



Request for Proposals

**EMPLOYEE ASSISTANCE PROGRAM
RFP #22-1021-01**

**Proposals will be received until 2:00 PM,
Thursday, November 17, 2022 at the**

**City of Dublin Purchasing Office
702 E. Madison St.
Dublin, GA 31021**

Kris Harden, CPPB
Purchasing Director
hardenk@dublinga.org

INSTRUCTIONS FOR PROPOSERS

INTRODUCTION:

The City of Dublin is soliciting proposals for the provision of an Employee Assistance Program (EAP) for City of Dublin employees and their immediate family members (spouse and dependents). The City of Dublin recognizes that at times employees may have personal concerns or issues that may affect their ability to perform their jobs. In order to assist employees in resolving those concerns and issues, and to help them perform at maximum capacity, the City offers an Employee Assistance Program. The City of Dublin will pay for three visits per occurrence. Employee benefits are subject to modification dependent upon continued funding.

The proposer must return the RFP with all information necessary to analyze the proposer's response as stated with the RFP document. **All proposals shall be returned in a sealed envelope marked "RFP #22-1021-01" and submitted to the City of Dublin Purchasing Department, 702 E Madison St., Dublin, GA 31021 or PO Box 690, Dublin, GA 31040, no later than 2:00 PM, Thursday, November 17, 2022. Late proposals will not be considered.**

Proposer Questions and Inquiries

Proposer questions and inquiries relative to this RFP must be submitted **in writing only by 4:00 PM, Monday, October 31, 2022**, to Kris Harden, Purchasing Director, at hardenk@dublinga.org. The City will provide a written response to all inquiries received by this date, and responses will be made available to all eligible proposers. Any oral responses made by any representative of the City may not be relied upon. Any supplements or addenda to this RFP as well as the answers to any questions submitted will be in writing and furnished to potential bidders via the website and/or Georgia Procurement Registry.

RFP Response Submission

Proposals must be submitted in a sealed envelope containing **one (1) original** (please mark document as original) proposal showing original signatures and seals, and **three (3) copies** of the complete proposal. Submittals **will not be accepted by fax or electronic mail. A W-9 must be included with the submittal. Be sure to include all forms that require signatures in RFP.**

The City will not be obligated for the expenses of any provider arising out of preparation and/or submittal of responses to this RFP. Any and all proposals to this RFP are to be prepared at the cost and expenses of the respondents, with the express understanding that there may be no claims whatsoever for the reimbursement of any costs, damages, or expenses relating to this procurement from the City of any other part for any reason (including cancellation of this RFP).

Proposals must be made in the official name of the individual, firm, or corporation under which the business is conducted (showing official business address) and must be signed in ink by a person duly authorized to bind legally the business entity submitting the proposal.

All proposals should be complete and carefully worded and must convey all of the information requested by the City. If errors or exceptions are found in the proposal, or if the proposal fails to conform to the requirements of the RFP, the City will be the sole judge as to whether that variance is significant enough to reject the proposal.

Proposals should be prepared simply with all data, materials, and documentation available in a clear, concise form. The City reserves the right to reproduce proposals for internal use in the evaluation process.

Proposers are expressly forbidden from contacting any other city employee or City of Dublin elected official regarding this Request for Proposal. Any such outside contact may result in disqualification from the request for proposal process.

I. Scope of Services

- **24/7 phone response.** Provider shall have trained counselors on duty answering a toll-free phone line at all times. Users should not have to navigate an elaborate phone tree before reaching a counselor.
- **Confidential services.** Licensed, professional counselors shall deliver assessments and face-to-face counseling sessions in safe, private and confidential offices. Provider shall make sure there are enough counselors in the Dublin area to deliver timely services in both urgent and nonurgent cases.
- **Referral support and follow-up.** The EAP shall assist employees by providing referrals for long-term or specialized care based on assessed needs, recommended treatment and employees' financial resources. The EAP shall provide follow-up and ongoing support for employees.
- **Crisis intervention.** EAP counselors to come to facility if there's an emergency, such as an incident of workplace violence? The EAP to provide counseling for traumatized employees. They can also help management coordinate emergency-response plans.
- **Substance abuse expertise.** Given their disproportionately great impact on the workplace, drug and alcohol abuse problems often represent the bulk of EAP cases.

II. Program

- A summary of the offeror's experience in providing an EAP program; including the names, qualifications, education, and training of the personnel who will provide intake, assessment, counseling, and referral services.
- A description of the types of counseling or guidance services offered; how client assessment, if any, is performed; how many sessions are offered to each client; and at what point or under what circumstances clients are referred to other providers.
- A description of how City of Dublin employees and family members can access the EAP, such as office hours, number and location of offices, time from initial contact to first appointment, 24-hour hotline, etc.
- A complete description of all training or resources the offeror may provide in addition to counseling services.
- A complete set of all education or information material, if any, that the offeror would provide to the City of Dublin and its employees, such as information pamphlets, posters, brochures, etc.
- Description of the evaluation method, if any, used to assess client satisfaction with the provider's services and examples of associated documents.
- A description of the offeror's client grievance procedure, if any, with examples of any associated documents.
- The names of at least two clients for whom the offeror has provided these services in the last three years. Include the name and phone number or e-mail address of a contact person in each organization who can provide a reference.

III. Financial

- A description of the offeror's proposed billing structure, i.e. rate per employee, fixed fee, cost recovery, etc. for the first year of the award and the optional second year extension.
- A description of the services offered for the fee charged. For example, if an offeror's proposed billing rate includes management training or employee information sessions, the proposal should state so clearly. If an offeror provides these types of services at an additional cost, the proposal should break out the services and associated costs.
- Description of information provided in utilization reports, if any, with examples of any associated documents.
- Proof of personal and professional liability coverage. Failure to provide any of the required information in the order above may result in immediate disqualification of the proposal.

IV. Vendor Requirements

To be considered for award, proposals must include the following vendor contact information in the order set out below:

Company Name
Contact Name
Address
City, State, Zip
Phone
Fax
Email
W-9 form

Bid Selection Process

Evaluation:

As part of the evaluation process, the Evaluation Committee may engage in discussions with one or more Proposers. Proposals will be evaluated for quality, completeness, and price value to the City of Dublin by an Evaluation Committee. Selection shall be made from all offers deemed to be fully qualified and best suited among those submitting proposals based on the evaluation of factors included in the RFP, including price. Price shall be considered, but need not be the sole determining factor. The Evaluation Committee may cancel this RFP or reject proposals at any time prior to an award.

Evaluation Criteria

Below is a description of the evaluation criteria that will be used to evaluate the proposals. To be deemed responsive, it is important for the firm's proposal to contain appropriate detail to demonstrate satisfaction of each criterion and compliance with the performance provisions outlined in the RFP. The proposal will be the primary source of information used in the evaluation process. Proposal must contain information specifically related to the proposed services requested in this RFP. Failure of any firm to submit information requested may result in the elimination of the proposal from further evaluation.

City of Dublin staff members will review the proposals. Selection will be based on a combination of the following factors:

- Experience providing EAP programs
- Experience and qualifications of professional staff
- The range and nature of the services to be provided
- Past performance history
- Reasonableness of proposed fee.

The City of Dublin reserves the right to accept or reject any or all proposals submitted. Issuance of this request for proposals creates no obligation to award a contract or to pay any costs incurred in the preparation of a proposal. The City of Dublin reserves the right to use the proposals as a basis for further negotiation or to accept a proposal without negotiation.



NON-COLLUSION AFFIDAVIT

The following affidavit is to accompany the bid:

STATE OF _____

COUNTY OF _____

_____ Owner,
Partner or Officer of Firm

_____ Company Name,
Address, City and State

being of lawful age, being first duly sworn, on oath says that he/she is the agent authorized to submit the attached proposal. Affiant further states as bidder, that they have not been a party to any collusion among proposers in restraint of competition by agreement to propose at a fixed price or to refrain from submitted proposals. Affiant also states that they have not been a party to any collusion with any officer of the City of Dublin or any of their employees as to quantity, quality or price in the prospective contract; and that discussions have not taken place between proposers and any office of the City of Dublin or any of their employees concerning exchange of money or other things of value for special consideration in submitting a sealed proposal for:

_____ Firm Name

_____ Signature

_____ Title

Subscribed and sworn to before me this _____ day of _____, 20_____.

Notary Public



City of Dublin, Georgia

CONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the City of Dublin has registered with and is participating in a Federal Work Authorization Program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA) P.L. 99-603), in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91.

The undersigned further agrees that, should it employ or contract with any subcontractor(s) in connection with the physical performance of services pursuant to this contract the City of Dublin, contractor will secure from such contractor(s) similar verification of compliance with O.C.G.A. 13-10-91 on the Subcontractor Affidavit provided in Rule 300-10-01-.08 or a substantially similar form. Contractor further agrees to maintain records of such compliance and provide a copy of each such verification to the City of Dublin at the time the subcontractor(s) is retained to provide the service.

Business Name

EEV/ Basic Pilot Program* User Identification Number

BY: Authorized Officer or Agent

Date

Title of Authorized Office or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS _____ DAY OF _____ 20 ____

Notary Public: _____

My Commission Expires: _____

*As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "EEV/Basic Rule Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in Conjunction with the Social Security Administration (SSA)



City of Dublin, Georgia

SUBCONTRACTOR AFFIDAVIT AND AGREEMENT

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. 13-10-91, stating affirmatively that the individual, firm, or corporation which is contracting with the City of Dublin has registered with and is participating in a federal work authorization program* [any of the electronic verification of work authorization programs operated by the United States Department of Homeland Security to verify information of newly hired employees, pursuant to the Immigration Reform and Control Act of 1986 (IRCA) P.L. 99-603), in accordance with the applicability provisions and deadlines established in O.C.G.A. 13-10-91

Business Name

EEV/ Basic Pilot Program* User Identification Number

Date _____

BY: Authorized Officer or Agent
(Subcontractor Name)

Title of Authorized Office or Agent of Subcontractor

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE _____ DAY OF _____ 20____

Notary Public: _____

My Commission Expires: _____

*As of the effective date of O.C.G.A. 13-10-91, the applicable federal work authorization program is the "EEV/Basic Rule Pilot Program" operated by the U.S. Citizenship and Immigration Services Bureau of the U.S. Department of Homeland Security, in Conjunction with the Social Security Administration (SSA)