



**Purchasing Department
City Hall, 73 Harlow Street
Bangor, Maine 04401
Tel. 207-992-4282**

**Request for Proposals
Employee Assistance Program Services
Issue Date: October 3, 2016**

I. Introduction

The City of Bangor requests proposals for its Employee Assistance Program (EAP) for a period of three (3) years. A three (3) year renewal option is contemplated contingent upon mutual agreement of the parties.

II. Submission

To be considered, return the Proposal Form and any other information the Proposer deems important in an envelope **clearly** marked **"Proposal: EAP Services" by 2:00 PM, Wednesday, October 26, 2016** to City of Bangor, City Manager's Office, 73 Harlow Street, Bangor, Maine 04401.

Proposals may also be submitted via email by sending to: bids@bangormaine.gov. If emailing, reference **"Proposal: EAP Services"** in the subject line. Proposals will be publicly opened on the date and time stated above.

III. General Information

General information is available on the City's website at the following web address: www.bangormaine.gov/proposals. By submitting a response to this solicitation, the bidder accepts the responsibility for downloading, reading and bidding by the terms and conditions set forth in the City's "General Information for Vendors."

IV. Questions

All questions must be directed in writing to bids@bangormaine.gov no later than **4:30PM, Thursday, October 13, 2016**.

The City will issue a response to any questions or inquiries submitted in writing by the date above, on or before **4:30PM, Monday, October 17, 2016**. The response will be in the form of an addendum, which will be available on the City's website. Proposers are responsible for checking the City's website for issuance of any addenda.

In the event that an addendum to this solicitation is issued, all solicitation terms and conditions will remain in effect unless they are specifically changed by the amendment. Proposals shall include

acknowledgment of all amendments or be subject to rejection. All signatures on proposals, addenda or related correspondence must be by persons who are authorized to contractually bind the Proposer.

V. Information

The City of Bangor is a municipal corporation with approximately 530 full-time and approximately 115 regular part-time governmental employees. The City has an established Employee Assistance Program for all its employees (union and non-union) and the employee's families.

The philosophy of the City's EAP is based on the premises that employees who are troubled by personal problems are unable to work up to their potential. The City's EAP policy is attached hereto.

Employees shall be able to access the EAP in the following ways:

1. Self-referral; or
2. Supervisory referral if the employee's problem(s) have a negative impact on the employee's job performance.

All contact with the EAP Coordinator are to be kept strictly confidential even if a supervisory referral is made.

VI. Preparation

Before submitting a proposal, all prospective Proposers are encouraged to carefully examine the proposal documents and fully inform themselves as to the existing conditions and limitations under which the work will be performed.

Each Proposer shall make his/her proposal from his/her own examinations and shall not hold the City, its agents or employees responsible for any information received from them.

Proposals shall be prepared providing a straight forward, concise delineation of the capabilities proposed to satisfy the requirements of the City. Completeness and clarity of the content is required. The City reserves the right to negotiation any portion of the proposal determined to be unclear or to inappropriately address the needs of the City.

VII. General Requirements

The Proposer shall be prepared to advise, support and represent the City of Bangor in the following areas:

1. Update of operating procedures and improvement of the current program;
2. The development of promotional materials and program information;
3. Training of supervisory personnel and orientation programs on an as needed basis;
4. Counseling of employees and family members on a wide range of personal problems;
5. Referral for ongoing services as appropriate;
6. Evaluation reports of the program on a quarterly and yearly basis. Reports shall include:

- a. Amount of usage;
 - b. Types of problems; and
 - c. Other information as appropriate.
7. The City requires that an individual be specified in the proposal who will serve as Coordinator for the EAP. The City reserves the right to approve or deny any changes to the assigned staff named in the proposal, whether such change occurs prior or during the contract period. The City shall be provided with the resume of any proposed substitute(s) and shall be given the opportunity to interview that person(s) prior to its decision to approve or deny the proposed substitution(s).
8. The selected Proposer will be required to sign a contract and to provide a certificate of insurance for public liability. Each proposal shall be signed by a person legally authorized to contractually bind the Proposer.

VIII. Submission Requirements

For consideration, all proposals must contain the following information as a minimum:

1. A brief history of the firm including a description of the organizational structure highlighting the unit responsible for the EAP;
2. Resume of appointed Coordinator(s) assigned to the City's account;
3. A resume of all professional staff who will be involved in the program;
4. A list of names, address and telephone number of three (3) current EAP clients;
5. A description of Proposer's ability and experience in developing and conducting an EAP;
6. Specifics regarding location, business hours, appointment procedures, emergency services and coordination of after-hours communications (use of answering service etc.);
7. A description of how employee confidentiality is safeguarded (including exceptions and any mandatory reporting obligations established by law);
8. A description of ongoing support services available (informational bulletins, posters, employee training on non-EAP topics, including number of visits and topics covered, etc.);
9. A description and frequency of statistical information available regarding program usage, number and types of referrals, etc.;
10. A detailed fee structure and estimated costs for each of the three (3) years of the program including any up-front charge, hourly rates and charge for no-show clients;
11. Hourly cost or lump sum charge per site visit to meet with employees on specific topics; and
12. Any other information the Proposer feels will aid in the evaluation process.

All costs incurred in the preparation and submission of a proposal will be borne by the Proposer.

IX. Selection Criteria

Each proposal will be evaluated based upon the following criteria:

- A. Proposer's qualifications and experience of firm and individual assigned to our account;
- B. Quality of program information, employee educational and EAP promotional material;
- C. References;
- D. Proposed cost; and
- E. Most comprehensive package.

At its discretion, the City may choose to interview selected Proposers in order to assist in the selection of the successful firm or individual. It is understood that the City shall incur no costs as a result of an interview, nor bear any obligation in further consideration of the proposal.

The contract will be awarded to the Proposer best able to provide the services required. All proposals shall remain firm for sixty (60) calendar days after receipt of proposals.