISTANCE SERVICES  
UNTIL: 2:30 PM Tuesday, September 12, 2017**

At which time they will be publicly opened and the names of the submitters identified. All submitters and any other interested people are invited to be present.

The Whatcom County Administrative Services Human Resources Division is requesting proposals from qualified contractors to provide Employee Assistance Services for approximately 950 employees plus their household members.

Further information is contained in the RFP document, which may be downloaded at no charge from the Whatcom County Purchasing website at <http://www.co.whatcom.wa.us/Bids.aspx>. See "Related Documents" at the bottom of the RFP posting page. If you are unable to download the pdf documents from the website, contact Purchasing at [FN\\_Purchasing@co.whatcom.wa.us](mailto:FN_Purchasing@co.whatcom.wa.us) (preferred), or phone (360) 778-5330.

Late submittals will not be considered. Whatcom County reserves the right to reject any or all proposals, and to waive any irregularities.

Publication Dates: August 23 & 30, 2017.

**Whatcom County**  
**RFP #17-51**  
**Employee Assistance Services**

**INTRODUCTION AND PURPOSE**

Whatcom County (the “County”) is a municipal corporation providing a wide range of services to its citizens. Whatcom County provides benefits to approximately 950 employees working in 19 different departments and 4 junior taxing districts. About 70% of the employees work in downtown Bellingham and about 30% work at other locations in Whatcom and Skagit County. Roughly 80% of County employees are members of collective bargaining units.

For more information about Whatcom County, visit [www.whatcomcounty.us](http://www.whatcomcounty.us).

Whatcom County has long recognized the value of a viable employee assistance program (EAP). EAP services foster effective communication and problem-solving, provide professional resources for counseling and assistance to employees and managers, improve the effectiveness of relationships in the work place, and help employees and family members handle issues which may be hampering their personal and work lives.

Whatcom County has offered its employees an EAP since July 1992. The County has used KEPRO as EAP provider since January 2008. Average utilization is 9.7% over the last ten years. The County periodically seeks competitive bids to secure high value, cost effective services. The County seeks an outside firm with local providers in Whatcom and Skagit Counties to offer EAP services to employees for a 3-year period effective January 1, 2018.

**SCOPE OF WORK**

- Cost effective case management services coordinated with local agencies including qualified counselors of both genders in multiple specialty areas including a 6-visit model per event per employee/household member.
- Confidential evaluation, referral, and counseling to help address a wide range of issues such as financial stress, relationship problems, and addictions available 24 hours per day, 365 days a year.
- Management consultation including employee behavior and performance problems, difficult communications with employees, interpersonal conflicts, assessing threats of violence or self-harm, and response to critical incident.
- Management on-site training.
- Coordination of management or Department of Transportation (DOT) mandatory referrals following work-related incidents.
- Materials to promote EAP services, such as website, brochures, and wallet cards.
- Evaluation of program effectiveness through reporting of data.
- Method for seeking anonymous feedback from users.
- Maintain confidentiality and include a Business Associate Agreement as an Exhibit to the Contract.

**RESPONSE REQUIREMENTS**

Include with your response a cover letter signed by individual or duly authorized representative of the firm and addressed to:

Melissa Keeley, HR Special Projects Manager  
311 Grand Avenue, Suite 107  
Bellingham, WA 98225

**Whatcom County**  
**RFP #17-51**  
**Employee Assistance Services**

The cover letter must include name, address, telephone number, and e-mail address of the responder submitting the proposal.

**1. Service Description**

- Describe the services your firm can provide to address each item in the Scope of Work

**2. Experience**

- Your firm must have an established history for at least two years and must show financial stability.
- Describe your firm's experience working with similar entities.
- Provide the name, resume, and role of each individual assigned to this project.
- Provide any other information you feel is applicable that may distinguish your proposal from other proposals.

**3. Costs**

Provide complete pricing including:

- 24-hour telephone consultation
- 6 counseling sessions per incident per year for employees and their household members
- Regular management consultation
- 10 hours per year of on-site management training with the option for additional services on a fee for-service basis
- Critical Incident Stress Debriefing for up to 3 events or 7 hours total per year
- Program information for employees and management
- Reports and program evaluation

**4. References**

- Provide references listing customers with similar systems or volume requirements.

**5. Proof of Insurance**

- Professional Liability including individually contracted therapists
- Commercial General Liability

**EVALUATION CRITERIA**

Firms will be evaluated based on the responsiveness of the proposal, which may be weighted by the County in any manner deemed appropriate. Proposals will be evaluated based on:

- Completeness of proposal
- Experience providing successful EAP services for similar entities
- Positive references
- Cost proposal

**SUBMITTAL REQUIREMENTS**

Responses must be received **no later than 2:30 PM, Tuesday, September 12, 2017**. Proposals must be signed to be considered.

Submit **1 unbound original and 1 copy** of the proposal that includes all of the requested information in a sealed packaged marked on the outside as follows:

**Whatcom County**  
**RFP #17-51**  
**Employee Assistance Services**

- Name of Submitter
- RFP #17-51 Employee Assistance Program Services

Send or deliver the proposal to:

Attn: Sara Winger, Purchasing Coordinator  
Administrative Services Finance/Purchasing  
Whatcom County Courthouse  
311 Grand Avenue, Suite 503  
Bellingham, WA 98225

Late submittals will not be considered. Responses transmitted directly to Whatcom County Government electronically or by fax will not be considered.

It is the submitter's responsibility to deliver documents to the proper address by the assigned time. Whatcom County accepts no responsibility for misdirected or lost proposals.

The County is not liable for any costs incurred by the submitter before issuance of a contract. All costs incurred in responding to this RFQ are solely the responsibility of the submitter.

Proposals submitted will not be considered public information until after the award of the contract to the successful proposer. All materials submitted in response to this RFP become the property of Whatcom County and will not be returned.

Whatcom County reserves the right to request additional information from any respondent.

### **SELECTION**

Whatcom County reserves the right to accept or reject any or all responses and to grant or deny interviews, as well as waive any informalities or irregularities as deemed to be in the best interest of the County. The County may terminate the selection process at any time, with or without initiating a new selection process.

The County may choose to interview select firms. The selection of a contractor will be based on completeness of proposal, nature and adequacy of services, qualifications, references, and the ability to meet the County's needs.

Interviews are scheduled for Wednesday, September 27, 2017.

### **QUESTIONS**

Specific questions regarding this Request for Proposals may be directed to Melissa Keeley at [mkeeley@co.whatcom.wa.us](mailto:mkeeley@co.whatcom.wa.us) or (360) 778-5309.