

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

Dated August 4, 2017: The Charter Township of Shelby is accepting proposals from experienced and qualified firms to provide Employee Assistance Program (EAP) Services. Sealed proposals will be received by the Township at the Township Clerk's Office, 52700 Van Dyke Avenue, Shelby Township, Michigan 48316 until **EXACTLY 2:00 p.m. EST, August 29, 2017**, at which times the names of submitting proposers will be publicly read.

The Charter Township of Shelby officially distributes solicitation documents through the Michigan Intergovernmental Trade Network (MITN) and on www.shelbytwp.org. Copies of bid documents obtained from any other source are not considered official copies. Only those vendors who obtain solicitation documents from either the Township or the MITN System are guaranteed access to receive addendum information, if such information is issued.

THE CHARTER TOWNSHIP OF SHELBY RESERVES THE RIGHT TO REJECT ANY AND ALL PROPOSALS.

Any deviation from the specifications must be noted on the proposal.

Please submit proposal on or before the date and time given above to:

Employee Assistance Program Services RFP
Charter Township of Shelby
c/o Stanley Grot
Township Clerk
52700 Van Dyke
Shelby Township, MI 48316-3572

All proposals (**3 copies**) must be submitted in a Sealed Envelope marked "**RFP –EMPLOYEE ASSISTANCE PROGRAM (EAP) SERVICES.**"

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

OVERVIEW

The Charter Township of Shelby is seeking professional services to provide Employee Assistance Program (EAP) services. The contract will be for one (1) year with options to renew for additional two (2) year terms.

The selected firm will provide an effective and comprehensive Employee Assistance Program for Township Employees and their dependent family members, as well as provide additional professional expertise and counseling for specified situations and presentations to employees and management, as required.

BACKGROUND

The Charter Township of Shelby is a residential community in Macomb County, Michigan, with a population exceeding 75,000. The majority of Township employees are located at the municipal campus located on Van Dyke Avenue. Others are located at sites throughout the community, including but not limited to, Department of Public Works Building, Library, Police Department Building, five Fire Stations, and various park locations. General information regarding the Township is available at www.shelbytp.org.

The township has offered an employee assistance program with counseling services to employees and their dependent families more than 10 years. The Township has approximately 265 eligible employees to whom the contracted services would be made available, including all full-time employees, elected officials and civil service status part-time employees. Last year, 227 contacts were made by employees and their dependent families to use the EAP services offered. However, no guarantee of service requirement is implied or expressed by this solicitation; service requirements shall be determined by actual need.

The Charter Township of Shelby recognizes the vital role employees' productivity plays in providing public services and that employees' can experience personal problems that may affect his or her work performance. Therefore, the objectives of the Employee Assistance Program (EAP) are:

- To provide resources, counseling and support to improve the ability of employees and their dependents to successfully respond to life's challenges;
- To offer short-term problem resolution services or referral to mental health treatment services when indicated;
- To avoid or reduce health care costs through early intervention and care management;
- To promote and support drug- and alcohol-free workplace policies and programs;
- To reduce workplace absenteeism and unplanned absences;
- To facilitate safe, timely and effective return-to-work for employees after short-term and extended absences;

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

- To develop employee and manager competencies in managing workplace stress and improving work performance through consulting services, training and education;
- To reduce the likelihood of workplace violence, accidents or other safety risks;
- To manage the effects of crises and other adverse workplace events, and minimize disruption after such events.
- To offer Substance Abuse Provider (SAP) for our CDL Driver program

Both the Township and the employees benefit from this program. The Township experiences greater employee engagement; and reduced absenteeism, illness, accident rates, lost time and other expensive problems. Employees experience improved self-esteem and well-being.

PROFESSIONAL APPROACH

The firm will represent that all services will be performed in accordance with generally acceptable professional standards and further represent that the advice and consultation provided will be within its authority and capacity as a professional. The firm will comply with the regulations, laws, ordinances and requirements of all levels of government applicable to the services provided.

SCOPE OF SERVICES

The firm shall perform professional services including, but not limited to the following:

1. Comprehensive EAP – The Township wishes to establish a comprehensive EAP, which has the ability to provide assistance for drug, alcohol, marital, family, psychological, depression, anxiety, stress/tension, grief, child and adolescent problems, job performance problems, job attendance problems, inter-personal problems with co-workers and supervisors, life events services, single parenting problems, financial, legal or other problems that might affect an employee’s work performance. Critical Incident Stress Debriefing shall be provided to individuals or groups of employees as required by the Township. Substance Abuse Provider Services shall be provided to individuals as required under DOT Regulations.
2. Sources for Assistance – The EAP provider shall develop and maintain contacts/arrangements with sources of assistance (such as self-help groups, health care providers, community services and other professionals responsive to program needs) for each problem category so that recommended assistance programs are cost effective, consistent with an employee’s needs, and provide an employee with a reasonable choice of assistance sources.
3. Supervisory Training – The EAP provider will conduct training for Township supervisors on topics determined between the Township and the EAP provider. Topics will include how the EAP works, how to recognize and document work performance problems that may

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

indicate problems exists, how to identify employees whose conduct and behavior give rise to a reasonable suspicion of substance abuse, how to counsel employees concerning their performance, how to make supervisory referrals and other topics as requested or needed.

4. Report on EAP Participation – The EAP provider shall prepare statistical usage reports for the Township on a quarterly basis to determine program utilization and effectiveness. The reports shall provide statistical information on the frequencies and types of usages, but shall not include anything that would disclose the identity of employees using EAP services. The report shall provide analysis, possible reasons for the increase or decrease of a behavior and recommended solutions.
5. Services to Employees – The EAP provider shall provide telephone intake and/or face-to-face services for all EAP participants seeking assistance. This service must be available to all employees working all shifts and must be immediately available in emergency situations on a 24-hour, seven day a week basis. The EAP provider shall meet with employees who contact the agency, or who are referred by the employer, for initial assessment session(s) to determine the nature and severity of the problem(s) and make referrals to the appropriate agencies/providers that can provide the necessary assistance.

The initial assessment session(s) and possible short-term treatment sessions, up to five (5) of sessions, 1-hour each, shall be free of charge to the employee or the employee's immediate family members. The EAP provider must have a designated point of contact that is available to the Human Resources Director at all times including weekends and/or after normal office hours. Emergency sessions shall be provided as needed, at any time of the day or night, and on any day of the week including holidays. Non-emergency sessions shall be provided during scheduled, regular business hours on weekdays. Any referrals made to a provider outside of the EAP shall be coordinated with the individual employee's health insurance plan. The definition of emergency shall be a situation that is life-threatening to an employee or an immediate family member. An immediate family member is an employee's dependent residing with the employee.

6. EAP Follow-Up – To reduce recurrence of problems on supervisory referrals only, the EAP provider shall follow up with assistance providers to determine if the employee is following the recommended courses of action and shall make changes in referrals if necessary. The EAP provider shall take necessary measures to document the attendance of employees in prescribed drug and alcohol treatment programs resulting from a mandatory employer referral or SAP. The EAP provider shall notify the Human Resources Director of employees that are not complying with recommended treatment programs, assuming proper authorization for release of information has been provided by the employee.
7. Technical Assistance - The Charter Township of Shelby may request technical assistance from the EAP provider as needed. Areas of technical assistance include:

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

- Assist the Human Resources Director to maintain updated policies and procedures for the program.
 - Provide professional consultation to the Human Resources Director to develop plans for implementing the EAP services that the Township desires and the EAP provider can reasonably furnish.
 - Consult with the Human Resources Director to deal with difficult and/or unusual situations involving the EAP.
 - Assist in the development of procedures, which adhere to applicable state and federal statutes, specifying how records are to be maintained, for what length of time, who will have access to them, which information will be released, to whom and under what circumstances, etc.
 - Assist in the development of a method to evaluate program effectiveness.
 - Conduct occasional EAP related training as required.
8. Management Consulting – The EAP provider shall provide telephone and on-site consulting services to managers of the Charter Township of Shelby regarding the management of an employee whose job performance or attendance problems appear to be related to the employee’s personal problem, mental illness or chemical dependency.
9. Training and Seminar Topics – Consultant will provide a list of available topics that can be utilized for training as part of the contract during the year. Consultant will provide at least one in-person professional or personal development training annually with the content determined by the Township.
10. Publications, Website and Documents – The EAP provider shall furnish at least the following literature annually and supplement the Township’s supply if requested.
- Website with access to resources and educational content.
 - Wallet size cards listing the name, address and telephone number for EAP provider and related services offered for employees and family members
 - Booklets or pamphlets describing the available services of the EAP for employee distribution
 - Booklets or pamphlet guides for distribution to Township supervisors to supplement the supervisory training
 - Promotional assistance with the Township’s Employee Assistance Program
 - Posters for utilizations through Township buildings.
 - Quarterly Newsletter for each employee.
11. Additional Services - Additional consulting services shall be provided when requested by the Human Resources Director for Township departments relative to conflict resolution and other pertinent issues. These services and other related services outside of the scope

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

of the contract, including additional training services, shall be proposed and performed at an hourly rate.

In addition to the services requested in this Request for Proposals, firms are encouraged to submit additional options for consideration by the Township.

The Township as part of this proposal, is requesting optional pricing to provide employee engagement survey services for the Township. These surveys would be conducted on a yearly basis and should include all fees required for survey setup, report generation, narrative reports, organizational data, annual comparison, consultation with Township regarding survey results, etc. Please explain in detail the survey services your company provides.

Requirements for EAP Provider

1. Staffing Qualifications – All counseling, assessment and referral services will be provided by qualified, experienced clinicians that have expertise and professional/technical skills, education and licensing/credentials in the appropriate areas. Experience and expertise in dealing with both drug and alcohol related problems are essential. All assessments, counseling activities and referrals shall be reviewed on a regular basis and guided by a board certified Psychiatrist. The Psychiatrist shall be identified in the proposal.
2. Confidentiality – Participation in the EAP by employees shall be kept strictly confidential, unless an employee signs a release of information form. In such case, only information allowed by law and required by the particular employees' circumstances shall be released to the Human Resources Director.
3. Health Insurance Portability and Accountability Act (HIPAA) - The EAP provider shall be knowledgeable of and comply with all provisions of HIPAA.

CONTRACT

The contract will begin at the time of execution and continue for one (1) year with four (4) subsequent 1-year options to renew. Renewal rates will be for a twelve (12) month annual contract to be billed in one (1) installment.

The Township's acceptance of a proposal and approval of the award of a contract shall not constitute a formed contract, and the acceptance of a proposal and award of a contract shall be contingent and conditioned upon the parties' entry into and execution of a written agreement acceptable to the Township.

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

MANDATORY REQUIREMENTS

These guidelines are provided to assist firms submitting in response to this Request for Proposals in formulating a thorough response. The successful firm ensures and understands that:

1. All licenses required by the State of Michigan are to be maintained by the firm during the course of the contract.
2. All required insurances are to be maintained by the firm during the course of the contract.
3. The firm will provide a single point of contact for the duration of the contract.
4. The firm will comply with administrative procedures of the Township.
5. The firm will meet with the Human Resources Director to review specific concerns or issues.
6. The firm shall perform with a consistent team.
7. The firm shall attend meetings as requested.

SELECTION CRITERIA

Proposals will be evaluated and ranked. The Charter Township of Shelby reserves the right to reject any and all proposals, to make an award based directly on the proposals or to negotiate further with one or more firms. The firm selected will be chosen on the basis of the apparent greatest benefit to the Township, including but not limited to:

1. *Responsiveness to Objectives/Scope/Quality of Services* – The firm shall provide a work program that expressly addresses the objectives identified in the Request for Proposals. The selection committee will determine how well that work program meets the objectives of this effort.
2. *Experience and Qualifications* - The firm must have personnel who have qualifications and experience with EAP services described herein, as well as experience in working with municipal governments or public entities. Provide information on technical training, experience, and education of personnel, including Township’s point of contact.
3. *Capacity /General Organization* - Enumeration of the firm’s capability to provide services with its present work force. Firms should clearly identify all disciplines available within the firm and those that will be subcontracted to others. List the

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

subcontracted firms that will be involved. Provide for each firm the scope of responsibility. List the size of your provider network.

4. References/Comparable Projects - Provide a list and description of comparable EAP programs (minimum of 5, maximum of 10) that have been successful within the past 3 years and a contact person (name, address, title, responsibility, and phone number) for each project. Include government clients. Also include percent/number of clinical cases resolved (not referred to insurance) and average number of visits.
5. Flexibility and willingness to accommodate specific requests by the Township – Provide method of response to special requests by the Township, i.e., counseling departments relative to conflict resolution, Township-wide grief counseling, traumatic incident intervention, etc.
6. Cost Proposal. Include rate guarantee period.

The Township reserves the right to interview any number of qualifying firms as part of the evaluation and selection process. The decision as to which proposer to contact (if any) will be based upon the evaluation criteria. The lowest price proposed may not have a direct bearing on the final selection.

GENERAL CONDITIONS

1. All correspondence from interested firms regarding this proposal must be directed to the attention of Township Clerk, Stanley Grot, 52700 Van Dyke Avenue, Shelby Township, MI 48316. Inquiries to HR@shelbytwp.org. All inquiries will be made in writing in order that a written response in the form of an addendum can be processed before the proposals are opened. Inquires received after **August 29, 2017, at 2:00 P.M.** will not be considered.
2. No proposal will be accepted from, or contract awarded to any person, firm, or corporation that is in arrears or is in default to the Charter Township of Shelby upon any debt or contract, or that is in default as surety or otherwise, or failed to perform faithfully any previous contract with the Township.
3. No proposal may be withdrawn after it has been deposited with the Township, except as provided by law.
4. All costs incurred in the preparation, submission, and presentation of this proposal, in any way whatsoever, will be wholly absorbed by the prospective firm. All supporting documentation will become the property of the Charter Township of Shelby unless requested otherwise at the time of submission. Michigan FOIA requires the disclosure, upon request, of all public records that are not exempt from disclosure under section 13 of

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

the Act, which are subject to disclosure under the Act. Therefore, confidentiality of information submitted in response to this Request for Proposals is not assured.

5. The Township reserves the right to reject any and all proposals, to waive any informality in the proposal received, and to accept any proposal (or part thereof) which it will deem to be most favorable to the interests of the Township or to award to multiple proposers.
6. The Township reserves the right to modify the scope of services during the course of the contract. Such modification may include adding or deleting any tasks this project will encompass and/or any other modifications deemed necessary. Any changes in pricing or payment terms proposed by the consultant resulting from the requested changes are subject to acceptance by the Township. Changes may be increases or decreases.
7. The Township reserves the right to terminate the contract without penalty upon 30 days written notice due to poor performance or for reasons deemed to be in its best interest. A designated representative of the Township will be solely responsible for determining acceptable performance levels. His/her decision will be deemed in the Township's best interest and will be final. The Township reserves the right to re-award the contract to the second most qualified proposal, re-bid the contract or do whatever is deemed to be in its best interest.
8. The successful proposer must furnish documentation complying with State of Michigan and Federal laws relating to discrimination under Equal Employment Opportunity (EEO).
9. The Charter Township of Shelby is exempt from all sales, excise, and transportation taxes.
10. The selected firm must maintain for the life of the agreement insurance coverage meeting the minimum limits of liabilities as outlined herein.
11. No faxed proposals will be accepted. All information requested herein must be submitted with the proposal; failure to do so may result in rejection of the proposal as non-responsive and/or incomplete.
12. Ownership of all data, materials and documentation originated and prepared for the Charter Township of Shelby pursuant to the Request for Proposals and the subsequent contract shall belong exclusively to the Township.
13. The consultant will provide competent, suitable and qualified personnel to perform the work as required by the specifications. The consultant will designate a representative who will be the point of contact and will have the authority to act on behalf of the consultant. The consultant's representative will not be replaced without prior written notice to the

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

Township. All communications given the consultant's representative will be as binding as if given to the consultant.

14. The consultant shall not subcontract any or all portions of the work unless the Township grants prior written approval. Any subcontractor, so approved, shall be bound by the terms and conditions of this contract. The consultant shall be fully liable for all acts and omissions of its subcontractor(s) and shall indemnify the Charter Township of Shelby for such acts or omissions.
15. All work shall meet with the approval of the Director of Human Resources, or her authorized representative, as conforming to the provisions and requirements of this contract.
16. Advanced payments will not be authorized. Payments will be made on a time and materials basis and acceptance of services rendered. Correct invoices will be paid net 30 days from the date of invoice.
17. In the event bankruptcy proceedings are commenced by or against consultant or under any provisions of the United States Bankruptcy Act or for the appointment of a receiver or trustee or a general assignment for the benefit creditors of either party. Township shall be entitled to terminate without further cost or liability. The Township may cancel the Agreement/Contract or affirm the Contract and hold the consultant responsible for damages.
18. The Charter Township of Shelby reserves the rights to waive any informalities, or immaterial omissions or defects not involving price, time or changes in the work and to reject any or all proposals, if to do so is deemed in the best interest of the Township. In no event will an award be made until all necessary investigations are made as to the responsibility and qualifications of the consultant to whom it is proposed to make such award. Any contract awarded to a person or company who is discovered to have been in default or disqualified at the time of the awarding of the contract shall be voidable at the discretion of the Township.
19. Proposers are advised that the Request for Proposals is considered to be under evaluation until contract award. Township staff are restricted from giving any information relative to the proposals or "progress" of the evaluation during this time, except as described in this Request for Proposals and as required to administer the evaluation process.
20. It shall be the proposer's responsibility to make inquiry as to the changes or addenda issued. Addendum shall be posted on MITN. All such changes or addenda shall become a part of the contract and all contractors shall be bound by such changes or addenda.

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

21. As this Request for Proposals is being made available by electronic means, the proposer accepts full responsibility to insure that no changes are made to the Request for proposals documents. In the event of conflict between a version of the Request for Proposals submitted by proposer and the version maintained by the Charter Township of Shelby, the version maintained by the Charter Township of Shelby shall govern.

INSTRUCTIONS TO PROPOSERS

1. Submit **three (3) COPIES** of your proposal. Proposers not responding to any of the specifications may be classified as unresponsive. The response must follow the format outlined in this proposal. Supplemental information may be attached.
2. Any significant explanation desired by a proposer, regarding the meaning or interpretation of the Request for Proposals must be requested with sufficient time allowed for a reply to reach all prospective proposers before the submission of their proposals. Any information given to a prospective proposer concerning the RFP will be furnished to all prospective proposers as an amendment or an addendum to the RFP, if such information would be of significance to uninformed proposers. The Charter Township of Shelby will make the sole determination as to the significance to uninformed proposers. Inquiries regarding the proposal will not be accepted after **August XX, 2017 at 12:00 (noon)**. Proposer shall be responsible to insure that he/she has all significant information prior to submitting a proposal.

All correspondence or inquiries from interested firms regarding this proposal shall be directed to the attention of Charter Township of Shelby, 52700 Van Dyke, Shelby Township, MI 48316-3572 HR@shelbytwp.org.

HOLD HARMLESS

To the fullest extent permitted by law, Vendor agrees to defend, pay in behalf of, indemnify and hold harmless the Township, its elected and appointed officials, employees and volunteers and others working in behalf of the Charter Township of Shelby against any and all claims, demands, suits, or loss, including all costs and attorney fees connected therewith, and for any damages which may be asserted, claimed or recovered against or from the Township, its elected and appointed officials, employees, volunteers or others working in behalf of the Charter Township of Shelby by reason of personal injury, including bodily injury and death and/or property damage, including loss of use thereof, which arises out of or is in any way connected or associated with this contract.

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

VENDOR QUESTIONNAIRE

Each proposer must use the attached Proposal Form to submit their proposal. If an exception is indicated, an explanation shall be provided.

| | |
|--------------------------|--|
| Date: | |
| Firm Name: | |
| Address: | |
| Township/State/Zip Code: | |
| Telephone Number: | |
| Fax Number: | |
| Contact Person: | |
| Contact Person Email: | |

| | |
|--------------------|--|
| Firm Established: | |
| Years in Business: | |

| |
|------------------------------------|
| Type of Organization: (Circle One) |
| a. Individual |
| b. Partnership |
| c. Corporation |
| d. Joint Venture |
| e. Other |

Vendor Questions to Respond To:

1. Describe your EAP philosophy. Provide evidence of this philosophy in practice.
2. Describe your EAP program design. Provide evidence of this program design in use.
3. How many years has your organization been providing EAP services? How many participants/contracts does your organization currently serve with EAP services?
4. Provide a list and description of comparable EAP programs (minimum of 3, maximum of 5) that have been successful within the past 3 years and a contact person (name, address, title, responsibility and phone number) for each project. Include governmental clients.
5. Specify whether the employees of your organization will provide the mental health counseling services or whether these services will be provided by a third-party.

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

6. Do you have employees or third-party resources with experience in providing specialized EAP services to police officers, fire fighters and/or other emergency services personnel?
7. Describe life events services, such as child care referral, financial information, parenting, elder care and legal resources.
8. If your employees do not provide actual counseling services, identify the third parties who will provide such services.
9. Describe the scope and any limitations of the EAP services you propose. Are there any restrictions with respect to available services?
10. Describe the size of your organization, i.e., number of employees, number of locations, financial, etc.
11. Where will the call center operation be located (specific address)?
12. Identify the location(s) at which counseling services will be provided. If more than one location is available, identify the scope and any limitations of the range of services provided at each location.
13. What are your hours of operation and availability? Describe the days of the week and hours during which each of the following EAP services are proposed to be provided: intake, assessment, counseling, consultation with The Charter Township of Shelby managers, emergency services and counseling.
14. Do you have a 24-hour Assistance Line or some equivalent for The Charter Township of Shelby employees? Do you have any other provisions for handling emergency cases outside normal business hours?
15. Do you offer any on-line services? Please describe.
16. Implementation and Transition:
 - a. EAP must be completely operational by October 2017.
 - b. Describe transition of counseling services for anyone who is currently in counseling.
 - c. Describe referral process between previous contractor and new contractor.
 - d. Describe notification process to client currently receiving counseling services.
 - e. Describe emergency counseling services available during transition
17. What are the contractor's expectations regarding the Charter Township of Shelby cooperation for start-up training programs, time on premises, etc.?

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

18. Describe the manner in which The Charter Township of Shelby management would be trained to use and support the EAP. If available, provide samples of your training outline and training materials.
19. Describe the manner in which the program would be communicated to employees. If available, provide samples of promotional materials.
20. Describe what counseling outcome measures are available as a standard component of your services. Include copies of respective instruments.
21. Provide copies of sample quarterly and annual utilization reports that you propose to provide to the Township.
22. Do you have a program to determine the satisfaction of EAP participants and managers? If so, please describe.
23. Provide a detailed description of the education, experience and certifications of all individuals who will perform intake, clinical assessment, individual counseling, group counseling, and emergency intervention and referral services. Provide the number and percentage of counselors on staff whose highest credential is licensed clinical social worker (L.C.S.W.), marriage and family therapist (M.F.T.), substance abuse professional (S.A.P.), psychologist, psychiatrist, certified public accountant (C.P.A.), if applicable, attorney (J.D.), if applicable, and any other pertinent license or educational experience.
24. Provide the name, address and credentials of the Physician(s) and/or Psychiatrist(s) who provide medical direction and case review for active cases.
25. Describe the method and frequency with which Physician/Psychiatrist case review is conducted.
26. Describe your credential verification process for physicians, counselors and any other individuals who will perform intake and assessment.
27. Describe the intake and assessment process for eligible EAP participants seeking assistance.
28. What is the average waiting period for an appointment to receive the following services:
 - i. Diagnostic Assessments
 - ii. Mandatory Referral Assessments
 - iii. Routine Counseling

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

- iv. Emergency Care
- v. After Hours/Holiday Care
- vi. Financial Counseling
- vii. Legal Counseling

29. Describe the procedures required for a The Charter Township of Shelby Human Resources Director to make a mandatory referral for diagnostic assessment.
30. Describe the support and therapy groups normally conducted, contracted and/or recommended for EAP participants. Identify the individuals or organizations conducting these groups.
31. Describe how the needs for extended counseling would be met if an EAP participant requires more than the allotted counseling sessions. If your organization is able to provide continued counseling, please describe your fee structure and accepted payment methods.
32. How will the contractor follow EAP participants who are referred for physician care and/or hospitalized?
33. Describe the procedure for an EAP participant's referral for legal or financial counseling.
34. Identify the legal firm(s) you propose to use for legal counseling and the financial advisor(s) you propose to use for debt counseling and each provider's normal cost per visit.
35. Describe the manner in which EAP participant eligibility is determined and the assistance you will need from the Charter Township of Shelby to determine eligibility.
36. Describe your provisions for maintaining the confidentiality of EAP participation.
37. Describe the manner in which your organization typically arranges return to work contracts. If available, provide a sample copy of a return to work contract.
38. How will your organization respond to special requests by the Township for services that may include, but not be limited to, counseling departments relative to conflict resolution, departmental or Township-wide grief counseling, traumatic incident intervention, additional training and seminars, etc.?
39. How will you assist the Charter Township of Shelby in removing the stigma of mental health/drug abuse from Employee Assistance Programs? How have you successfully done this in the past?

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

40. How will you consistently and realistically communicate your EAP plan with Township employees?
41. Does your company provide any additional services that we are not aware of, in addition to the Employee Assistance Program that is offered? Please list specific services.
42. Have you been involved in litigation in the past five (5) years? If so, please provide an explanation.
43. Do you require a contract? If so, please attach a sample document.
44. Describe your rate guarantee provisions, including rate guarantees for renewal years. Will you guarantee your rates for the first year of the contract? Will you guarantee your rates for subsequent option years?
45. Provide any additional information that may assist in evaluating your organization's capabilities.

The undersigned hereby declares that he/she has carefully read and understands the Request for Proposals has full knowledge of the scope, nature, quantity and quality of work to be performed and will provide Employee Assistance Program (EAP) Services, as described herein for the prices set forth in this proposal. Unless specified to the contrary, by the submission of a response to this Request for Proposals, it will be interpreted as agreement to all provisions and requirements of this document and addendums thereto.

It is understood that all proposed prices shall remain in effect for at least one hundred twenty (120) days from the date of the proposal opening to allow for the award and that, if chosen the successful vendor, the prices will remain firm through invoice.

The proposer affirms that he/she is duly authorized to execute this proposal, that this company, corporation, firm partnership, or individual has not prepared this proposal in collusion with any other proposer and that the contents of this proposal as to prices, terms or conditions have not been communicated by the undersigned, nor by any employee or agent, to any competitor, and will not be, prior to the award and the proposer has full authority to execute any resulting contract awarded as the result of, or on the basis of the proposal.

By submission of a response the Proposer agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) benefit from an award resulting in a "Conflict of Interest." A "Conflict of Interest" shall include holding or retaining membership, or employment,

Charter Township of Shelby
Request for Proposals for
Employee Assistance Program (EAP) Services

on a board, elected office, department, division or bureau, or committee sanctioned by and/or governed by the Township. Proposers shall identify any interests, and the individuals involved on a separate paper with the response and shall understand that the Township, at its discretion may reject their proposal.

The Proposer, in submitting this proposal, agrees that the Proposer shall include all information pertinent to aiding the Township in determining the abilities of the Proposer. Proposer shall submit, along with their proposal, a list of their equipment for Township inspection.

The submission of a proposal hereunder shall be considered evidence that the proposer is satisfied with respect to the conditions to be encountered and the character, quantity and quality of the work to be performed.

The undersigned certifies on behalf of the Proposer that the Proposer is not an "Iran Linked Business," as defined in the Iran Economic Sanctions Act of the State of Michigan, 2012 PA 517.

Firm Name: _____

Representative's Name: _____

Title: _____

Signature: _____