

REQUEST FOR PROPOSALS: EMPLOYEE ASSISTANCE PROGRAM

The Texas State Auditor's Office (SAO) is soliciting proposals for the provision of an Employee Assistance Program (EAP) for SAO employees and their immediate family members (spouse and dependants). The EAP will provide SAO employees and immediate family members with a broad scope of services consisting of short-term counseling/treatment and/or referral for employees and/or family members for such areas as:

- Stress
- Financial Problems
- Family Relationship Problems
- Legal Problems
- Alcohol/Drug Abuse
- Marriage and Divorce Problems
- Nutrition and Exercise
- Other problems that may reduce the employee's work performance

The contract period will be from January 1, 2018 through August 31, 2018 with an option to renew for an additional fiscal year. The additional fiscal year period would be from September 1, 2018 through August 31, 2019.

BACKGROUND

As mandated by Chapter 321, Texas Government Code, the SAO conducts audits of departments of state government, including institutions of higher education. At this time, SAO employs approximately 197 staff. Additional information about the SAO can be found at its web site, www.sao.state.tx.us.

REQUIRED INFORMATION

To be considered for award, proposals must include the following vendor contact information in the order set out below.

Company Name

Contact Name

Address

City, State, Zip

Phone

Fax

Email

Texas Registered Historically Underutilized Business (HUB) Vendor:	Yes	No
Federal Tax ID/Vendor ID		

Program:

1. A summary of the offeror's experience in providing an EAP program; including the names, qualifications, education, and training of the personnel who will provide intake, assessment, counseling, and referral services.
2. A description of the types of counseling or guidance services offered; how client assessment, if any, is performed; how many sessions are offered to each client; and at what point or under what circumstances clients are referred to other providers.
3. A description of how SAO employees and family members can access the EAP, e.g. office hours, number and location of offices, time from initial contact to first appointment, 24-hour hotline, etc.
4. A complete description of all training or resources the offeror may provide in addition to counseling services.
5. A complete set of all education or information material, if any, that the offeror would provide to the SAO and its employees, e.g. information pamphlets, posters, brochures, etc.
6. Description of the evaluation method, if any, used to assess client satisfaction with the provider's services and examples of associated documents.
7. A description of the offeror's client grievance procedure, if any, with examples of any associated documents.
8. The names of at least two clients for whom the offeror has provided these services in the last three years. Include the name and phone number or e-mail address of a contact person in each organization who can provide a reference.

Financial:

1. A description of the offeror's proposed billing structure, i.e. rate per employee, fixed fee, cost recovery, etc. for the first year of the award and the optional second year extension.
2. A description of the services offered for the fee charged. For example, if an offeror's proposed billing rate includes management training or employee information sessions, the proposal should state so clearly. If an offeror provides these types of services at an additional cost, the proposal should break out the services and associated costs.
3. Description of information provided in utilization reports, if any, with examples of any associated documents.
4. Proof of personal and professional liability coverage.

Failure to provide any of the required information in the order above may result in immediate disqualification of the proposal.

SELECTION PROCESS AND CRITERIA

SAO staff members will review the proposals. Selection will be based on a combination of the following factors:

- Experience providing EAP programs
- Experience and qualifications of professional staff

- The range and nature of the services to be provided
- Past performance history
- Reasonableness of proposed fee.

The SAO reserves the right to accept or reject any or all proposals submitted. Issuance of this request for proposals creates no obligation to award a contract or to pay any costs incurred in the preparation of a proposal. The SAO reserves the right to use the proposals as a basis for further negotiation or to accept a proposal without negotiation.

CLOSING DATE FOR RECEIPT OF PROPOSALS

Responses to this request for proposals are due by 5:00 p.m.(Central Time) on Friday, November 10, 2017. Any proposals received after the deadline will not be accepted. The anticipated contract award date is January 1, 2018.

Responses may be either:

Sent electronically to ProposalSubmission@sao.texas.gov.

Note: You should receive a response stating the proposal has been received. If you do not, email Elizabeth.Ozuna@sao.texas.gov to confirm receipt.

Hand delivered to the State Auditor's Office at the following address:

Robert E. Johnson, Sr. Building 4th Floor
1501 N. Congress Ave.
Austin, TX 78701

Mailed to the SAO at the following address:

State Auditor's Office
P.O. Box 12067
Austin, TX 78711-2067
Attention: SAO Contract Manager, Elizabeth Ozuna

Mailed responses may require several extra days to be routed through the interagency mail system. Please provide 3 copies of the proposal.

CONTACT PERSON

For further information about the SAO or this request for proposals, contact Barry Holcomb, Human Resources Manager, at (512) 936-9773 or Barry.Holcomb@sao.texas.gov.

RELEASE OF RESPONSES

In accordance with the Public Information Act, Texas Government Code, Chapter 552, responses to this request for proposal may be subject to disclosure subsequent to a contract award. Offerors are responsible for clearly and specifically identifying information they believe is proprietary when they submit their proposals. The SAO will provide notice of requests for information that include offerors' proprietary information, in accordance with the Public Information Act. Any copyrighted proposals will not be accepted for consideration and will be automatically disqualified.

Proposals will not be returned to the respondents. All information submitted becomes the property of the SAO and the SAO has the right to use, reproduce, or distribute the information as needed to evaluate the proposals.