

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

1. PURPOSE

The City of Austin, hereinafter referred to as the "City," seeks Proposals from firms to provide Employee Assistance Program (EAP) services for City eligible employees, retirees, and anyone living in their household, as well as employees and retirees of Affiliated Employers and anyone living in their household, hereinafter referred to as "Covered Persons" commencing on January 1, 2016.

2. BACKGROUND

The City provides access to benefit programs to Covered Persons. The City's benefits plan year is January 1 to December 31. Open Enrollment begins mid-October and ends mid-November of each year. Alliance Work Partners is the current EAP vendor. The current contract began January 1, 2011 and will end December 31, 2015.

- 2.1. As of January 2015, 11,960 employees and 6,277 retirees are eligible to participate in the EAP. The number of employees has remained relatively constant over the last two years. Most employees and about 75 percent of retirees are also covered by medical plans which provide some level of mental health and substance abuse benefits. Refer to **Exhibits 1-3**, 2014 Annual Utilization Report, 2013 Annual Utilization Report, and Medical Section of the 2015 Employee Benefits Guide.
- 2.2. In January of 2015, the City implemented a premium of \$12.50 per pay period for employees and \$25.00 per month for retirees who use tobacco products. Employees and retirees who complete an EAP Tobacco Cessation course will have the premium waived for the current year. Due to the premium implementation, class participation increased by 82 percent and the number of classes scheduled increased by 75 percent during the 4th quarter of 2014. In 2015, it is anticipated that the number of participants and classes scheduled will also increase.
- 2.3. Employee educational trainings and supervisor educational trainings, as listed in 3.5 of Section 0500 below, will be requested by the key contact person within the Corporate Human Resources Department. These trainings can also be requested by the departmental key contacts such as the Human Resource Managers, Human Resource Liaisons, Wellness Liaisons, or Safety Team Members. These educational trainings are geared for the respective department making the request.

3. SCOPE OF WORK

- 3.1. **Title of Program:** City of Austin Employee Assistance Program.
- 3.2. **Objective:** To contract with a vendor to provide the City's Employee Assistance Program with counseling and/or referral services, and training for a wide variety of work-related problems, personal problems, and personnel development. The initial term of the contract shall be a thirty-six (36) month period with three (3) 12-month extension options.
- 3.3. **General Requirement:** Proposal for an Employee Assistance Program must include all Covered Persons. The Employee Assistance Program must be an integrated approach with one firm providing the services.
- 3.4. **General Information:**
 - 3.4.1. The City will accept Proposals from qualified firms, agents and brokers. Firms are not required to have a broker represent them; the City will contract directly with the firm, not the agent/broker. However, if the City receives more than one (1) Proposal for any given firm, all Proposals for that firm will be rejected.
 - 3.4.2. Broker's fees/commissions are at the Contractor's expenses.

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

3.4.3. Proposal Completeness - Proposers are expected to closely read this Request for Proposal and provide complete responses to each section along with a binding signature of intent to comply with the terms and conditions outlined herein. Each section of this RFP is a standard part of all City of Austin contracts. Proposers should review each section carefully as your response will become part of the final contract. Rejection of or requesting exceptions to the provisions outlined in this RFP may be cause for rejection of a Proposer's Proposal.

3.5. **Program Coverage Requirements:**

3.5.1. Counseling Services

3.5.1.1. Description of Coverage: The Contractor shall provide comprehensive counseling services which will include the intake, assessment/diagnosis, treatment or referral services, and follow-up activities for a broad range of personal problems, including:

- A. Stress
- B. Psychological or emotional problems
- C. Crisis intervention
- D. Financial counseling
- E. Marital and/or family problems
- F. Child and/or adolescent problems
- G. Substance abuse
- H. Eating disorders
- I. Management of anger/conflict/violence
- J. Elder care
- K. Other as determined by the City

3.5.1.2. The Contractor shall provide support services for City employees when requested for addressing workplace-related concerns.

3.5.1.3. The Contractor shall maintain a toll-free line for employees as a means of discussing confidential or sensitive workplace or personal conflicts. If it is necessary for an employee to leave a message, all calls must be returned within 24 hours.

3.5.1.4. The Contractor shall provide up to a minimum of five (5) counseling visits per issue for each Covered Person, before referring to the City's medical plan behavioral health network of providers.

3.5.1.5. If a Covered Person receiving individual or family counseling requires a long term relationship for counseling sessions, the Contractor shall coordinate referrals for further counseling sessions with the City's medical plan behavioral health network of providers.

3.5.1.6. The Contractor shall provide counseling services for Covered Persons at local offices in Austin and surrounding areas.

3.5.2. Training Services and Programs

3.5.2.1. The Contractor shall offer training services and programs related to common personal and workplace issues related to EAP objectives, including:

- A. Stress reduction and management
- B. Interpersonal and work relationships
- C. Work/life balance
- D. Customer service
- E. Financial education
- F. Parenting issues

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

- G. Caregiver issues
 - H. Career/vocational development
 - I. Substance abuse/violence awareness
 - J. Other as determined by the City
- 3.5.2.2. The Contractor shall scale trainings to the requested duration and scope for each employee group, and shall make trainers available for employee groups between the hours of 5 a.m. - 10 p.m.
- 3.5.2.3. The Contractor shall provide program coverage requirements to Covered Persons at City worksites.
- 3.5.3. Supervisor Training
- 3.5.3.1. The Contractor shall have a "Reasonable Suspicion" training program to teach supervisors how to identify and handle drug and alcohol use and abuse conforming to the requirements of 49 CFR 382.603 a minimum of six (6) times a year. Refer to **Exhibit 4**, City of Austin Alcohol and Drug Testing Procedures.
 - 3.5.3.2. The Contractor shall also have training programs to assist supervisors in managing their employees as needed to support City objectives.
 - 3.5.3.3. The Contractor shall provide program requirements to supervisors at City worksites.
- 3.5.4. Critical Incidents
- 3.5.4.1. The Contractor shall provide an unlimited amount of City worksite critical incident sessions using master level clinicians.
 - 3.5.4.2. The Contractor shall be available for other unforeseen incidents at the City's discretion. Including floods, fires, environmental hazards, or threatening situations.
 - 3.5.4.3. The Contractor shall conduct a critical incident session within two (2) hours after the City notifies the Contractor of the need for a critical incident session.
 - 3.5.4.4. Critical incident sessions must be available 24 hours a day, 7 days per week, 365 days per year.
 - 3.5.4.5. Follow-up debriefings shall also be provided upon request for those groups who continue to experience residual stress.
 - 3.5.4.6. A written status report shall be provided to the City within 72 hours after completion of the critical incident session.
- 3.5.5. Mandatory Substance Abuse Referral Counseling
- 3.5.5.1. Employees who test positive in a City administered test for drugs or alcohol shall be referred to the EAP on a mandatory basis. Refer to **Exhibit 4**, City of Austin Alcohol and Drug Testing Procedures.

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

In support of the City Drug and Alcohol Testing Program the Contractor must:

- A. Conduct an initial assessment of the employee referred.
- B. Determine the appropriate treatment.
- C. Explain the treatment options to the employee.
- D. Monitor the employee's compliance with the treatment.
- E. Evaluate and determine if an employee can return to work.
- F. Provide the City with a follow-up testing schedule for that employee.
- G. Follow all Department of Transportation regulations and guidelines.

3.5.5.2. The Contractor shall report mandatory counseling service within one (1) business day after a completed session.

3.5.5.3. The Contractor shall provide counseling services for employees at local offices in Austin.

3.5.6. Commercial Driver's License (CDL) Alcohol and Drug Training

3.5.6.1. Contractor shall provide one (1) hour alcohol and drug training classes for employees who hold a commercial driver's license. The class shall cover the following topics at a minimum:

- A. Department of Transportation (DOT) regulations.
- B. Reasonable suspicion.
- C. Signs/Symptoms of abuse.
- D. Self-disclosure.
- E. A description of the Contractor's resources available to employees.

3.5.6.2. The Contractor shall provide the class up to twelve (12) times per year. The training must be conducted in both English and in Spanish. To accommodate employees working different shifts, the Contractor shall need to provide training at all times of the day, specifically, early morning or late evening.

3.5.6.3. The Contractor shall provide training for employees at City worksites.

3.5.7. Tobacco Cessation

3.5.7.1. The City covers the cost of over-the-counter or prescription cessation medication recommended and prescribed by the physician of the eligible Covered Person who participates in the City's Tobacco Cessation program. Refer to **Exhibit 5**, Tobacco Cessation Program Overview.

3.5.7.2. The Contractor shall provide onsite comprehensive tobacco cessation programs including, but not limited to, the following:

- A. A three (3) hour, two (2) part educational training course providing an overview of the dangers of smoking, behavioral response triggers associated with smoking, and smoking cessation methods at a minimum of twenty-four (24) times per year.
- B. Resources and referrals to community-based tobacco cessation services, including, but not limited to, hypnosis and acupuncture.

3.5.8. Staffing

3.5.8.1. The City requires that all services provided to the City and clients shall be provided by qualified staff. All of the following requirements apply whether or not the clinicians or trainers are employees of Contractor:

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

- A. The City requires that all clinicians have a minimum of a master's degree in a behavioral science (social work, clinical or counseling psychology).
- B. The City also requires substance abuse clinicians be licensed by the State of Texas as Licensed Chemical Dependency Counselors (LCDC).
- C. The Contractor shall have ongoing training and professional development programs for clinicians.
- D. The City requires that a master level clinician handle all critical incident sessions and debriefings.
- E. The City requires that all trainers have the appropriate education and professional credentials/certifications on the topic for which they provide training.

3.5.8.2. The City requires an internal audit process of all clinicians and trainers.

3.5.9. Communication Resources

3.5.9.1. The Contractor shall provide communication materials for program promotion. Program promotion may include, but is not limited to brochures, supervisor handbooks, posters, and articles in human resources newsletters.

3.5.9.2. The Contractor shall submit copies of all communication materials to the City for prior approval before sending to employees and supervisors.

3.5.9.3. Contractor shall have a website that provides employees with online access for self-learning opportunities such as, but not limited to, resource databases, legal information and resources, personal growth guidance, webinars, and self-assessment tools.

3.6. **Effective Dates and Termination Dates of Coverage Requirements:**

3.6.1. The Group Policy's effective date is January 1, 2016.

3.6.2. Coverage is effective on the first day of employment for all newly hired full-time, part-time, and temporary employees of the City, employees of Affiliated Employers, and anyone living in their household.

3.6.3. Coverage is effective the day following the retirement date of retirees and retirees of Affiliated Employers for:

3.6.3.1. A period of eighteen (18) months for counseling and/or referral services.

3.6.3.2. Access to a Tobacco Cessation course on a yearly basis.

3.6.4. The EAP for employees who have been subject to a reduction-in-force is effective the day following their date of termination for a period of eighteen (18) months for counseling and/or referral services and the Tobacco Cessation course.

3.6.5. Continued access to EAP services must be available to employees and their dependents who are participating in City COBRA coverage as required by federal regulations.

3.7. **Eligibility Requirements:**

3.7.1. The Contractor agrees to abide by the City's policies and procedures regarding eligibility and effective dates for all Covered Persons. Refer to **Exhibit 3**, the 2015 Employee Benefits Guide.

3.7.2. The City reserves the right to change eligibility requirements at any time at its discretion and requires vendors to accept any change.

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

3.7.3. The Contractor agrees, in the event of termination of this contract, to continue to provide services to a client who is under active treatment until the episode is completed, or the client is referred to a provider in the client's medical plan.

3.8. Transition and Implementation Requirements:

3.8.1. Within thirty (30) days of the contract being awarded, the Contractor shall meet with the City to finalize the plan design, administrative procedures and expectations.

3.8.2. Within thirty (30) days of the meeting, the Contractor shall provide the City with at least five copies of an administrative manual detailing the plan design, administrative procedures and expectations as agreed upon during the meeting.

3.8.3. The Contractor shall provide training and education for appropriate City staff (approximately 10 employees) concerning all facets of program administration.

3.8.4. The Contractor shall meet with the City concerning reporting, financial responsibilities and to plan program promotion within thirty (30) days of the contract being awarded.

3.8.5. The Contractor agrees to provide City staff with all materials and communications for review and approval prior to distribution.

3.8.6. The Contractor shall initially supply approximately 3,000 copies of any written communication materials to be used by the City during Open Enrollment. Additional material must be provided at the City's request. The Contractor shall deliver requested materials within thirty (30) days of the contract being awarded.

3.8.7. The Contractor shall be fully operational including the ability to receive calls and schedule appointments as of 12:01 a.m. January 1, 2016.

3.9. Customer Service Requirements:

3.9.1. The Contractor shall provide a dedicated staff and account representative. The Contractor shall provide the names that will be assigned to the City, their direct contact numbers, and their direct e-mail addresses.

3.9.2. The Contractor shall respond to telephone calls and electronic mail from City staff within one (1) business day of receipt of the call/electronic mail.

3.9.3. The Contractor shall provide online access to Contractor's services.

3.9.4. The Contractor shall maintain a 24-hour, 7-day per week toll-free telephone line for crisis interventions and for telephone intake in English, Spanish and Teletypewriter (TTY).

3.9.5. At a minimum, the Contractor's local hours of operation must be Monday – Friday from 7:30 a.m. – 5:00 p.m. Central Time.

3.9.6. The Contractor shall ensure that referrals for treatment are made in accordance with the requirements of each employee's medical plan.

3.9.7. The Contractor shall have the ability to refer clients to free or low cost community and state resources.

3.9.8. The City requires the Contractor to have methods and procedures in place to ensure quality control for classroom taught instruction.

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

- 3.9.9. The City requires the Contractor to have a grievance resolution process for clients who utilize counseling services.
- 3.9.10. The Contractor shall arrive at all necessary trainings and meetings 15 minutes before the specified start time.
- 3.9.11. The Contractor shall measure customer satisfaction and report the results to the City on a bi-annual basis.
- 3.9.12. The Contractor shall tailor the training to the work group being presented to ranging from professional employees to field crews; and the instructor should dress appropriately based on the type of work group they are presenting to (i.e., field crews, office workers, etc.).
- 3.9.13. Training shall incorporate different mediums including but not limited to visuals, handouts, videos, etc.
- 3.9.14. Training shall be designed to be interactive and engage participants.
- 3.9.15. The Contractor shall provide trainings in Spanish, as requested.
- 3.9.16. The Contractor shall be responsible for any audiovisual equipment or other resources needed for training.
- 3.9.17. City staff shall have authority to video tape and/or photograph Contractor staff at any in-house training presentation held during the contract period.
- 3.9.18. The Contractor must attend four (4) Health and Lifestyle Expos to provide program information.
- 3.10. **Reporting Requirements:**
 - 3.10.1. The Contractor shall have the capability to capture, analyze, and report the data by each of the approximate 42 City departments.
 - 3.10.2. Reporting shall be done in such a way to insure client confidentiality.
 - 3.10.3. The City requires the Contractor to gather utilization data and to provide monthly, quarterly, and annual management reports that evaluate the EAP's effectiveness, unless otherwise stated.
 - 3.10.4. Reports are due 60 days after the last day of the time period for which the data is reported, unless otherwise stated.
 - 3.10.5. Reports shall include at a minimum: number and types of referrals, types of problems identified, client demographics, source of referral and departmental utilization.
 - 3.10.6. Quarterly reports shall also include a narrative analysis of the data and a review of all programming activities.
 - 3.10.7. Annual reports shall also include:
 - 3.10.7.1. Any recommendations for program improvement and enhancement;
 - 3.10.7.2. A roll-up summary of the data reported in the monthly and quarterly reports; and
 - 3.10.7.3. A customer satisfaction report.

**CITY OF AUSTIN
SCOPE OF WORK
EMPLOYEE ASSISTANCE PROGRAM
SOLICITATION NUMBER: RFP JRD0305**

3.11. Federal, State and Local Law and related Requirements:

- 3.11.1. The Contractor shall administer the EAP in strict compliance with applicable state and federal laws.
- 3.11.2. City of Austin personnel policies and procedures shall govern over the Contractor's administrative procedures.
- 3.11.3. The Contractor shall notify the City of changes in law, regulations, or other requirements that affect the EAP offered by the City within 30 days of enactment.
- 3.11.4. The Contractor shall provide assurance of its compliance with Health Insurance Portability and Accountability Act of 1996 (HIPAA) rules and regulations and will comply with the City's Business Associate Agreement.