



**Christopher J. Gagliastro, MCPPO**  
**Purchasing Agent**

**RFP NO. CR-8669-J6**  
**ISSUANCE DATE: 3/31/2026**

**BUYER: Jerry Kucera**

**AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER  
REQUEST FOR PROPOSALS  
NOTICE TO PROPOSERS**

**RFP TITLE: EMPLOYEE ASSISTANCE & WELLNESS SERVICES / HR**

*REFER TO PAGE 7 FOR PROPOSAL SUBMISSION INFORMATION*

**General Conditions**

All proposals are subject to the terms, conditions and specifications herein set forth:

- 1. Scope: Provide employee assistance & wellness services for the City of Worcester as per the attached requirements and specifications of the City of Worcester Executive Office of Human Resources for a period of three years from date of contract.**
2. A certified check or bid bond made payable to the "City Treasurer, City of Worcester" in the amount of N/A must accompany this proposal. This must be submitted under separate sealed cover marked "Proposal Security." In the case of default, the surety shall be forfeited to the City as liquidated damages.
3. All terms and conditions are applicable to this proposal except the following section(s) which are hereby deleted from this RFP: 22, 23, 27, 30, 34
4. A performance bond in the amount of Not applicable will be required. If this proposal is accepted by the City and the Proposer shall fail to contract as set forth in these requirements and to give a bond in the aforementioned amount, within ten (10) days, (not including Sundays, Saturdays, or a legal Holiday) from the date of the mailing of a notice from the City to the Proposer, according to the address given herewith, that the contract is ready for signature, the City may by option determine that the proposer has abandoned the contract and thereupon the proposal and acceptance shall be null and void and the proposal security accompanying this proposal shall become the property of the City as liquidated damages.

**Any prospective proposer requesting a change in or interpretation of existing specifications or terms and conditions must do so within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal opening date. All requests are to be in writing to the Purchasing Division and are to be in duplicate. No changes will be considered or any interpretation issued unless request is in our hands within 5 days (Saturdays, Sundays, and Legal Holidays excluded) before scheduled proposal submission date.**

**Any inquiries related to technical or contractual matters must be submitted in writing to:**

**Jerry Kucera  
Buyer  
City of Worcester, City Hall  
455 Main Street, Room 201  
Worcester, MA 01608  
[Kucerajs@worcesterma.gov](mailto:Kucerajs@worcesterma.gov)**

5. Nothing herein is intended to exclude any responsible Proposer or in any way restrain competition. All responsible Proposers are encouraged to submit proposals. The City encourages participation by Minority and Women Owned Business Enterprises (M/WBE).
6. The following meanings are attached to the defined words when used in this RFP.
  - a) The word "City" means The City of Worcester, Massachusetts.
  - b) The word "Proposer" means the person, firm or corporation submitting proposal on these specifications or any part thereof.
  - c) The word "Contractor" means the person, firm or corporation with whom the contract is made by carrying out the provisions of these specifications and the contract.
  - d) The words "Firm Price" shall mean a guarantee against price increase during the life of the contract.
7. All proposals and other documents relating to this RFP are subject to the public records provisions of M.G.L. c.30B, and shall remain confidential until the time specified in c.30B section 6 (d).
8. All material submitted by vendors becomes the property of the City. The City is under no obligations to return any of the material submitted by a vendor in response to this RFP.
9. Each vendor's proposal must remain in effect for at least 120 days from the deadline for its submission. The City will decide upon acceptance within 120 days of submission.
10. It is understood and agreed that it shall be a material breach of any contract resulting from this RFP for the Contractor to engage in any practice which shall violate any provision of Massachusetts General Laws, Chapter 151B, relative to discrimination in hiring, discharge,

compensation, or terms, conditions or privileges of employment because of race, color, religious creed, national origin, sex, age or ancestry.

11. The City reserves the right to accept or reject any or all of the proposals submitted and waive informalities and technicalities.
12. The City will review and analyze each proposal, and reserve the right to interview selected proposers. The City shall select the proposer, which in the City's opinion, has made the proposal best suited to the needs and goals of the City and its operations and deemed to be in compliance with the terms of this RFP.
13. The Contractor will be required to indemnify and save harmless the City of Worcester for all damages to life and property that may occur due to his or her negligence or that of his or her employees, subcontractors, etc. during the contract derived from this RFP.
14. The Contract Agreement will be drafted by the City's Law Department in compliance with the terms of the RFP, and may incorporate the terms of this RFP and of the proposal selected.
15. The Proposer must certify that no official or employee of the City of Worcester, Massachusetts, is pecuniarily interested in this proposal or in the contract which the proposer offers to execute or in expected profits to arise therefrom, unless there has been compliance with the provisions of G.L.C. 43 section 27, and that this proposal is made in good faith without fraud or collusion or connection with any other person submitting a proposal.
16. Any proposal withdrawn after time and date specified, the proposer shall forfeit deposit on proposal as liquidated damages.
17. A vendor conference will be held as follows: N/A
18. The Contractor shall not assign, transfer, sublet, convey or otherwise dispose of any contract which results from this RFP, or its right, title or interest therein or its power to execute the same to any other person, firm, partnership, company or corporation without the previous consent in writing of the City. Should the Contractor attempt any of the above without the written consent of the City, the City reserves the right to declare the Contractor in default and terminate the contract for cause.
19. The Contractor shall obtain and maintain in force at all times during the term of the contract derived from this RFP, insurance coverage pertaining to Public Liability, Property Damage and Worker's Compensation in the following types and amounts:
  - A) PUBLIC LIABILITY INSURANCE - Contractor to supply the City of Worcester with certificates of insurance covering public liability in an amount not less than \$1,000,000.00 to any one person, and not less than \$ 1,000,000.00 on account of one accident.

B) PROPERTY DAMAGE INSURANCE - Contractor to supply the City with certificates of insurance covering property damage in an amount not less than \$1,000,000.00 for damages on account of any one accident, and not less than \$ 2,000,000.00 on account of all accidents.

C) COMPENSATION INSURANCE - The Contractor shall furnish the City with certificates showing that all its employees shall be connected with the management operations are protected under worker's compensation insurance policies.

20. The Contractor shall carry Public Liability Insurance with an insurance company satisfactory to the City so as to save the City harmless from any and all claims for damages arising out of bodily injury to or death of any person or persons, and for all claims for damages arising out of injury to or destruction of property caused by accident resulting from the use of implements, equipment or labor used in the performance of the contract or from any neglect, default or omission, or want of proper care, or misconduct on the part of the Contractor or for anyone in his or her employ during the execution of the contract derived from this RFP.
21. Prior to starting on the contract derived from this RFP, the Contractor shall deposit with the Purchasing Division, certificate from the insurer to the effect that the insurance policies required in the above paragraph have been issued to the Contractor. The certificates must be on a form satisfactory to the City.
22. All prices quoted must include inside delivery, and set-up in place F.O.B. destination to pre-designated City of Worcester departments.
23. No special charges will be allowed for rigging, packing, crating, freight, express, or carriage unless specifically stated and included in the vendor's proposal.
24. The award to the successful proposer may be cancelled in the event of vendor nonperformance as may be determined by the City.
25. The successful proposer shall comply with all applicable federal, state and local laws, ordinances, and regulations. The awarded contract shall be governed under the laws of the Commonwealth of Massachusetts.
26. Purchases made by the City are exempt from Federal and Massachusetts state taxes and proposal prices must exclude any such taxes. Tax exemption certificates will be furnished upon request.
27. When the contract is executed, a performance bond, in the full amount of the contract, is required. See paragraph 4. The bond will be of a surety company qualified to do business under the laws of the Commonwealth of Massachusetts. The cost of this bond is the vendor's responsibility. Bonds shall remain in force and effect thru the performance of the contract.
28. Expenditures by the City and authorization to spend for particular purposes are made on fiscal year basis. The City's fiscal year is the twelve month period ending June 30 of each

year. The obligations of the City under any agreement to be reached are subject to the appropriation or authorization of the necessary funds. The City agrees to make reasonable efforts to obtain funding and all necessary authorization.

29. No amendment to the contract shall be effective unless it is in writing and signed by authorized representatives of both parties and is accepted by the City of Worcester.
30. The vendor (and its insurers, if any) shall bear all risk of loss or damage to the equipment which occurs in transit to the user site. The risk of loss or damage to purchased equipment shall remain with the vendor until the purchase price has been paid and title has passed. The vendor shall also bear the risk of loss or damage to leased or rented equipment during the City of Worcester's possession and use thereof subject, however to such conditions and limitations as may be stated elsewhere in the contract.
31. The vendor shall not assign or in any way transfer any interest in the contract without the prior written consent of the City provided, however, that claims for money due or to become due to vendor from the City may be assigned to a bank, trust company, or other financial institution without such consent so long as notice of such assignment is furnished promptly to the City. Any such assignment shall be expressly made subject to all defenses, set-offs, or counter-claims which would have been available to the City against the vendor in the absence of such assignment.
32. None of the services to be provided by the vendor pursuant to the contract shall be subcontracted or delegated to any other organization, association, individual, corporation, partnership or other such entity without the prior written consent of the City. No subcontract or delegation shall relieve or discharge the vendor from any obligation or liability under the contract except as specifically set forth in the instrument of consent. Any subcontract to which the City has consented shall be attached to the original of the contract on file in the City of Worcester.
33. Neither party will be liable to the other or be deemed to be in breach of the contract for any failure or delay in rendering performance arising out of causes beyond its reasonable control and without its fault or negligence. Such causes may include but are not limited to, acts of God or the public enemy, fires, floods, epidemics, quarantine restrictions, strikes, freight, embargoes, and unusually severe weather. If the vendor's failure to perform is caused by the default of the subcontractor, and if such default arises out of causes beyond the reasonable control of both the vendor and the subcontractor, and without the fault or negligence of either of them, the vendor shall not be liable for any excess costs for failure to perform, unless the equipment or services to be furnished by the subcontractor were obtainable from other sources in sufficient time to permit the vendor to meet the required delivery schedule. Dates or times of performance will be extended to the extent of delays excused in this section, provided that the party whose performance is affected notifies the other promptly of the existence and nature of such delay.
34. The vendor shall provide to the City of Worcester a warranty and a commitment which clearly states that all equipment and services proposed and supplied by the Vendor, and/or its subcontractors, performs as expected and promised by the Vendor.

35. The vendor represents that no person other than bona fide employees working solely for the vendor, have been employed or retained to solicit or secure this agreement upon an arrangement or understanding for a commission, percentage, brokerage fee, gift or any other consideration contingent upon the award or making of this contract. For breach or violation of the representation, the City shall have the right to annul the contract without liability, or in its discretion to deduct from the contract price or consideration, or otherwise recover the full amount of such commission, percentage, brokerage fee or other consideration.
36. Any contract made by the City in which the Purchasing Agent or any employee of his/her department, the heads of using agencies or any other officer or employee of the City having a part in the placing of such contract is financially interested, directly or indirectly, shall be void.
37. The vendor shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, religion or medical handicap. The vendor agrees to comply with all applicable Federal and State Statutes, rules and regulations prohibiting discrimination in employment including: Title VII of the Civil Rights Acts of 1964; The Age Discrimination in Employment Act of 1967; Section 504 of the Rehabilitation Act of 1973; Massachusetts General Laws Chapter 151B, Section 4 (1) and all relevant administrative orders and executive orders.

If a complaint or claim alleging violation by the vendor of such statutes, rules or regulations is presented to the Massachusetts Commission Against Discrimination (MCAD), the vendor agrees to cooperate with MCAD in the investigation and disposition of such complaint or claim.

In the event of vendor noncompliance with the provisions of this section, the City shall impose such sanctions as it deems appropriate, including but limited to:

- 1) Withholding of payments due vendor under the contract until vendor complies.
- 2) Termination or suspension of the contract.

## **SUBMISSION OF PROPOSALS**

38. Proposals must be submitted in two (2) packages according to the instructions below. The City intends to consider responses in the evaluation requirements before considering costs. ***Therefore, no reference to pricing may be made in the proposal of evaluation considerations.***

A sealed package containing **the original, 2 copies, and 1 PDF copy on a USB (thumb) drive** of the proposal and **must** be labeled as follows:

**Purchasing Agent, City of Worcester**

**Employee Assistance & Wellness Services / HR – Technical Proposal**

**455 Main Street, Room 201  
Worcester, MA 01608**

Re: **RFP No. CR-8669-J6**

A sealed package containing **the original copy** of the proposal **must** be labeled as follows:

**Purchasing Agent, City of Worcester**

**Employee Assistance & Wellness Services / HR - Price Proposal**

**455 Main Street, Room 201  
Worcester, MA 01608**

Re: **RFP No. CR-8669-J6**

*Cost proposal page is located at end of specifications*

**Proposals must be delivered no later than Wednesday, April 22, 2026 at 10:00 AM LOCAL TIME**. Late submissions will be rejected, regardless of circumstances. The City of Worcester is not responsible for submittals not properly marked.

The evaluation and cost proposals will remain confidential until a formal and finalized contract has been executed.

## **RFP EVALUATION**

39. The City of Worcester Purchasing Agent will assign an evaluation team, hereafter referred to as the Selection Committee, to perform a full and complete evaluation of RFP submittals. The Purchasing Agent will ultimately forward a formal recommendation of award to the City Manager who has final award authority.
40. RFP evaluation responses will be evaluated by the Selection Committee based directly upon vendor's response to mandatory and comparative evaluation criteria. Vendors must meet or exceed the mandatory criteria requirements or be rejected as non-responsive.

Comparative criteria will be evaluated by the use of four rating categories as set forth by M.G.L. Chapter 30B:

- 1) **HIGHLY ADVANTAGEOUS** - Vendor's submittal meets all the stated requirements and offers significant performance above the stated requirements.
- 2) **ADVANTAGEOUS** - Vendor's submittal meets the stated requirements without risk or disadvantage.
- 3) **NOT ADVANTAGEOUS** - Vendor's submittal contains some risk or disadvantage but is not unacceptable.
- 4) **UNACCEPTABLE** - Vendor's submittal fails to meet the standards of the stated requirements.

After proposals have been assigned ratings on the basis of each evaluation criterion, a composite rating will be established by the Selection Committee. Submittals will then be ranked based upon finalized composite rating.

41. The Purchasing Agent will identify the most advantageous proposal based upon the rankings of the Selection Committee and an evaluation of the cost proposals received. The Purchasing Agent will forward a recommendation for award to the City Manager based upon the most advantageous proposal received considering evaluation rankings and cost proposals received.

GIVE FULL NAMES AND RESIDENCES OF ALL PERSONS INTERESTED IN THE FOREGOING PROPOSAL.

(NOTICE: Give first and last name in full; in case of corporations, give corporate name and names of President, Treasurer, and Manager; and in case of firms give names of the individual members)

Name	Address	Zip Code
_____	_____	_____
_____	_____	_____
_____	_____	_____

KINDLY FURNISH THE FOLLOWING INFORMATION REGARDING BIDDER:

(1) If a Proprietorship

Name of Owner \_\_\_\_\_

Business Address \_\_\_\_\_

Zip Code \_\_\_\_\_ Telephone No. \_\_\_\_\_

Email \_\_\_\_\_

Home Address \_\_\_\_\_

Zip Code \_\_\_\_\_ Telephone No. \_\_\_\_\_

(2) If a Partnership, Full names and addresses of all partners

<u>Name</u>	<u>Address</u>	<u>Zip Code</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____

Business Address \_\_\_\_\_ Zip Code \_\_\_\_\_

Tel. No. \_\_\_\_\_

(3) If a Corporation

Full Legal Name: \_\_\_\_\_

State of Incorporation: \_\_\_\_\_ Qualified in Massachusetts? Yes \_\_\_\_\_ No \_\_\_\_\_

Principal Place of Business \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Email: \_\_\_\_\_

Telephone No. \_\_\_\_\_

Place of Business in Massachusetts \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Telephone No. \_\_\_\_\_

GIVE THE FOLLOWING INFORMATION REGARDING SURETY COMPANY

Full Legal Name of Surety Company \_\_\_\_\_

State of Incorporation \_\_\_\_\_ Admitted in Massachusetts ? Yes \_\_\_\_\_ No \_\_\_\_\_

Principal Place of Business \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Place of Business in Massachusetts \_\_\_\_\_  
Street P.O. Box

\_\_\_\_\_  
City/Town State Zip

Telephone No. \_\_\_\_\_

NOTE:

The Office of the Attorney General, Washington, D.C. requires the following information on all bid proposals amounting to \$1,000.00 or more.

E.I. Number of bidder \_\_\_\_\_

This number is regularly used by companies when filing their "EMPLOYER'S FEDERAL TAX RETURN, U.S." Treasury Department Form 941.

AUTHORIZED SIGNATURE OF BIDDER

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TITLE

DATE

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**UNDER MASSACHUSETTS GENERAL LAWS, CHAPTER 30B: SECTION 10, THE FOLLOWING CERTIFICATION MUST BE PROVIDED:**

Section 10. A person submitting a bid or a proposal for the procurement or disposal of supplies, or services to any governmental body shall certify in writing, on the bid or proposal, as follows:

"The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals."

(Please Print)

\_\_\_\_\_  
Name of Person Signing Bid

\_\_\_\_\_  
Signature of Person Signing Bid

\_\_\_\_\_  
Company

**No award will be made without vendor certification of the above**

**All proposals must include this form with submission.**

## **EMPLOYEE ASSISTANCE & WELLNESS SERVICES / HR – RFP #: CR-8669-J6**

### **INTRODUCTION**

The City of Worcester (City) employs approximately twenty-one hundred (2,100) persons delivering a variety of services including but not limited to public safety, labor service, public inspectors and office functions in a variety of departments across greater Worcester. The City strives for a productive workforce and recognizes that personal problems can affect job performance. To assist employees who are affected by family problems or other emotional/behavioral issues, the City seeks an Employee Assistance Program (EAP) provider. The City also encourages employees to engage in positive and pro-active steps to achieve a healthy work/life balance and seeks an EAP who will help with the delivery of employee wellness programs. Additionally, the City employs Commercial Driver License (CDL) holders who fall under the Department of Transportation (DOT) regulations mandating drug and alcohol testing, necessitating the services of a Substance Abuse Professional from the EAP.

The purpose of the specification is to seek proposals from qualified, reputable organizations who are interested in administering an Employee Assistance Program (EAP) for City employees and their families and to act as Substance Abuse Professionals (SAP) guiding CDL employees who test positive for drugs and or alcohol.

In addition to delivering the services as described above, the City recognizes the importance of providing a critical incidence response in the event of a tragic event. The City is also seeking help for employees with difficult jobs working with the public.

The EAP will help employees' access assistance and resources to meet the City's goals of:

- Increasing employee retention
- Improving employee attendance
- Increasing workers' productivity
- Providing confidential behavioral/emotional assistance
- Reducing the occurrence and risk of preventable disease triggered by emotional stress
- Reduce the occurrence of substance abuse and provide recovery and treatment help

### **Description of Services**

The City seeks an EAP provider for a three (3) year period from date of contract. An agreement with an EAP provider would be subject to cancellation with a ninety (90) day notice without cause, or a thirty (30) day notice with cause. Proposal respondents must meet the minimum requirements as established by these specifications. The interested vendor must describe in detail all services that will be provided.

Proposals must demonstrate an ability to address a broad range of potential concerns City employees may face:

- Emotional/ Mental Health includes stress, depression and anxiety
- Anger
- Marital/relationship

- Children/adolescence
- Family Relationships
- Divorce
- Grief and loss
- Substance Abuse
- Work/Productivity problems
- Workplace harassment/violence
- Domestic abuse
- Help for new parents transitioning to work
- Resources for parents and elder care
- Financial problems including foreclosure and debt services
- Financial planning, mortgage and college loan calculators
- Legal issues
- Trauma in the workplace
- Other personal problems

Proposals must demonstrate an ability to act as Substance Abuse Professional for all DOT required drug/alcohol testing referrals including:

- Initial and return to work assessments/evaluations
- Supervisor consultation
- Supervisory training on DOT drug and alcohol testing guidelines
- Rank and file training on effects of drugs and alcohol

Proposals must demonstrate the ability to provide the following services:

- Provide unlimited crisis debriefing to employees in the event of a tragic event
- Providing effective debriefing for employees who work with/in difficult situations
- Provide ongoing telephonic managerial/supervisory support
- Provide onsite training and seminars to help employees manage work and life
- Provide onsite training to help managers effectively supervise employees with issues and to help engage employees
- Provide help to managers dealing with employee substance abuse issues
- Provide a plan to help employees who call over holidays and weekends, so services are not delayed
- Assist Human Resources with employee referrals for services as appropriate
- Provide a marketing plan to erase the stigma of the Employee Assistance Program title
- Provide Mental Health First Aide training to help employees suffering from anxiety and depression
- Provide mobile apps and other technology to make services convenient
- Provide new parent transition programs
- Provide child and elder care referrals
- Provide employee personal coaching for wellness and life goals
- Ability to service employees with these types of concerns and or problems must be demonstrated by indicating the types of clients previously served
- Provide expanded financial services to help with calculating mortgages and college loans

## Current Services

AllOne Health, Natick Mass, has been providing EAP services to the City of Worcester since 2017. Services provided to 2,100 employees (approximately 900 of which are public safety) are utilized at the current rate of 8.65%. During the last 3 contractual years with AllOne Health, this utilization number reflected an average of 49 face-to-face counseling sessions for issues surrounding family, partner/relationships, addiction, alcohol, grief and loss, work related issues, stress & depression and trauma. The service also provided resources and referrals for over 25 requests related to legal and financial issues, childcare, estate and elder care. AllOne Health provided over 36 hours of training on topics including Customer Service, Difficult Customers, Maximizing Employee Engagement and Curbing Gossip and Rumors. They have also provided Webinars and other education materials relevant to world events and workplace trends. Services are billed at the rate of \$1.90 per employee for the length of contract. Recognizing that the problems of household members can adversely affect employee performance, EAP services are provided to employees and household members whether they are related. During the current contract, AllOne Health has attended health fairs, orientations and supervisory training events to provide guidance on making supervisory referrals.

Current Services also include:

- 11 face-to-face counseling sessions per person per problem for non-public safety employees and their families
- 11 face-to-face counseling sessions per person per problem for public safety (fire and police) employees and their families
- Unlimited telephonic management consultation
- Unlimited telephonic HR consultation for employee issues
- Referral for Budget and Debt. Counseling with reduced fees
- Unlimited access to AllOne Health website for articles, videos, training modules and resources on every topic
- 24-hour 1-800 line with live person answering
- Parent transition back to work program
- Webinars
- Posters, brochures and magnets provided for marketing
- 24 Hours annually for onsite Management/Employee seminars & trainings
- 10 Hours annually for onsite Management and Employee training on DOT required alcohol & drug testing guidelines.
- Health Fair attendance
- Coaching and Wellness
- Unlimited Critical Incident counseling to employees on site and family members
- On site Employee Orientations
- Legal consultations and referrals – includes 30-minute free consultation and referral
- Financial Consultations to assist with foreclosures, unsecured dept, financial planning, mortgage and student loan calculators
- Family and Caregiving resources and referrals for elder care, childcare, special needs, parenting, adoption, pet care, prenatal/fertility
- Health and Wellness resources and referrals for walking/fitness programs, diet/nutrition, smoking cessation, stress management, chronic disease, referrals to gym/health clubs, holistic health resources, support groups

- Support and counseling for loss and grief
- Human Resources Webinars – 10 annually
- EAP Utilization Reports- 3 times per year
- Wellness Coaching for personal goals
- Serious Illness Resource Program
- End of Life Resource Program
- Unlimited DOT/SAP services including evaluations and back to work assessments
  - SAP services are provided at no additional cost and include assessment of employee who failed drug screen and creating a treatment plan with follow up until employee returns to work
- Supervisory referral guidebooks

### **Mandatory Criteria**

The proposals which meet the following mandatory criteria will be considered for further evaluation. All mandatory criteria must be met. Proposals must address each of the items noted below.

1. The vendor must provide descriptions of the staff, including number staff, qualifications of each, which it has available to work with City employees who utilize the Employee Assistance Program. Staff must include coverage with a minimum of either an RN or Master's Level Social Worker.
2. Counselors must be available to counsel employees 24 hours a day, 365 days per year.
3. The proposal must describe how it will assist employees during holidays and weekends when counselor offices are called.
4. Counselors must be available to meet with employees in the Worcester County area.
5. The proposal must describe how it will arrange meetings with supervisors on site, specifically regarding the subject of how to make referrals for employees.
6. The proposal must describe how and when the program will provide quarterly reports to the City regarding utilizations of the EAP, including dates, times, number of calls, demographic information, etc.

7. The proposal must include a plan to meet on a regular basis with HR staff to discuss utilization and City goals.
8. The proposal must outline a plan that incorporates on-site management training and on-site employee seminars and workshops, articles, resources, and monthly webinars.
9. The proposal must describe how it will provide crisis debriefing for employees in the event of a critical incident
10. The proposal must describe how it will provide debriefing counseling for employees with difficult or emotionally charged work
11. The proposal must describe how it will maintain complete confidentiality of every employee who accesses the program for any reason
12. The proposal must describe a plan to act as Substance Abuse Professional for DOT Drug/Alcohol mandatory referrals and provide services within 5 -7 days of referral.
13. The proposal must describe a plan to provide on-site training to supervisors and staff on drug and alcohol testing guidelines.
14. The proposal must describe the maintenance of a crisis line available 24 hours a day, 365 days per year, which will be covered by a mental health professional, at a minimum either an RN or a Master's Level therapist, who can perform assessments and make referrals for treatment.
15. The proposal must describe how the crisis line is answered and within a short amount of time
16. The proposal must describe supervisory training which will be provided on-site to department heads and managers on a regular on-going basis.
17. The proposal must describe types of employee wellness training it will provide both on-site and online.
18. The proposal must describe types of Mental Health First Aid training it will provide at no extra cost

19. The proposal must describe how it will provide ongoing therapy for employees requiring it or how it will arrange for same.
20. The proposal must include a plan to rebrand the program to a less stigmatized name other than EAP
21. The proposal must describe a marketing plan which will make the program well known to all employees
22. The proposal must include a sworn statement that it has maintained all accreditations and licenses required by the Commonwealth of Massachusetts.
23. The proposal must state if the vendor has a maximum number of sessions for which it will see individual employees for treatment. Vendor must specify if different problems constitute a different maximum number of sessions
24. Vendor must provide a sworn statement that it will obtain the consent of the City employees before transferring any records pertaining to them in their possession.
25. Vendor must affirm that it will not discriminate in its treatment of city employees, but it will provide treatment in accordance with the same standards pertaining to treatment for all of its clients.
26. Vendor must affirm that it will make no charge to employees for EAP-related services.
27. Vendor must affirm that it will provide counseling services to employees off-site, except for crisis intervention in case of trauma or critical incident.
28. Vendor must affirm that it will provide services to the City for up to thirty (30) days, in the event the City fails to fulfil their obligations under the contract.
29. Vendor must describe how it will assist in referrals in the event it cannot provide appropriate care in a particular instance.
30. Vendor must affirm that it will allow the City to use its name in promotional materials.

31. Vendor must agree to cooperate regarding grievances of clients regarding its services but not pertaining to any legal action which might be taken against it.
32. Vendor must provide a sworn statement that it will indemnify and hold harmless the City, their officers, employees, and agents, against any claims, liabilities, of expenses arising from the actions of third parties in connection with any matter which is the sole responsibility of the EAP.
33. Vendor must submit names, addresses, and phone numbers of at least five current accounts, preferably the same or greater in scope than the City of Worcester.
34. Vendor will provide minimum of 30 hours of onsite training and seminars for all City personnel (separate from public safety employees)

### **Comparative Evaluation Criteria**

**Proposals that meet the minimum criteria will be further evaluated based on the following comparative criteria**

#### **1. Employee Assistance Program Expertise and Experience:**

Highly Advantageous	Clearly demonstrates extensive expertise and superior experience with clients of the same size and scope of positions.
Advantageous	Demonstrates adequate expertise and experience with some similar clients.
Not Advantageous	Demonstrates limited experience in EAP delivery with dissimilar clients.

**2. Qualifications, Certifications, and experience of assigned staff members:**

Highly Advantageous	Master's Level or higher social worker or RN available 24 Hours a day / 365 days per year by phone.
Advantageous	Master's level of social worker or RN available during normal work hours accessible by phone.
Not Advantageous	Master's level of social worker or RN available during normal work hours accessible by internet.

**3. Responsiveness to Employees Wellness Program: Services**

Highly Advantageous	Phones answered by live person 24 hours/ 7 days week, provides call back to employees within 24 hours; calls answered in few rings.
Advantageous	Phones answered by live person 24 hours/ 7 days week, follow up with clients up to 5 days after initial call.
Not Advantageous	Phones answered after business hours by non-licensed answering service.

**4. Responsiveness to Employees: Nontraditional hours**

Highly Advantageous	Clearly communicated plan for help within 24 hours during weekends or holidays; pro-active follow up with employee during wait time. Reporting on employer effectiveness of plan with employee.
Advantageous	Clear plan for services 24 hours during weekends and holidays including proactive follow up with employee.
Not Advantageous	Vague plan for services after hours, during weekends and holidays; no proactive follow-up.

## **5. Responsiveness to Employees: Counseling Sessions**

Highly Advantageous	11 confidential, face-to-face counseling sessions per employee per problem; counseling sessions available to household members whether related; counseling sessions available to other immediate family members.
Advantageous	8 confidential, face-to-face counseling sessions per employee per problem; counseling sessions available to household members whether related; counseling sessions available to immediate family members.
Not Advantageous	3 confidential face-to-face counseling sessions per employee per problem.

## **6. Responsiveness to Employees: Counseling Sessions for Public Safety**

Highly Advantageous	11 confidential, face-to-face counseling sessions per public safety employees (Fire Department, Police Department and 911 Dispatch) per problem; counseling sessions available to household members whether or not related; counseling sessions available to other family members.
Advantageous	8 confidential, face-to-face counseling sessions per public safety employees (Fire Department, Police Department and 911 Dispatch) per problem; counseling sessions available to household members whether related; counseling sessions available to other family members.
Not Advantageous	3 or less confidential, face-to-face counseling sessions per public safety employees per problem.

**7. Responsiveness to Employers Wellness Program: Feedback and Critical Incidents:**

Highly Advantageous	Arrange unlimited meetings with supervisors regarding referrals. Unlimited telephonic supervisory/management support line. On-site counseling for critical incidents separate from training hours available for wellness topics. Unlimited on-site debriefing for employees who work with difficult or emotionally charged situations. Demonstrates clear understanding of the scope of clients' work.
Advantageous	Limited meetings with supervisor regarding referrals, on-site critical incident counseling and employee debriefing separate from wellness topic training hours; limited understanding scope of work.
Not Advantageous	Limited on-site critical incident counseling.

**8. Responsiveness to Employers Wellness Program: Reporting:**

Highly Advantageous	Quarterly and year end utilization reports to employer regarding use of programs, demographics and SAP services.
Advantageous	Bi-annual reports with limited information.
Not Advantageous	No comprehensive reports.

**9. Responsiveness to Employers Wellness Program: Public Safety Employee Training**

Highly Advantageous	Provide at least 12 hours per year, or more of onsite training and seminars for public safety personnel on topics designed to assist employees with developing strategies to manage or cope with common issues surrounding work/life balance, stress management, professional development and health & wellness. Seminars or workshops made
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available to multiple shifts in multiple departments on City work sites.

DOT required drug & alcohol training separate from other training hours available for wellness topics. Supervisory referral training separate from other training hours available for wellness topics.

Advantageous

Provide some limited training and seminars for City personnel on preventative topics available to some departments.

Not Advantageous

One training event per topic, not available to various departments or shifts. DOT and supervisory training hours are limited and not separate from other training hours.

**10. Responsiveness to Employers Wellness Program: Employee Resources:**

Highly Advantageous

App, chat line and other technology to engage employees. Monthly Webinars on various topics and websites with resources on topics affecting work, children and families, elders, illness, change, finance and legal information. Other newsletters, and other publications.

Advantageous

Website with resources and monthly webinars and newsletters, and other publications.

Not Advantageous

Website with resources and some webinars, limited publications.

**11. Responsiveness to Employers Wellness Program: Additional Service**

Highly Advantageous

Mental Health First Aide training, Parent Transition to Work program, Elder and Child Care resources, Life Coaching and Smoking Cessation Program.

Advantageous	Mental Health First Aide training, new parent to work program, resources for elder and childcare.
Not Advantageous	Parent to work program, some resources for elder/childcare or other services at additional costs.

**12. Responsiveness to Employers Wellness Program: Additional Resources**

Highly Advantageous	Financial help for unsecured debt and foreclosures, financial planning, help with mortgage and college loan calculators, Legal help including 30 minutes free consultation with a local lawyer.
Advantageous	Financial help for foreclosures and legal referrals.
Not Advantageous	No Financial or Legal assistance referrals available.

**13. Responsiveness to Employers Wellness Program: References:**

Highly Advantageous:	Program and service reference all positive, noting responsiveness, quality and value; training references reflecting engaging and effective trainers and content.
Advantageous	References are mostly positive, noting minor weakness with program and services. Some positive feedback on trainers and content.
Not Advantageous	References mostly less than positive with notable weaknesses in program services, training programs and trainers.

**ATTACHMENT A – COST PROPOSAL –  
TO BE SUBMITTED UNDER SEPARATE COVER AS PER  
SUBMISSION REQUIREMENTS CONTAINED HEREIN**

City Population – approximately 2,100

**Pricing: Cost of services per employee**

No. of City Employees                      Cost per Employee per month                      Total Annual

# 2,100    X     \$\_\_\_\_\_                      x 12 months                      =     \$ \_\_\_\_\_

Three Year Total                      =     \$ \_\_\_\_\_

\*Cost per employee per month shall remain firm for the three-year contract period.