



Town of Fairhaven
Request for Proposals
Employee Assistance Program

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REQUEST FOR PROPOSALS

("RFP")

Employee Assistance Program

The Town of Fairhaven is seeking proposals from qualified firms for an Employee Assistance Program. The firm that is selected must have demonstrated previous experience in providing employee assistance programs to municipalities. A complete RFP is contained in this document. It is recommended that respondents to this request familiarize themselves with the detailed RFP. The deadline for submitting proposals to the Town Administrators Office is noon October 7, 2016. Proposers must submit eight (9) copies of their proposal and one digital copy. The Town reserves the right to reject any proposal deemed not to be in its best interest and waive minor technicalities. Postmarks, faxes, and email proposals will not be considered.

I. Background

The Town of Fairhaven ("Town") has determined the need to provide an Employee Assistance Program ("EAP") for its employees and their families. This program will be made available to all employees as a benefit of their employment with the Town. The Town has approximately 500 employees that would benefit from the initiation of this program.

II. Introduction

The Town is soliciting Request for Proposals (RFP) from qualified Employee Assistance Program (EAP) firms to provide a complete and comprehensive EAP proposal including a full description of their available services for our municipal employees. The Town does not currently offer an EAP to its employee, but has done so in the past. The Town is seeking the most qualified firm that can offer an array of services we have determined to be important to our employees and their immediate families. Qualified firms are requested to submit their proposals to the Town's Wellness Champion, Linda Schick, at the Fairhaven Board of Public Works, 5 Arsene Street, Fairhaven, MA 02719, in accordance with the instructions contained within this RFP.

Notice of this RFP is posted on the Town website (www.fairhaven-ma.gov) under "Documents and Contracts".

The Town will accept proposals delivered in person or by mail. All proposals must be received by Noon, October 7, 2016 to be considered. Proposals submitted by fax or by electronic mail will not be considered. All proposals must be submitted to:

Linda Schick, Wellness Champion
Fairhaven Board of Public Works
5 Arsene Street
Fairhaven, MA 02719

The Town of Fairhaven may cancel this RFP or reject in whole or in part any and all proposals, if we determine that cancellation or rejection serves the best interest of the Town.

III. Pre-Proposal conference/Briefing

There will be no pre-proposal submission conference/briefing for this project.

IV. Submission Deadline and Instructions

Complete **price** and **program** proposals must be submitted in *separate envelopes* with the firms name and address on the front, which are sealed and clearly marked:

Price Proposal for EAP

Employee Assistance Program (Technical Proposal)

Firms shall provide one (1) signed original proposal, eight (8) copies and one digital copy. Fax or electronic submissions will not be accepted.

Price must be presented as cost per employee.

Applicants must also execute and include in the sealed submission the Certificate of Non-Collusion and Certificate of Tax Compliance. The Town of Fairhaven, through the Town Administrator, is the awarding authority and reserves the right to reject any and all proposals or parts of proposals; to waive any defects, information, and minor irregularities; to accept exceptions to these specifications; and to award contracts or to cancel this Request for Proposals if it is in the Town's best interest to do so.

Proposals must be signed as follows:

- a. If the bidder is an individual, by her/him personally
- b. If the bidder is a partnership, by the name of the partnership, followed by the signature of each general partner
- c. If the bidder is a corporation, by the authorized officer, whose signature must be attested to by the Clerk/Secretary of the corporation and the corporate seal affixed.

All sealed proposals must be received and registered by the Town Administrator's office by October 7, 2016 at Noon. All outer envelopes must be labeled: "Employee Assistance Program" and mailed or hand delivered to the following address:

Linda Schick, Wellness Champion
Fairhaven Board of Public Works
5 Arsene Street
Fairhaven, MA 02719

No proposals will be accepted after the time and date noted. Late delivery of materials due to any type of delivery system shall be cause for rejection. If, at the time of the scheduled response opening, the Town Hall is closed due to uncontrolled events such as fire, wind, or building evacuation, the response opening will be postponed until 2:00 PM on the next normal business day. Submittals will be accepted until that date and time.

All firms must submit a list of a minimum of three references, with contact information, where they are performing or have, in the last three years, performed similar services **for a municipality.**

Please provide a price for the above referenced services broken down as a dollar price per employee per year.

This proposal is for a one year contract. There shall be two (2) one year renewal options for this contract, potentially continuing the contract thru 2019.

V. Questions or addendum

Questions concerning this RFP must be submitted in writing to: Linda Schick, Wellness Champion, Fairhaven Board of Public Works, 5 Arsene Street, Fairhaven, MA 02719, MA or they may be emailed to Mrs. Schick at lschick@fairhaven-ma.gov before Noon on Friday, September 30, 2016 to be considered. Questions may be delivered, mailed, emailed or faxed. Written responses will be posted on the Town's website (www.fairhaven-ma.gov) in "Documents and Contracts by close of business on October 3, 2016.

If any changes are made to this RFP, an addendum will be posted on the Town's website in "Documents and Contracts". It is the sole responsibility of the bidder to be aware of

the existence of any addenda and/or modifications issued by the Town. As this RFP has been published on the Town's website (www.fairhaven-ma.gov) all respondents are responsible for checking the website for any addenda and /or modifications that are subsequently made to this RFP.

The Town accepts no liability for and will provide no accommodations to respondents who fail to check for amendments and /or modifications to this RFP and subsequently submit inadequate or incorrect responses. Responders may not alter (manually or electronically) the RFP language. Modifications to the body of the RFP, Scope or Work, terms and conditions, or which change the intent of this RFP are prohibited and may disqualify a response.

All submittals shall be valid for a minimum of sixty (60) calendar days following the date established for acceptance. Award is anticipated to be made within forty five (45) days after proposal opening unless otherwise stated in the specifications or the time for award is extended by mutual consent of all parties.

Responders must not communicate directly with any employee of the Town, except as specified in this RFP, and no other individual employee or representative is authorized to provide any information or respond to any question or inquiry concerning this RFP.

VI. Modification to Proposal

Responses may be modified, corrected or withdrawn only by written notice received by the Town of Fairhaven prior to the time and date set for the response opening. Modifications must be submitted in a sealed envelope clearly labeled "Modification No. ____" and must reference the original RFP response.

VII. Objectives

The overall objective of the Employee Assistance Program is to provide the Town's employees and their immediate families' access to a comprehensive source of assistance and guidance in a variety of "life challenges" that could affect the employees' ability to function optimally at work.

Goals:

The goals of this employee assistance program will be to provide:

- Confidential and quick short term counseling to employees and their families as requested
- Seamless transition to a long term counselor should an employee require or request it.
- Confidential referral assistance to employees and their families as requested.
- Confidential counseling following a positive drug or alcohol test that is either self-referred or direct-referred by management.
- Confidential assistance to employees and families on matters that affect day to day life, such as but not limited to financial, legal, elder care, child care, bereavement and stress.
- At least one on site group seminars per year to promote employee health and wellness.
- At least one on site group seminars per year to promote managerial/organizational/staff development
- Face to Face promotion of the EAP to all departments and their employees with EAP provided materials
- Ongoing education of all employees on life challenges and EAP features either thru a newsletter, email or website.
- An orientation program for managers and employees on the EAP
- Assistance for managers and administration in HR issues such as but not limited to, legalities involved with hiring and firing, and assistance in building the culture of healthy workplace.
- A specially tailored program specifically to meet the needs of the Town of Fairhaven's employees (and families) and management (both upper management and supervisors)
- Providing timely services during and after a critical incident
- EAP statistics on a semi-annual basis to the Town of Fairhaven's liaison

Technical Proposals:

In the technical proposal please present a plan of services that provides:

- Details of the scope of services to be provided to individual employees
- Details on how employees will be able to access your services
- Details on average reaction time to calls, especially after hours.
- Details on average utilization of a similar program by municipal employees
- Details on group seminar topics that are available
- Details on HR related assistance that can be available
- Details on supervisor and management training regarding the EAP
- Details on orienting employees to the EAP
- Details on promoting the EAP
- Details on the ability to provide specialized services that may be required and not specifically stated in this request.
- Details on any other value added benefit that would be part of the contract with the Town of Fairhaven.
- Dedicated local (within 60 miles) employee assigned to liaison with the Towns representative regarding issues related to the EAP who would be available to discuss any issues with the program.

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VIII. Minimum Criteria/Qualifications

Each responder must demonstrate that it meets the following minimum qualifications:

- A. Vendor shall have a minimum of five (5) years of experience in performing the work described in this RFP
- B. Vendor must submit a list of all municipal contracts performed in the past five (5) years that are similar in scope to this project with contact names and telephone numbers
- C. Vendor must include a program manager who has a minimum of five (5) years of experience in performing the work described in this RFP and is a certified

professional. Include resume for the Program Manager and all key personnel who will be assigned to work on the program.

- D. Submission of separate and sealed program and pricing sheet
- E. Submission of required statements and forms.

IX. Timeline

The firm that is selected will be expected to enter into a contract with the Town of Fairhaven and begin delivering services no later than January 1, 2017.

X. Method for Award

The contract will be awarded to the responsible and responsive vendor submitting the most advantageous proposal taking into consideration all the evaluation criteria and ability to achieve the Town's goals (as listed in the RFP), as well as price. The fee for this work will be negotiated with the firm that best meets the needs of the Town.

ATTACHMENT A

CERTIFICATE OF NON-COLLUSION

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the work "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.

Signature of individual submitting bid or proposal

Date

Name of Business

ATTACHMENT B

TAX COMPLIANCE CERTIFICATION

Pursuant to M.G.L. c. 62C §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.

Signature of individual submitting bid or proposal

Date

Name of Business