



Owensboro Municipal Utilities

Request for Proposal

For

Employee Assistance Program and Services

**Owensboro Municipal Utilities
2070 Tamarack Road
P.O. Box 806
Owensboro, KY 42302
www.omu.org**

Release Date: July 7, 2010

Proposals must be Received by: August 13, 2010

Program Effective Date: October 1, 2010

Owensboro Municipal Utilities Request for Proposals Employees Assistance Program and Services

Owensboro Municipal Utilities (OMU) is seeking proposals for the delivery of a comprehensive Employee Assistance Program (EAP). The purpose of this request is to gather information from your organization relative to OMU's required scope of service and key selection criteria. Organizations selected as finalists may be expected to address more detailed issues regarding specifics of their organization and operations. These same finalists may be expected to interview with a selection panel. It is our intent to secure the most effective and beneficial program at the most economical cost.

OMU desires to maintain for its employees and eligible dependents an EAP that:

- Adheres to all applicable laws and professional ethics in regard to confidentiality.
- Is convenient and easy to use
- Maintains a broad, licensed and professional staff
- Provides a wide-range of counseling services
- Provides effective assistance and consultation on workplace issues and problems
- Serves as an resource for pertinent information

OMU invites proposals from qualified providers to administer our Employee Assistance Program. Proponents are required to have a minimum of five (5) years of experience in administering EAP services. Our current provider has been notified of our intent of non-renewal of their services. The effective date of the program will be October 1, 2010.

Overview:

Owensboro Municipal Utilities is a municipal electric, water and telecommunications utility in western Kentucky with an average employment of 245 full time employees. The annual base payroll is currently approximately \$14.2 million. OMU has provided EAP services to its employees and dependents since mid-1980. The organization views EAP services as a valued and needed benefit for its employee group. Likewise, the EAP service provider is viewed as an important business partner to the utility.

The EAP would be offered to all full time OMU employees and their immediate family members or dependents. OMU will determine eligibility for employee participation in the EAP.

Scope of Services:

It is expected that the successful proposer will provide the following minimum or core services:

- 1) The provider shall perform all tasks in accordance with generally accepted professional standards and shall provide OMU and/or its employees and dependents with the best possible advice and consultation within their professional capacity.
- 2) The provider will adopt and maintain safeguards to insure that EAP counseling is conducted in a manner that will preserve the privacy of the employees and their families. Communications between EAP personnel and employees shall remain confidential, except as specifically waived in writing by the individual employee.
- 3) The provider will work with OMU to develop any policies and procedures relative to the delivery and maintenance of the EAP.
- 4) The provider will assist OMU in publicizing the EAP to employees. The provider will supply OMU with brochures and literature regarding and promoting EAP services.
- 5) The provider will provide a broad range of professional counseling assistance to OMU employees and eligible dependents who have been referred to the EAP or who request such services of their own accord. Each covered person may receive up to six (6) counseling sessions per problem per contract year. Services should be provided locally and conveniently.
- 6) Counselors shall be either a mental health counselor, clinical social worker, marriage and family counselor, clinical psychologist, certified addiction professional or other Master's level behavioral professional, as appropriate, and each such EAP counselor shall have appropriate state professional license.
- 7) The provider, when necessary, will make referrals to clinical and medical professionals when additional services are needed. The provider will strive to assist employees in finding services within the parameters of OMU's group health insurance plan.
- 8) The provider will serve as OMU's Substance Abuse Professional (SAP) for the purposes of OMU's drug and alcohol program. (DOT and non-DOT)
- 9) The provider will provide follow-up procedures, as necessary, to monitor referred employees' adherence to the agreed course of treatment. The provider will make progress reports to OMU on employees directly referred to the EAP by OMU supervision or management, but such reports will respect the employees' rights to confidentiality
- 10) The provider will provide consultation and assistance to managers and supervisors relating to troubled employees or to make performance-based referrals within the context of the program.

- 11) The provider will periodically prepare reports on the caseload activities of the provider, but such reports shall not jeopardize the rights of confidentiality of the employees or their families.
- 12) The provider will have the ability to provide training and educational programs on a broad array of topics.
- 13) The provider will be available for on-site assistance in the event of a catastrophic event or employee death.
- 14) The provider will maintain a local and/or toll free live answered phone line, 24 hours a day and 365 days a year.
- 15) The provider will maintain professional liability insurance covering its activities under this agreement with limits of not less than one million dollars (\$1,000,000) per occurrence and three million dollars (\$3,000,000) in the aggregate. Written evidence of such coverage will be provided upon request.
- 16) The provider will insure that the program and the delivery of services comply with all applicable State and Federal laws, licensure, regulations and rules including HIPAA.

Proposal Requirements:

The Proposer must submit a proposal that demonstrates and provides evidence that the Proposer is able to provide suitable services and has the capabilities, professional expertise and experience to perform the services desired. The proposal must include the following:

- *Letter of Introduction*

The proponent will introduce the entity and state their desire to provide EAP services for OMU as described herein including their name, address, contact person's name and title, telephone number, facsimile number and e-mail address.

- *Experience & Qualifications*

Furnish a summary of the expertise and experience of your primary staff and counselors. List the clinical or behavioral services provided in the Owensboro, Daviess County, Kentucky area. Include also service providers available in neighboring geographical areas. Specifically identify key account personnel or account manager.

- *Services Offered and Cost*

List the cost per employee and expected payment schedule or options (monthly, quarterly, semi-annual or annual) and length of contract requirements, if any. Describe

the standard services offered and included in the base fee as well as additional fee-based services and cost including but not limited to:

- Office Location
- Hours of Operation and Access
- Eligibility for Services
- Number of Counseling Sessions per Person
- On-site Employee and Management Education and Training
- Resource/Educational Material, i.e., web site, newsletter, check-stuffers
- Crisis Intervention
- Psychiatrist Consultation/Review
- Substance Abuse Professional Services
- Critical Incident Stress Debriefing
- Management Consultation
- Web Programs
- Participation in Annual Health and Wellness Fair

*Deviations from or exceptions to our stated scope of services must be noted.

- *References*

Supply a list of at least three references from local businesses using your EAP services including the organization's name, address, contact's name and phone number.

Presentation and Interview:

Submitted proposals will be reviewed. Interviews with the organization(s) deemed by OMU to be best suited to meet its needs will be conducted to further explore the capabilities and strategies of service provider. Interviews will be conducted as quickly as possible after the submission deadline.

Evaluation/Selection:

In determining which proposal, if any, will best serve the interest of OMU; emphasis will be given to, but not limited to, the following factors:

- Capability of organization to provide a comprehensive set of core services and benefits
- Cost of services and stability of rates and fees over time
- Qualifications and experience of the organization and counselors
- Experience and demonstrated expertise and service
- Scope of services offered
- Accessibility and ease of access
- Contractual terms
- Ability to provide reports respectful of confidentiality
- Compliance with applicable State and Federal laws and regulations

- Any other criteria identified by OMU as important in the evaluation of submitted proposals

OMU reserves the right to negotiate and contract with any organization it deems suited to provide services desired. It also reserves the right to accept or reject any or all proposals, to waive irregularities and technicalities and to request resubmission or additional information. OMU shall be the sole judge and determiner of the selection and the resulting agreement. OMU's decision shall be final. OMU is not obligated to award or select a provider based on cost alone.

Questions/Clarifications:

Inquiries about this request should be directed to:

Sue Napper
Director, Administrative Services
Owensboro Municipal Utilities
2070 Tamarack Road
P.O. Box 806
Owensboro, KY 42302
Phone: 270-926-3200, ext. 264
Fax: 270-686-8512
Email: napperss@omu.org

Submission Deadline:

Three copies of your proposal must be received by August 13, 2010, at the following address and location:

Owensboro Municipal Utilities
Attn: Sue Napper
2070 Tamarack Road
P.O. Box 806
Owensboro, KY 42302

Electronic submittals are acceptable and should be sent to Sue Napper at

napperss@omu.org