



REQUEST for PROPOSALS Employee Assistance Program

**Response Due
by
12:00 Noon, Wednesday, April 5, 2017**

**City of Winston-Salem Request for Proposals
Employee Assistance Program**

ADVERTISEMENT FOR PROPOSALS

Sealed proposals endorsed **Employee Assistance Program** for the City of Winston-Salem will be received by Carrie Gathings at Willis of North Carolina, in Suite 2500, Hearst Tower, 214 N. Tryon Street, Charlotte, NC 28202, until 12:00 Noon on April 5, 2017. Instructions for submitting proposals and/or receiving the complete RFP document specifications may be obtained during regular office hours at the same location, or by contacting Carrie Gathings via email: carrie.gathings@willistowerswatson.com (Email is preferred) or phone 704-344-4879. The City reserves the right to reject any or all proposals.

The City of Winston-Salem is seeking proposals for an Employee Assistance Program (EAP) from a qualified vendor. The purpose of this Request for Proposal is to gather information from your organization relative to the City's required scope of service and key selection criteria. Organizations selected as finalists may be expected to address more detailed issues regarding financial and other specifics of their organizations and operations. These same finalists may be interviewed and asked to make a presentation to the City.

The current employer paid EAP program includes six (6) visits (authorized at the onset) per occurrence per year for the employee and qualified dependents and provides 24-hour telephone coverage for crises situations in addition to a number of other services.

To obtain the complete proposal document or receive instructions for submitting proposals contact Carrie Gathings via email: carrie.gathings@willistowerswatson.com

Jerry Bates
Purchasing Director

SCOPE OF WORK

The City of Winston-Salem will expect the selected vendor to perform the services indicated below in addition to any services not mentioned but included as a part of your standard EAP contract.

1. 6 face-to-face visits (authorized at the onset) per occurrence
2. Minimum of 140 onsite hours
Current onsite hours include but are not limited to
 - a. Benefit Enrollment Sessions – Every two weeks
 - b. Substance Abuse Training for Supervisors – Every other year
 - c. Skill building Supervisor Trainings, including training materials for each supervisor – up to 18 hours quarterly
 - d. Employee Seminars and Lunch and Learns – as requested
 - e. Critical Incident Management
3. Clinical Assessment Services
 - a. Family, marital, interpersonal, social, and work related mental health evaluations and chemical dependency assessments
 - b. Emergency Timing – evaluated face-to-face within one (1) business day of initial contact
 - c. Non-Emergency Timing- assessments are made available within three (3) business days of initial contact
4. Short Term Counseling
 - a. 6 visits (authorized at the onset) per occurrence
5. Referral Services – should clinical services beyond the scope of the EAP services, or should the problems not be amenable to short-term counseling (i.e. chemical dependency, chronic emotional or family problems or other health related problems)
6. Case Management – follow up with clients, their supervisors and referral service providers
7. Supervisor-mandated assessment/counseling
 - a. 6 visits (authorized at the onset) per occurrence
8. Back to work interviews for employees who have accessed the EAP and been absent from work due to involvement in mental health or chemical dependency treatment or supervisory action
9. Telephonic Management Consultation on drug policies, troubled employees, morale and work group problems and wellness initiatives
10. Provide employees with wallet cards and pamphlets
11. Provide payroll stuffers, posters and newsletters
12. Web-based work/life benefits and dependent care services
13. Utilization Reporting

Contract Period

Any contract resulting from this proposal shall have an initial term of June 1, 2017 through May 31, 2020. Contracts shall provide a three (3) year rate guarantee, however the City has the option to terminate in writing within 30 days without cause.

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