

**REQUEST FOR PROPOSALS
CITY OF ST. LOUIS
EMPLOYEE ASSISTANCE PROGRAM**

The City of St. Louis is seeking a firm to administer the Employee Assistance Program. The contract will be for three years subject to appropriation, with an option to renew for an additional two years.

I. Program Rationale

The “City of St. Louis”, hereafter in this RFP referred to as “The City”, employs approximately 5,000 people. Approximately 6% of eligible employees and their household members have utilized the Employee Assistance Program service in the past four years. An Employee Assistance Program should be designed to serve employees and members of their household. Basic services should be available during business hours, evenings and weekends. The City's goal for an Employee Assistance Program is to enhance the health, safety, productivity and morale of its employees through educational and counseling programs.

II. Proposal Format

The outline below should be followed for the EAP services described. Be advised that failure to follow the outline could result in the rejection of the proposal.

- A. Description of Firm:** In this section of the proposal, describe the firm and the services it provides. The description should also include the number of years the firm has been in business, facilities (including service sites located within the corporate limits of the City of St. Louis), staff qualifications and professional licensure, special program emphasis, specialties and a list of companies that contract with the firm for employee assistance programs. Indicate the extent to which your firm anticipates that it would retain third party entities in providing the services under this RFP and list such entities presently retained or under consideration, with a description of the qualifications, experience and the role(s) in providing the services under this RFP. Please provide the name, address and telephone number of any representative who may be contacted by the City for each third party entity.
- B. Advantages of Contracting with Firm for EAP Services:** This section of the proposal should explain why the firm is particularly suited to meet the employee assistance program needs of the City of St. Louis to include Equal Employment Opportunity policies and practices.
- C. Scope Of Services:** In addition to other EAP services offered by the firm the proposal should specifically address the following:

Counseling Services

Provide a detailed description of procedures for employees' self-referrals for professional counseling and methods used to ensure their completion of counseling action plans. Describe the nature of the direct contact counseling sessions to be conducted. Include a detailed description of procedures for management personnel referrals of employees, and progress reporting mechanisms. Indicate the minimum number of counseling sessions to be provided per referral.

Also include a description of assessment, counseling, and monitoring methods employed for employees who are referred on a mandatory basis because of inappropriate substance use or abuse. Include a detailed description of the crisis intervention services available. Some of the referrals will involve CDL/DOT guidelines.

Management/Supervisory Training

Provide a plan to orient supervisory and management personnel to the Employee Assistance Program, as well as any supervisory training that may be required to ensure that supervisors recognize signs and symptoms of substance use and the proper management of employees experiencing other personal problems affecting work. Detail the nature of consultation services available for managers related to specific employee situations. The plan should include a minimum of four, two-hour service orientation sessions and four, three-hour drug and alcohol training sessions per contract year. Also include information on additional, specialized training provided for management/supervisors and any associated fees.

Program Promotion

Provide a detailed plan to encourage use of the program by employees and to keep the program visible throughout City government during the contract. The plan should include samples of publications, flyers or other materials that may be used for this purpose.

Program Evaluation

Provide a detailed plan to track and identify program use, problems addressed, resolution of those problems, and the quality of service employees receive. The plan should include the following components:

1. Quarterly and end of the calendar year reports on self-referrals and supervisory referrals. These should include the total number of cases opened and differentiated as follows:
 - a. Employee only
 - b. Household member
 - c. Employee and household member
 - d. Age range
 - e. Gender
 - f. Race/ethnicity
 - g. Occupational status

- h. Length of City service (range)
- i. City department/division
- j. Marital Status
- k. Referral Source
- l. Reason for Referral

The plan should include a sample copy of reporting forms.

- 2. Return-to-duty and monthly progress reports on employees referred for mandatory evaluation and referral for drug and alcohol evaluation, referral and treatment.
- 3. Customer satisfaction surveys which will be provided to each referral and returned directly to the Department of Personnel-Employee Relations.

The plan should also indicate how this information will be made available to the City of St. Louis and how often. Please provide any additional information to be tracked and reported that will help in evaluating the utility, effectiveness, and quality of the services provided through the program.

D. Contract Administration/Transition: This section of the proposal should describe how quickly the provider can assume contract responsibilities and how administrative operations will be conducted. Include the information noted below:

- 1. Describe how implementation will be handled.
- 2. List the name(s) and title(s) and role (s) of individual(s) who will service the account as the point of contact for implementation of contract.
- 3. Provide three references (company names, contact persons, telephone numbers).
- 4. Note any performance measures used in similar contracts.

E. Cost and Fees: Fees should be detailed as follows:

Fee Structure: Basic EAP Program (total cost per contract year)

- 1. Assessment, referral and short-term counseling sessions.
- 2. Consultation for supervisors.
- 3. Mandatory drug and alcohol case management
- 4. Minimum training sessions
- 5. Required reports, program promotion and customer service surveys

Fee Structure: Adjunctive Services (per hour fees)

- 1. Crisis Intervention Counseling
- 2. Additional training programs
- 3. Other services (specify)

III. Proposal Evaluation Criteria

Proposal submissions will be evaluated based on:

- Specialized experience, qualification and technical competence of the firm, its principals, project manager and key staff
- Ability of the firm to provide innovative solutions
- Approach to the project and any unusual problems anticipated
- The capacity and capability of the firm to perform the work within the time limitations
- Past record and performance of the firm with respect to schedule compliance, cost control and quality of work
- Proximity of the firm to the City of St. Louis
- Fees or fee structure as may be appropriate for the designated service
- Availability of financial and operating resources as required to complete the work
- M/WBE and/or DBE participation
- Ability of the firm to meet statutory or ordinance requirements
- Other items that arise as the result of the proposal or interview

IV. Selection Process

Responses will be evaluated by a Selection Committee, in accordance with the guidelines established by Ordinance 64102. The City is actively seeking participation by MBE and WBE firms, and encourages those firms to submit proposals. All proposals submitted by or including participation of minority firms must be accompanied by proof of certification which can be obtained from the City Compliance Official, DBE Program Office, Lambert Airport, 11495 Novaid Road, Bridgeton, MO, 63044 (314)551-5000. The City and/or its Selection Committee reserve the right to:

1. Reject any and all proposals
2. Request additional information as the City and/or its Selection Committee may deem necessary
3. Waive any and/all nonmaterial irregularities pertaining to this selection and/or submission of responses
4. Disqualify any and/or all firms and reject any and/or all Proposals for failure to comply with this RFP or to promptly provide additional requested materials or information
5. Cancel this RFP

Respondents will be notified if they have been selected for further consideration. The City reserves the right to interview, or call for a presentation from any firm submitting a

response. The City also reserves the right to discuss the Proposals with any or all respondents. Nothing in this RFP is intended to be, nor should anything herein be construed as an offer of engagement.

All materials submitted in accordance with this RFP will become and remain the property of the City and will not be returned. All Proposals shall be considered public records, but may be deemed and treated as “closed” or “exempt” by the City, at the sole discretion of the City, pursuant to the City’s understanding and interpretation of the laws of the State of Missouri. All proposal material may become open records. The City cannot guarantee confidentiality of any materials during the evaluation process or at any other time. Thus, Proposals and communications exchanged in response to the RFP should be assumed to be subject to public disclosure.

Each respondent, in seeking, receiving or possessing this RFP and/or in submitting a response does release, indemnify and hold the City and its various employees, representatives and agents harmless from and against all claims and demands of any and all loss, cost, damage, or liability of whatever nature, which may be asserted against or imposed against the City as a result of issuing this RFP, making any revisions thereto, conducting this selection process and subsequent negotiations, and making a final recommendation and/or entering into a contract. The City of St. Louis will not be liable for nor pay costs incurred by the respondent in preparation of a response to this RFP or any other costs involved, including travel and time for interviews.

V. Proposal Submission

In submitting the proposal be sure to include verification of a current business license and tax remittance(s), samples of all pertinent forms and bills, costs for all services outlined in the proposal, as well as any other information requested in other parts of this document.

The firm's submission should include seven (7) copies of the proposal signed by the appropriate company officer. **The proposals should be in the Department of Personnel on or before 4:00 P.M. Central Daylight Time, Friday, April 10, 2009.**

Late proposals will not be accepted. All materials submitted in accordance with this RFP will become the property of the City and will not be returned.

Proposals must be hand delivered or mailed to:

**Department of Personnel
1114 Market Street Room 700
St. Louis, Missouri 63101
Attn.: Carolyn Roston, Employee Relations Section**

Pre-selection questions relevant to this RFP should be directed in writing only to: RostonC@stlouiscity.com on or before April 6, 2009. All questions will be answered within two business days.