

Request for Proposals 20RFP097 Employee Assistance Program

Date	Event
02/11/2020 and 02/18/2020	Dates of public notice

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Section I

Section I

- x Conflict of Interest Questionnaire (CIQ). The CIQ is prepared by the Texas Ethics Commission, in compliance with Chapter 176 of the Texas Local Government Code. The form should be submitted on-line at [Conflict of Interest Questionnaire - CIQ](#).

Forms for Review/ Reference before Bid Submission can be located on our website: [Forms for Review/ Reference](#), below is a list of those documents:

- x Policy and Provisions
- x Purchase Order Terms and Conditions
- x Service Agreements
- x Master Purchase Agreement

IV. INITIAL REVIEW OF PROPOSALS

Any proposer determined non-responsible or any proposal determined non-responsive will not be evaluated further. The proposer will be notified of a non-responsible or non-responsive determination.

Responsive

In order for a proposal to be responsive:

- x ALL required forms listed above shall be signed and included with proposal;
- x Proposal shall be received prior to the RFP opening date at the address listed on the cover page;
- x Proposal shall respond to the entire scope of service and performance requirements as requested.

Responsible

In order for a proposal to be responsible, the proposer shall be in good financial standing with the Texas Comptroller of Public Accounts.

VI. SCOPE OF SERVICE AND PERFORMANCE REQUIREMENTS

Term

The agreement(s) resulting from this solicitation will be in effect for an initial term of 40 months from the date of award by the Board of Trustees, or such date established by the agreement. The parties, by mutual consent, may renew the agreement for up to two (2) additional 1-year periods. Any contractual agreements may be terminated by AISD by written notice to this effect sent to the Vendor at least sixty days prior to the date of cancellation. AISD reserves the right to reject any or all proposals and to waive all formalities in the RFP process. In the event of an award under this RFP, you will be extended an Agreement for execution. Please review all provisions and identify any exceptions or suggested additions in your proposal.

Background

AISD employees face the same emotional problems prevalent in society today. In some attendance. Specific problems facing AISD employees include but are not limited to, financial, drug and alcohol, mental health, death in family, illness of an elder relative or child, and the pressures and stresses of balancing work and family responsibilities.

The function of the Employee Assistance Program (EAP) is to see to the emotional, mental and psychological health of AISD employees and their household members by providing access to outside counseling and referrals to appropriate community and professional resources for help resolving problems.

The following describes the service and performance requirements that the selected external Employee Assistance Program (EAP) Contractor will be required to perform. Failure to address or to fully describe capabilities to accomplish all elements of this section will result in a loss of evaluation points.

Base Employee Assistance Program services to be provided to Austin Independent School District (AISD) employees and their household members is as follows:

A. **Confidential Assessment and Counseling Services**

Provide assistance to AISD employees and their household members when

throughout AISD at locations geographically convenient and easily accessible by the participants. Telephone consultations will not be counted as counseling sessions. Participants are required to complete counseling on the initial issue prior to starting counseling with a different counselor.

- x Therapy sessions will occur on a face to face basis unless extenuating circumstances exist. The contractor may offer tele-video as an option for counseling sessions but must also offer face-to-face. Telephone consultations will not be counted as counseling sessions.
- x The contractor will assist with provider placement for the participant(s) and confirm a scheduled appointment with a provider no more than 48

Licensed professional EAP counselors, experienced in providing EAP services, shall deliver confidential, in-person short-term, solution focused assessment and counseling sessions for employees and their family members who are experiencing life problems of any kind. These sessions shall be conducted in safe, private, and confidential offices. The program should provide guidance and counseling to help employees overcome their problems and restore them to full job effectiveness.

Base Referrals

The EAP shall assist with referrals for long-term or specialized care based on assessed employee need and preferences, recommended treatment and financial resources. When possible, the EAP shall work to connect AISD employees to long-term treatment that is in- health coverage.

Referrals shall be made if more extensive counseling is needed, and the number of personal cou4.42 Tm0 g0 G(-)]TJETQsl612 Tf1 00 G[Refe)-2(rra(fo)-5(iC2

D. Critical Incident Stress Debriefing (CISD)

Contractor shall provide an unlimited number of CISD sessions consisting of no more than ten (10) hours per incident. Onsite assistance shall be provided in a timely fashion for emergencies.

Contractor will provide critical incident stress group debriefings and/or one-to-one employee counseling on- V L W H D W W K H ' L V W U L F W ¶ V Z request in the event of a critical incident/traumatic event. Licensed professional EAP counselors shall be available in sufficient numbers and in appropriate locations to deliver both urgent and non-urgent services in a timely manner. Urgent requests for services shall be met within 24 hours and non-urgent request within three business days.

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E. Legal and Financial Services

Contractor shall provide legal and financial services and referrals including, but not limited to: budgeting, tax planning, retirement planning, debt - management, investments, financial planning, family law, domestic relations, consumer issues, identity theft, fraud resolution, personal injury, estate planning, wills, and probate.

F. Case Management Services

Contractor will provide case management follow-up services for participants who are referred by the workplace as a Procedural Referral; for clients who are considered to be in crises (suicidal, homicidal or domestic violence); or who contact Contractor for help with a substance problem. Case management services will continue for as long as warranted for the S U H V H Q W L Q J L V V X H V X E M H F W W R S D U W L F L S D Q W ¶

G. Web based Services

Contractor will provide access for web-based services which gives participants free access to explore articles, videos, eLearning modules, assessments, and tips and tools on balancing work and family life. Web based V H U Y L F H V D U H F X U U H Q W O \ Z K L W H O D E H O H G D Q G so.

H. Work-Life Balance

Contractor will provide resources ranging from counseling to community referrals for work-life balance issues including, but not limited to: prenatal

care, new baby care, child care, parenting, emergency care, summer care, elder resources, disaster relief, pet care, at-risk/high-risk adolescents, fitness, tobacco cessation, weight management, stress management, and self-care.

I. **EAP Communication/Awareness Materials**

Contractor shall provide a variety of printed materials, in English and Spanish.

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- x On a quarterly and annual basis, contractor shall provide comprehensive, user-friendly EAP utilization and activity reports
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