



Board of Commissioners:

Jeff Randall, District 1
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Request for Proposal Employee Assistance Program (EAP)

Public Utility District #1 of Jefferson County (“District”) is seeking proposals from qualified firms to provide Employee Assistance Program (EAP) services.

The deadline for receipt of proposals is: **April 30, 2018 at 3:00 PM (Pacific Time).**

The District’s contract with our current EAP vendor is scheduled to expire June 30, 2018. Our RFP process helps ensure that professional services provided to the District are selected competitively. We are also exercising due diligence to ensure that services being offered to our employees are as up-to-date, comprehensive and cost-effective as possible.

Questions should be submitted to Debbie Lund at dlund@jeffpud.org, Replies to questions will be sent via electronic mail to all organizations who have sent an email to Debbie Lund requesting to be included in question and answer emails related to this RFP. Please send your electronic mail address to Debbie Lund at dlund@jeffpud.org upon receipt of this request for proposal to ensure receiving a copy of all questions and responses. The deadline for questions is Monday, April 23, 2018, at 3 p.m. (Pacific Time).

A copy of this Request for Proposal is available on the District’s website at <http://www.jeffpud.org/requests-for-qualifications/>.

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Section 1 Project Summary

The District is seeking proposals from qualified firms for Employee Assistance Program (EAP) services in accordance with the Scope of Work specified in this Request for Proposal (RFP).

The Employee Assistance Professional Association (EAPA) describes "EAP" as a worksite-based program designed to assist: (1) work organizations in addressing productivity issues, and (2) "employee clients" in identifying and resolving personal concerns, including, but not limited to, health, marital, family, financial, alcohol, drug, legal, emotional, stress, or other personal issues that may affect job performance. The District includes spouses and eligible dependents in the definition of "employee clients".

The District seeks a comprehensive EAP Program that fulfills the EAPA definition of EAP (above) and meets all of the criteria outlined in Section 2, Scope of Services.

Section 2 Scope of Services

The District seeks an EAP provider that meets the following criteria:

1. Provide professional crisis response through live, immediate telephone counseling 24 hours per day, 7 days per week, 365 days a year. A Telecommunications Device for the Deaf (TDD) availability for individuals who are hearing impaired.
2. Have EAP counselors appropriately licensed and credentialed and available in sufficient numbers and in appropriate locations to deliver services for urgent and non-urgent employee matters.
3. Provide referrals to qualified professional resources for specialized counseling or rehabilitation needs including, but not limited to: anger management, substance abuse, psychological issues, crises management, domestic violence, workplace violence, financial counseling or legal services.
4. Provide on-site assistance in a timely fashion for workplace emergencies including, but not limited to: critical incident stress management, defusing and debriefing and other crisis response needs for management and employees.
5. Have providers who possess specific knowledge, training and expertise in the assessment and treatment of chemical dependency and other addictions.
6. Have providers who possess knowledge, training and required certifications to provide US DOT-qualified Substance Abuse Professional (SAP) services in compliance with drug and alcohol testing requirements specified under US DOT 49 CFR Part 40.
7. Consultation with, training of, and assistance to the District leadership and union stewards seeking to manage a troubled employee, enhance the work environment, and improve employee job performance.
8. Provide access to a comprehensive online portal where an employee can gain informative knowledge with online self-service, live-chat sessions with a specialist and access training and webinars for personal and workplace skill development.

9. Provide outreach and education materials for employees and their family members regarding the availability of EAP services to include posters, informative brochures/literature, wallet size cards, and possible on-site presentations and training.
10. Provide a multi-session/client/fiscal year EAP counseling model. District is interested in seeing pricing for different models.
11. Provide annual and periodic reports of client utilization to include type of service utilized (i.e. website, telephonic or in-person), general reason for accessing services and client satisfaction.
12. Have network EAP service providers with mandatory referral process including fitness for duty evaluations and determinations and threat of violence potential.
13. Maintains best practices in providing EAP services and anticipates and meets future needs of clients.
14. Guarantee complete confidentiality, privacy and protection of EAP records.
15. Work with the District's health plans to ensure coordination of benefits.
16. Able to begin providing services July 1, 2018.

Section 3

District Background

Public Utility District #1 of Jefferson County provides water, sewer, electric and wholesale telecom services for residents of Jefferson County, Washington state. Located on the Olympic Peninsula, the County has a population of approximately 28,000. The District's service area is a tourist destination, a mill town, and a retirement area. The District provides power to approximately 19,000 electrical meters, 4,500 water meters and 500 septic customers.

The District is a municipal organization authorized by chapter 54 of the Revised Code of Washington (RCW). The District has three elected Commissioners, who appoint a General Manager as the chief administrator.

In 2008, the citizens of Jefferson County approved for the PUD to acquire the electrical facilities in Jefferson County. On April 1, 2013, the District acquired the electrical facilities serving over 19,000 electrical customers. Prior to that the District was strictly a water, sewer and telecom utility with a staff of 10. The acquisition has seen the District staffing increase to nearly 50 and is projected to have 60 employees within 10 years. District staff work out of 4 buildings, 2 located in Port Hadlock and 2 located in Jefferson County south of the Port Townsend city limits.

Section 4 Employee Demographics

Approximately one-third of the District’s employees are required to live within the service territory. Many others choose to do so voluntarily.

Employee demographic summary as of March 19, 2018:

Gender		%	Mailing Address by Zip Code		%
Male	34	71%	QUILCENE WA 98376	2	4%
Female	14	29%	PORT TOWNSEND WA 98368	16	33%
			CHIMACUM WA 98325	6	13%
Marital Status		%	PORT LUDLOW WA 98365	5	10%
Single	16	33%	PORT HADLOCK WA 98339	12	25%
Married	32	67%	NORDLAND WA 98358	4	8%
			PORT ANGELES WA 98363	1	2%
Occupation		%	POULSBO WA 98370	1	2%
Electric Operations	21	44%	GARDINER WA 98382	1	2%
Water Operations	6	13%		48	100%
Customer Service	5	10%			
Finance	6	13%			
Administrative	2	4%			
Administration	8	17%			
	48	100%			

JPUD has 14 employees with “safety-sensitive job duties subject to US DOT drug and alcohol testing regulations.

The current service provider reported seven members served for the period of July 1, 2016 to July 1, 2017. Six were employees, 1 was a family member. Types of service included financial, legal, work/life balance and depression/anxiety. Types of service may include open cases from the previous service period and internet self-help resources.

Section 5 Submittal Content Requirements

Letter of Interest:

The letter of interest should address

1. Each of the items listed in Section 2: Scope of Services, including any concerns to be addressed, and a list of additional services your EAP provides that are not included in the Scope of Work,
2. Your organization's philosophy, and its evolution, regarding EAPs,
3. How your organization measures the value the EAP would add to the District,
4. Contract information to include address, telephone, email,
5. Any additional information or recommendations, if desired, and
6. Cost of services to include a breakdown for multi-year contract options and different service model options, costs of any services available but not included in the base rate, cost variances for potentially increasing employee count.

Statement of Qualifications:

The nature and form of response are at the discretion of the respondent, but at a minimum the following information must be included:

1. Description and History of Respondent
2. Network provider demographics including specialty, zip code and longevity within your network.
3. List of similar clients and references

Submittal Format:

Proposals must be received in writing by the deadline listed on the first page of this RFP at the following address:

Jefferson County PUD #1
Attn: Human Resources EAP RFP
310 Four Corners Road
Port Townsend, WA 98368

Four (4) copies must be provided.

Section 6 Selection Process

Responses will be evaluated based on the responders' clear ability to provide EAP services to meet the needs of the District. The responses will be rated according to the criteria detailed below. This may result in the selection of a company, or a short list of companies who will be asked to provide additional information in writing or at an oral interview. Final approval of an agreement with the successful responder will be subject to the authorizations required by the District's Procurement Manual.

Evaluation Criteria for the Written Responses

Each proposal will be evaluated and given a score based upon the quality of response to each of the following topic areas. Maximum number of points achievable is 100.

1. Breadth of Provider Network – 35 points
 - a. Sufficient provider network that 1) is located close in proximity to employees as represented by Section 4, Employee Demographics, and 2) is comprehensive enough to meet the needs of most, if not all, employee needs including a mix of male/female professionals and expertise and specialties across a broad spectrum of subjects.
2. Timeline and Budget – 20 points
 - a. Ability to provide services by July 1, 2018
 - b. Ability to determine total cost of services as outlined in the Scope of Work and under various "what if" scenarios (i.e. core services plus one critical incident).
 - c. Length of price guarantee, if any.
3. Responsiveness of Proposal – 20 points
 - a. Responsiveness to RFP and the District's perceived needs.
 - b. Demonstrated best-practices and anticipation of District's needs.
 - c. Ability to produce valuable utilization reports to District without compromising client privacy.
4. Organizational Experience – 15 points
 - a. Company history and experience in providing EAP services to similarly situated organizations, including public sector organizations.
 - b. References.
5. Types of Resources – 10 points
 - a. Methods of delivering services such as in-person, telephonic, live chat, mobile app, website, printed brochures, on-site training, etc.

Agreement for Services

The selected firm will be expected to enter into a standard Consulting Agreement in a timely fashion.

Section 7 Intended Schedule

RFP Advertised	April 4, 2018
Deadline for Receipt of RFP	April 30, 2018
Review and Selection of Finalists	May 1-10, 2018
Interview Finalists (if needed)	May 14-18, 2018
Select Respondent & Contract Negotiations	May 21-25, 2018
Successful Respondent begins providing EAP Services	July 1, 2018

Section 8 Terms, Conditions and Disclaimers

1. All facts and opinions stated within this RFP and in all supporting documents and data are based on available information from a variety of sources. Additional information may be made available via written addenda throughout the process. No representation or warranty is made with respect thereto.
2. Respondents to this RFP shall be responsible for the accuracy of the information they provide to the District.
3. The District reserves the right to reject any and all submittals, to waive minor irregularities in any submittal, to issue additional RFP's, and to either substantially modify or terminate the Project at any time prior to final execution of a contract. The District also reserves the right to choose not to proceed with this project or to re-issue the request for proposals. The District reserves the right to postpone the opening of the responses and to reject all responses without indicating any reasons for such rejection.
4. The District shall not be responsible for any costs incurred by the respondent(s) in preparing, submitting, or presenting its response to the RFP or to the interview process. The Firm (or group) or responding firm (or group) shall bear all costs relating to their response to this RFP including time in preparation of an RFP, copies submitted, and time spent in interviews or negotiation with the District prior to final selections.
5. Nothing contained herein shall require the District to enter into exclusive negotiations and the District reserves the right to amend, alter and revise its own criteria in the selection of a respondent without notice.
6. The District reserves the right to request clarification of information submitted and to request additional information from any respondent.
7. The District will not accept any submittal after the time and date specified on the RFP.
8. In the interest of a fair and equitable process, the District retains the sole responsibility to determine the timing, arrangement and method of proposal presentations throughout the selection process.
9. If negotiations are not completed with the top ranked respondent, negotiations may proceed with the next most qualified respondent.

10. Upon selection of a qualified respondent through the RFP process, the District shall enter into a contract for Services with the selected respondent on terms and conditions acceptable to the District. Until execution of a contract, the District reserves the right to cease negotiations and to start the RFP process again.
11. All submittals and accompanying documentation will become the property of the District, will not be returned and will become public documents subject to public disclosure with limited exceptions. The Washington State Public Disclosure Act (RCW 42.17) requires public agencies in Washington to promptly make public records available for inspection and copying unless they fall within the specified exemptions contained in the act or is otherwise privileged. Qualifications submitted under the RFP process shall be considered public documents and with limited exceptions submittals that are recommended for contract award will be available for inspection and copying by the public.
12. The District encourages submittals from firms that demonstrate a commitment to equal employment opportunity.

Advertisement

Public Utility District No. 1 of Jefferson County (District) Request for Proposal to furnish Employee Assistance Services (EAP) services to the District including employees, eligible family members and management and union leadership. District requests proposals to provide services beginning July 1, 2018. Interested parties should go to the PUD website at www.jeffpud.org/requests-for-qualifications to view the entire RFP, scope of work, and requirements. *Deadline for Submittals:* Responses will be accepted until 3:00 PM, Monday, April 30, 2018. Questions regarding this invitation should be directed to Debbie Lund at dlund@jeffpud.org.