



RFP #708
PROFESSIONAL, TECHNICAL AND EXPERT SERVICES

Clark County Washington
Release date: **Wednesday, June 8, 2016**

Request for Proposal for:

Employee Assistance Program

PROPOSALS DUE: Wednesday, July 6, 2016 by 3:00 p.m.

Proposal(s) shall be sealed and clearly marked on the package cover with RFP #, Project Title and Company name.

Submit one (1) original and three (3) complete copies of the Proposal, as well as one thumb drive containing RFP to:

Clark County
Office of Purchasing
P.O. Box 5000
1300 Franklin Street, 6th Floor, Suite 650
Vancouver, Washington 98660
(360) 397-2323

Refer Questions to:

Project Manager:
Judy Alexander
Sr. Human Resources Representative, Human Resources
judy.alexander@clark.wa.gov

General Terms and Conditions

ADMINISTRATIVE REQUIREMENTS - Contractors shall comply with all management and administrative requirements established by Washington Administrative Code (WAC), the Revised Code of the State of Washington (RCW), and any subsequent amendments or modifications, as applicable to providers licensed in the State of Washington.

ALL proposals submitted become the property of Clark County. It is understood and agreed that the prospective Proposer claims no proprietary rights to the ideas and written materials contained in or attached to the proposal submitted. Clark County has the right to reject or accept proprietary information.

AUTHORSHIP - Applicants must identify any assistance provided by agencies or individuals outside the proposer's own organization in preparing the proposal. No contingent fees for such assistance will be allowed to be paid under any contract resulting from this RFP.

CANCELLATION OF AWARD - Clark County reserves the right to immediately cancel an award if the contractual agreement has not been entered into by both parties or if new state regulations or policy make it necessary to change the program purpose or content, discontinue such programs, or impose funding reductions. In those cases where negotiation of contract activities are necessary, Clark County reserves the right to limit the period of negotiation to sixty (60) days after which time funds may be unencumbered.

CONFIDENTIALITY: Proposer shall comply with all applicable state and federal laws governing the confidentiality of information."

CONFLICT OF INTEREST - All proposals submitted must contain a statement disclosing or denying any interest, financial or otherwise, that any employee or official of Clark County or the appropriate Advisory Board may have in the proposing agency or proposed project.

CONSORTIUM OF AGENCIES - Any consortium of companies or agencies submitting a proposal must certify that each company or agency of the consortium can meet the requirements set forth in the RFP.

COST OF PROPOSAL & AWARD - The contract award will not be final until Clark County and the prospective contractor have executed a contractual agreement. The contractual agreement consists of the following parts: (a) the basic provisions and general terms and conditions, (b) the special terms and conditions, (c) the project description and goals (Statement of Work), and (d) the budget and payment terms. Clark County is not responsible for any costs incurred prior to the effective date of the contract. Clark County reserves the right to make an award without further negotiation of the proposal submitted. Therefore, the proposal should be submitted in final form from a budgetary, technical, and programmatic standpoint.

DISPUTES: Clark County encourages the use of informal resolution to address complaints or disputes arising over any actions in implementing the provisions of this RFP. Written complaints should be addressed to Clark County – Purchasing, P.O. Box 5000, Vancouver, Washington 98666-5000.

DIVERSITY IN EMPLOYMENT AND CONTRACTING REQUIREMENTS - It is the policy of Clark County to require equal opportunity in employment and services subject to eligibility standards that may be required for a specific program. Clark County is an equal opportunity employer and is committed to providing equal opportunity in employment and in access to the provision of all county services. Clark County's Equal Employment Opportunity Plan is available at <http://www.clark.wa.gov/hr/documents.html>. This commitment applies regardless of race, color, religion, creed, sex, marital status, national origin, disability, age, veteran status, on-the-job injury, or sexual orientation. Employment decisions are made without consideration of these or any other factors that are prohibited by law. In compliance with department of Labor Regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended, no qualified handicapped individual shall be discriminated against in admission or access to any program or activity. The prospective contractor must agree to provide equal opportunity in the administration of the contract, and its subcontracts or other agreements.

ENVIRONMENTALLY RESPONSIBLE PURCHASING PROGRAM - Clark County has implemented an Environmentally Responsible Purchasing Policy with a goal to reduce negative impacts on human health and the environment. Negative environmental impacts include, but are not limited to, greenhouse gases, air pollution emissions, water contamination, waste from the manufacturing process and waste in packaging. This policy also seeks to increase: 1) water and energy efficiency; 2) renewable energy sources; 3) use of products with recycled content; 4) product durability; 5) use of products that can be recycled, reused, or composted at the end of its life cycle. Product criteria have been established on the Green Purchasing List <http://www.clark.wa.gov/general-services/purchasing/erp/environmental.html>

INDEPENDENT PRICE DETERMINATION - The prospective contractor guarantees that, in connection with this proposal, the prices and/or cost data have been arrived at independently, without consultation, communication, or agreement for the purpose of restricting competition. This does not preclude or impede the formation of a consortium of companies and/or agencies for purposes of engaging in jointly sponsored proposals.

INTERLOCAL AGREEMENT - Clark County has made this RFP subject to Washington State statute RCW 39.34. Therefore the bidder may, at the bidders' option, extend identical prices and services to other public agencies wishing to participate in this RFP. Each public agency wishing to utilize this RFP will issue a purchase order (or contract) binding only their agency. Each contract is between the proposer and the individual agency with no liability to Clark County.

LIMITATION - This RFP does not commit Clark County to award a contract, to pay any costs incurred in the preparation of a response to this RFP, or to procure or contract for services or supplies.

LATE PROPOSALS - A proposal received after the date and time indicated above will not be accepted. No exceptions will be made.

ORAL PRESENTATIONS: An oral presentation may be required of those prospective contractors whose proposals are under consideration. Prospective contractors may be informed that an oral presentation is desired and will be notified of the date, time and location the oral presentation is to be conducted.

OTHER AUDIT/MONITORING REQUIREMENTS - In addition, auditing or monitoring for the following purposes will be conducted at the discretion of Clark County: Fund accountability; Contract compliance; and Program performance.

PRICE WARRANT - The proposal shall warrant that the costs quoted for services in response to the RFP are not in excess of those which would be charged any other individual or entity for the same services performed by the prospective contractor.

PROTESTS must be submitted to the Purchasing Department.

PUBLIC SAFETY may require limiting access to public work sites, public facilities, and public offices, sometimes without advance notice. The successful Proposer's employees and agents shall carry sufficient identification to show by whom they are employed and display it upon request to security personnel. County project managers have discretion to require the successful Proposer's employees and agents to be escorted to and from any public office, facility or work site if national or local security appears to require it.

REJECTION OF PROPOSALS - Clark County reserves the right to accept or reject any or all proposals received as a result of this RFP, to negotiate with any or all prospective contractors on modifications to proposals, to waive formalities, to postpone award, or to cancel in part or in its entirety this RFP if it is in the best interest of Clark County to do so.

SUBCONTRACTING - No activities or services included as a part of this proposal may be subcontracted to another organization, firm, or individual without the approval of Clark County. Such intent to subcontract shall be clearly identified in the proposal. It is understood that the contractor is held responsible for the satisfactory accomplishment of the service or activities included in a subcontract.

VERBAL PROPOSALS: Verbal proposals will not be considered in making the award of any contract as a result of this RFP.

WORKERS COMPENSATION INSURANCE - The contractor shall comply with R.C.W. Title 51- with minimum coverage limits of \$500,000 for each accident, or provide evidence that State law does not require such coverage.

FOR ALTERNATIVE FORMATS
Clark County ADA Office; V (360) 397-2025;
TTY (360) 397-2445; ADA@Clark.wa.gov

Request for Proposals Table of Contents

PART I	PROPOSAL REQUIREMENTS
	Section IA: General Information
	1. Introduction
	2. Background
	3. Scope of Project
	4. Project Funding
	5. Timeline for Selection
	6. Employment Verification
	Section IB: Work Requirements
	1. Required Services
	2. County Performed Work
	3. Deliverables and Schedule
	4. Place of Performance
	5. Period of Performance
	6. Insurance/Bond
	7. Plan Holders List
PART II	PROPOSAL PREPARATION AND SUBMITTAL
	Section IIA: Pre-Submittal Meeting/Clarification
	1. Pre-Submittal Meeting
	2. Proposal Clarification
	Section IIB: Proposal Submission
	1. Proposals Due
	2. Proposal
	Section IIC: Proposal Content
	1. Cover Sheet
	2. Project Team
	3. Management Approach
	4. Respondent's Capabilities
	5. Project Approach and Understanding
	6. Proposed Cost
	7. Employment Verification
PART III	PROPOSAL EVALUATION & CONTRACT AWARD
	Section IIIA: Proposal Review and Selection
	1. Evaluation and Selection
	2. Evaluation Criteria Scoring
	Section IIIB: Contract Award
	1. Consultant Selection
	2. Contract Development
	3. Award Review
ATTACHMENTS	A: Proposal Cover Sheet
	B: Letter of Interest
	C: Questionnaire

Request for Proposal # 708

Employee Assistance Program

Part I Proposal Requirements

Section IA

General Information

1. Introduction

The purpose of this RFP is to permit the consultant community to suggest various approaches to meet this 'defined need' at a given price.

This RFP will identify a service or need where no specific method has been chosen.

The successful bidder will be expected to work with Clark County to ensure the achievement of the objectives and administer the program in accordance with the specific needs of their organization.
2. Background

Clark County is accepting proposals from qualified suppliers for an Employee Assistance Program (EAP), with services available to all full and part time county employees and their families, with coverage effective first day of employment. For many years, the county has offered an EAP program through a contracted supplier for services including, but not limited to: access to social workers, psychotherapists, family counselors, other medical and/or health practitioners for up to six counseling sessions per issue, credit and financial counseling, 24-hour crisis telephone response, brown bag educational sessions, supervisor resources, and substance abuse expertise/counseling. The total number of eligible employees is approximately 1700 with approximately 2600 eligible dependents.
3. Scope of Project

Clark County is soliciting proposals from qualified vendors to provide EAP services for all full and part time employees and their dependents. We are also asking for assistance with communication of the EAP program prior to implementation January 1, 2017 to ensure effective education of the program and help achieve stronger understanding and utilization by employees.
4. Project Funding

Allocation of funds for this RFP will be established based on the funds requested in the selected proposal.
5. Timeline for Selection

The following dates are the **intended** timeline:

Proposals due	July 6, 2016
Proposal review/evaluation period	July 7-28, 2016
Finalist presentation (if necessary)	August 1-4, 2016
Selection committee recommendation	August 12, 2016
Contract negotiation/execution	September 23, 2016
Contract intended to begin	January 1, 2017
6. Employment Verification

"Effective November 1st, 2010, to be considered responsive to any formal Clark County Bid/RFP or Small Works Quote, all vendors shall submit before, include with their response or within 24 hours after submittal, a recent copy of their E-Verify MOU or proof of pending enrollment. The awarded contractor shall be responsible to provide Clark County with the same E-Verify enrollment documentation for each sub-contractor (\$25,000 or more) within thirty days after the sub-contractor starts work. Contractors and sub-contractors shall provide a report(s) showing status of new employee's hired after the date of the MOU. The status report shall be directed to the county department project manager at the end of the contract, or annually, which ever comes first. E-Verify information and enrollment is available at the Department of Homeland Security web page: www.dhs.gov/E-Verify

How to submit the MOU in advance of the submittal date:

 1. Hand deliver to 1300 Franklin St, Suite 650, Vancouver, WA 98660, or;
 2. Fax to (360) 397-6027, or;
 3. Call Purchasing at (360) 397-2323 for a current email address.

Note : Sole Proprietors are exempt.

Request for Proposal # 708

Employee Assistance Program

Section IB

Minimum Work Requirements

1. Required Services

Service

Administration of a comprehensive Employee Assistance Program including a well-qualified network of providers and trained staff, strong communication and education component for employees and managers, compliance with all relevant federal and state laws and regulations, ability to provide competitive fees and rates, robust reporting and outstanding customer service.

Rate Guarantees

Rates and fees should be guaranteed for a minimum of 12 months to a maximum of 36 months. Please indicate your willingness to extend such guarantees by line of coverage on the Rate Proposal Questionnaire provided.

Commission

Please ensure all pricing is Net of commissions.

Financial Stability

The selected provider must be financially sound, well capitalized and highly rated by A.M. Best as Excellent (A- or A) or Superior (A+ or A++). The finalists may be requested to provide financial reports.

Customer Service

The supplier must provide ongoing customer service functions for covered persons and for HR Benefits staff. The supplier must be capable of recording and maintaining information regarding service-related or other complaints reported by covered employees and/or employee representative.

Account Management

The selected supplier is expected to designate an account manager who has the authority to respond to the County's needs in a timely manner.

Communications and Marketing

The selected supplier will provide general marketing and information materials to provide employees with education and resources.

Reports

The selected supplier must provide quarterly and annual utilization reports to the County Benefits Manager.

Quality Management

The selected supplier must have a documented quality management program and professionals that are dedicated to overseeing implementation and continuous improvement.

The supplier uses the quality assurance process to identify staff training needs and follow-up.

Confidentiality

The supplier agrees to maintain the confidentiality of all EAP, medical, financial, and other patient-specific data pertaining to members, as required by state and federal law. The supplier agrees that except as otherwise provided herein, such data will not be released to individuals or entities other than the member to which the data relates or such member's authorized representative, except as required by law or as may be required by order of a court having jurisdiction over the member.

Eligibility

Eligibility for EAP services will be presumed for all individuals that contact your organization by the County.

Request for Proposal # 708

Employee Assistance Program

2. County Performed Work Benefits staff under direction of the Benefits Manager will work with the implementation team to facilitate plan set up requirements. The County will coordinate with the successful bidder to establish a regular, ongoing plan of communication and review of EAP utilization.
3. Deliverables & Schedule The successful bidder will be expected to work with the County to ensure the achievement of the objectives and administer the program in accordance with the needs of the organization, to begin January 1, 2017.
4. Place of Performance Contract performance may take place in the County's facility, the Proposer's facility, a third party location or any combination thereof.
5. Period of Performance A contract awarded as a result of this RFP will be for a three year term and is intended to begin on January 1, 2017 and end December 31, 2019.

Clark County reserves the right to extend the contract resulting from this RFP for a period of two (2) one (1) year renewal periods, with the same terms and conditions, by service of a written notice of its intention to do so prior to the contract termination date.

6. Insurance/Bond
A. Commercial General Liability (CGL) Insurance written under ISO Form CG0001 or its latest equivalent with minimum limits of \$1,000,000 per occurrence and in the aggregate for each one year policy period. This policy will renew annually. This coverage may be any combination of primary, umbrella or excess liability coverage affording total liability limits of not less than \$1,000,000 per occurrence and in the aggregate. However, if other policies are added they must be a follow-form policy in language, renewal date, and have no more exclusions than the underlying coverage. Products and Completed Operations coverage shall be provided for a period of three years following Substantial Completion of the Work. The deductible will not be more than \$50,000 unless prior arrangements are made with Clark County on a case by case basis; the criterion is the Contractor's liquidity and ability to pay from its own resources regardless of coverage status due to cancellation, reservation of rights, or other no-coverage-enforce reason. Coverage shall not contain any endorsement(s) excluding nor limiting Product/Completed Operations, Contractual Liability or Cross Liability.

B. Automobile

If the Proposer or its employees use motor vehicles in conducting activities under this Contract, liability insurance covering bodily injury and property damage shall be provided by the Proposer through a commercial automobile insurance policy. The policy shall cover all owned and non-owned vehicles. Such insurance shall have minimum limits of \$500,000 per occurrence, combined single limit for bodily injury liability and property damage liability with a \$1,000,000 annual aggregate limit. If the Proposer does not use motor vehicles in conducting activities under this Contract, then written confirmation to that effect on Proposer letterhead shall be submitted by the Proposer.

C. Professional Liability (aka Errors and Omissions)

The Proposer shall obtain, at Proposer's expense, and keep in force during the term of this contract Professional Liability insurance policy to protect against legal liability arising out of contract activity. Such insurance shall provide a minimum of \$1,000,000 per occurrence, with a maximum deductible of \$25,000. It should be an "Occurrence Form" policy. If the policy is "Claims Made", then Extended Reporting Period Coverage (Tail coverage) shall be purchased for three (3) years after the end of the contract.

D. Proof of Insurance

Proof of Insurance shall be provided prior to the starting of the contract performance. Proof will be on an ACORD Certificate(s) of Liability Insurance, which the Proposer shall provide to Clark County. Each certificate will show the coverage, deductible and policy period. Policies shall be endorsed to state that coverage will not be suspended, voided, canceled or reduced without a 30 day written notice by mail. It is the Proposer's responsibility to provide evidence of continuing coverage during the overlap periods of the policy and the contract.

All policies must have a Best's Rating of A-VII or better.

Request for Proposal # 708

Employee Assistance Program

7. Plan Holders List All proposers are required to be listed on the plan holders list.
✓ Prior to submission of proposal, please confirm your organization is on the Plan Holders List below:

To view the Plan Holders List, please click on the link below or copy and paste into your browser.

Clark County RFP site:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion. See Attachment B.

Proposals received by Clark County by proposers not included on the Plan Holders List may be considered non-responsive.

Part II Proposal Preparation and Submittal

Section IIA Pre-Submittal Meeting / Clarification

1. Pre-Submittal Meeting

There will be no pre-submittal meeting or site visit scheduled for this project.

2. Proposal Clarification

Questions and Requests for Clarification regarding this Request for Proposal must be directed in writing, via email, to the person listed on the cover page. The deadline for submitting such questions/clarifications is June 24, 2016.

An addendum will be issued no later than June 29, 2016 to all recorded holders of the RFP if a substantive clarification is in order.

The Questions & Answers/Clarifications are available for review at the link below. Each proposer is strongly encouraged to review this document prior to submitting their proposal.

Clark County RFP site: <http://www.clark.wa.gov/general-services/purchasing/rfp.html>

Section IIB Proposal Submission

1. Proposals Due

Sealed proposals must be received no later than the date, time and location specified on the cover of this document.

The outside of the envelope/package shall clearly identify:

1. RFP Number and;
2. TITLE and;
3. Name and address of the proposer.

Responses received after submittal time will not be considered and will be returned to the Proposer - unopened.

Proposals received with insufficient copies (as noted on the cover of this document) cannot be properly disseminated to the Review Committee and other reviewers for necessary action, therefore, may not be accepted.

2. Proposal

Proposals must be clear, succinct and not exceed more than 30 pages, excluding resumes. Proposer's who submit more than the pages indicated may not have the additional pages of the proposal read or considered.

Request for Proposal # 708

Employee Assistance Program

For purposes of review and in the interest of the County, the County encourages the use of submittal materials (i.e. paper, dividers, binders, brochures, etc.) that contain post-consumer recycled content and are readily recyclable.

The County discourages the use of materials that cannot be readily recycled such as PVC (vinyl) binders, spiral bindings, and plastic or glossy covers or dividers. Alternative bindings such as reusable/recyclable binding posts, reusable binder clips or binder rings, and recyclable cardboard/paperboard binders are examples of preferable submittal materials.

Proposers are encouraged to print/copy on both sides of a single sheet of paper wherever applicable; if sheets are printed on both sides, it is considered to be two pages. Color is acceptable, but content should not be lost by black-and-white printing or copying.

All submittals will be evaluated on the completeness and quality of the content. Only those Proposers providing complete information as required will be considered for evaluation. The ability to follow these instructions demonstrates attention to detail.

Additional support documents, such as sales brochures, should be included with each copy unless otherwise specified.

Section IIC

Proposal Content

1. Cover Sheet

This form is to be used as your proposal Cover Sheet

See Cover Sheet - Attachment A

2. Project Team

A Senior Human Resources Representative will lead this project, and the Benefits Manager and benefits staff member will participate in the evaluation of the RFP responses and finalist selection.

3. Management Approach

Provide an implementation timeline and accompanying documents to identify communication strategy and tools to be used during initial period.

4. Respondent's Capabilities

Complete the Questionnaire provided under Attachment C.

6. Proposed Cost

See Questionnaire – Attachment C

7. Employment Verification

Please refer to section 1A.6. – e-Verify

IMPORTANT NOTE: Include this portion of the response immediately **AFTER** the cover page, if not already on file with Clark County. Current vendors on file can be viewed at: <http://www.clark.wa.gov/general-services/purchasing/documents/e-verifylog.pdf>

Request for Proposal # 708
Employee Assistance Program

Part III Proposal Evaluation & Contract Award

Section IIIA Proposal Review and Selection

- 1. Evaluation and Selection: Proposals received in response to this RFP will be evaluated by a Review Committee. Committee reviewed results and recommendation will proceed through the consent process with the Board of Clark County Councilors.
- 2. Evaluation Criteria Scoring: Each proposal received in response to the RFP will be objectively evaluated and rated according to a specified point system.

A one hundred (100) point system will be used, weighted against the following criteria:

Proposal approach/quality (technical merit)	25
Scope of EAP services provided	15
Expertise and availability of key personnel	10
Administrative Support	10
Reasonableness of Cost	15
References	10
Customer Service/Communications	15
Total Points	100

Section IIIB Contract Award

- 1. Consultant Selection: The County will award a contract to the highest scoring Proposer. Should the County not reach a favorable agreement with the highest scoring Proposer, the County shall suspend or terminate negotiations and commence negotiations with the second highest scoring Proposer and so on until a favorable agreement is reached.
- 2. Contract Development: The proposal and all responses provided by the successful Proposer may become a part of the final contract.

The form of contract shall be the County's Contract for Professional Services.
(samples available for viewing)
- 3. Award Review: The public may view proposal documents after contract execution. However, any proprietary information so designated by the Proposer as a 'trade secret' will not be disclosed unless the Clark County Prosecuting Attorney determines that disclosure is required. At this time, Proposers not awarded the contract, may seek additional clarification or debriefing, request time to review the selection procedures or discuss the scoring methods utilized by the evaluation committee.

Request for Proposal # 708
Employee Assistance Program

Attachment A COVER SHEET

General Information:

Legal Name of Applicant/Company/Agency _____

Street Address _____ City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____ Email address _____

Tax Identification Number _____

ADDENDUM:

Proposer shall insert number of each Addendum received. If no addendum received, please mark "NONE".

No. _____ Dated: _____ No. _____ Dated: _____ No. _____ Dated: _____.

NOTE: Failure to acknowledge receipt of Addendum may render the proposal non-responsive.

→ Does the proposal comply with the requirements contained within the RFP?
A "No" response may disqualify the proposal from further consideration.

Yes No

→ Did outside individuals or agencies assist with preparation of this proposal?

Yes No (if yes, describe.)**

I certify that to the best of my knowledge the information contained in this proposal is accurate and complete and that I have the legal authority to commit this agency to a contractual agreement. I realize the final funding for any service is based upon funding levels, and the approval of the Clark County Board of Councilors.

Signature and Title

Date

Vendor/Contractor:

Have you or any of your employees who will be directly compensated retired from a Washington State Retirement System using the 2008 Early Retirement Factor?

Yes No

If yes, please provide the name and social security number for each retiree to Clark County Purchasing.

Request for Proposal # 708
Employee Assistance Program

Attachment B LETTER OF INTEREST

Legal Name of Applicant Agency _____

Street Address _____

City _____ State _____ Zip _____

Contact Person _____ Title _____

Phone _____ Fax _____

Program Location (if different than above) _____

Email address _____

- All proposers are required to be included on the plan holders list. If your organization is NOT listed, submit the 'Letter of Interest' to ensure your inclusion.

In the body of your email, request acknowledgement of receipt.

Email Attachment B to: beth.balogh@clark.wa.gov

Clark County web link:

<http://www.clark.wa.gov/general-services/purchasing/rfp.html>

This document will only be used to add a proposer to the plan holders list. Submitting this document does not commit proposer to provide services to Clark County, nor is it required to be submitted with proposal.

Proposals may be considered non-responsive if the Proposer is not listed on the plan holders list.

Request for Proposal # 708
Employee Assistance Program

Attachment C: QUESTIONNAIRE

Rate Proposal – Please ensure all pricing is NET of broker commission

Current	Rate	Proposal	Rate
PEPM fee	Confidential	PEPM fee	
Rate Guarantee Period	Until 12/31/19	Rate Guarantee Period	
Additional Setup Fee	None	Additional Setup Fee	
Personal consultations	6 per incident	Personal consultations	
Seminars/education sessions	3 included	Seminars/education sessions	
Management Consultation	Included	Management Consultation	
Wellness services	None	Wellness services	

General Information and Background

Provide a detailed Scope of Services included in your rate proposal.

Please provide three current and three terminated client references in a similar industry/size.

Provide examples and describe frequency of management reports to track service utilization, quality of care, and review activities.

Describe the availability of a designated account manager for the County, including name, resume, and references of the individual, and availability to attend meetings at the County to discuss the business relationship at the County's request.

EAP Process

How does a participant access the EAP?

Describe the qualifications of the person handling initial case intake, including problem assessment and where the assessment is made (over the phone or face to face).

Describe the referral process for short-term counseling, including how counselors are matched with specific problem areas.

How are cases monitored, and what is the case closure process?

How are emergencies and cases requiring crisis intervention handled? In your response please address the following:

- Are emergency calls always handled by an actual staff member (e.g. 24-hour on-site availability)?
- Does your answering service or system provide the necessary phone numbers and information to enable callers to reach professional counselors?
- What special training do intake staff and counselors receive with regard to crisis intervention and emergency assistance?

Request for Proposal # 708 Employee Assistance Program

- What procedures do you have in place to monitor a patient's status following a crisis? Describe the formal process in place?

Describe how you would handle the occasional member who needed one or two more sessions than your proposal allows.

How do you propose to integrate your EAP with the medical plans offered by the County (Kaiser and Regence)? Please include experience working with Kaiser and Regence, and how continuity of treatment is ensured.

Describe in detail the process from the time a covered individual calls with a problem until a referral for services is completed.

Is your telephone staffed 24 hours a day/365 days a year? Do you monitor calls for quality? Describe.

What is your staff size by function? What is the ratio of counselors to covered lives? What are your staff's credentials?

Can participants request referrals and information using email? Is there an additional fee?

What EAP/Wellness training and orientation do you conduct for employers and employees?

Describe the Critical Incident Services.

Quality Assurance

What standard parameters and auditing systems are in place to assure the quality of care provided by assessors and providers?

Describe your quality assurance process to identify staff training needs and follow up.

EAP Network Access

Describe how services are accessed (i.e. toll-free number and hours of operation, or your capability of establishing a dedicated 800 line). Specify whether answered by clerical staff or clinician. If answered by clerical staff, indicate whether a clinician is present and hours of availability of an on-site clinician. Indicate call-back time when a clinician is not present, and hours of operation of utilization management if applicable.

What is the response time from initial call until provision of services? Discuss emergency versus non-emergency cases. What is the waiting time for initial assessment visit for non-emergencies?

What are the office hours of assessors? Do you provide evening and Saturday session?

What is the average EAP caseload for your organization? List the ratio of counselors to employees which you normally recommend and the average number of counseling sessions.

Request for Proposal # 708 Employee Assistance Program

EAP Network Credentialing and Ongoing Quality of Care Issues

Describe your credentialing procedures for providers, and the review process for continued provider participation.

Do you have a program to determine enrollee satisfaction? Does your program include client satisfaction surveys? If so, describe your survey process.

Enclose a copy of your procedures for handling complaints by enrollees.

Wellness Services

What wellness services, programs, or resources are offered? Please describe. Are all of these services included in your rate quote? If not, please specify any that have an additional fee.

Do you offer a Health Risk Appraisal? If so, is the service included in your rate quote? If not, please specify any additional fee.

What is your staff's experience with various wellness issues?

Do you maintain a website that participants can access for wellness information?

Other Services

Describe the Financial Services offered.

Describe the Legal Services offered.

Describe any other wellness or concierge services including but not limited to elder care, adoption services, pre-retirement counseling, tax services, relocation assistance, dependent care, educational resources.

Do you provide on-site educational (lunch and learn) sessions? How many are included in your rate quote? Please provide a list of seminars offered.

Communication

What types of communications materials do you provide on an on-going basis? Provide samples. Are employee communication materials customized or boilerplate?

Describe website capabilities for both employees and management, including whether any customization such as branding is possible. If so, is customization included in the quote for core services?

Performance Guarantees

The successful bidder must be willing to track and report on the following standards in order to measure compliance with performance. Please note that this list is the minimum criteria that performance guarantees will be based on, and that it might be expanded upon, based on the County's needs. Please provide your standard performance guarantee template as part of your response to this RFP.

Request for Proposal # 708
Employee Assistance Program

Description of Guarantee	Measure	Current Statistic
Average speed of call answer	30 seconds	
Callers will receive an EAP response within 24 hours of the call	95% of the time	
Abandonment Rate	<2%	
Account Management Score	"4" out of "5"	
Onsite support for crisis management coordinated within 2 hours of request	95% of the time	
Percentage of inquiries addressed within 30 days	95%	
Other		

Other

- Provide a sample employer agreement.
- Provide samples of your utilization reports.