CITY OF ROCKFORD, ILLINOIS

425 EAST STATE STREET
61104

LAWRENCE J. MORRISSEY
MAYOR

ANDRES SAMMUL
FINANCE DIRECTOR

REQUEST FOR PROPOSALS
RFP No.: 805-PER-075

Employee Assistance Program

Issued: 8/3/05

Name of Bidding Firm_____

Address:_____City:_____State_____Zip_____

Phone:_____Fax:_____

RFP Opening Time and Date: 11:00 a.m., Local Time, Thursday, August 25, 2005

ABOUT THIS DOCUMENT

This document is a Request for Proposal. Competitive sealed proposals will be evaluated based on criteria formulated around the important features of a product or service including but not limited to, the contractor's experience, qualifications, time required for completing the work, and the fees to be charged. Price may not be determinative in the issuance of a contract for award. Those specific criteria that will be used and considered in evaluation for award are set forth in this document. **The City of Rockford reserves the right to select, and subsequently recommend for award, the proposed equipment or service which best meets its required needs, quality levels, and budget constraints.**

PLEASE MARK THE RETURN SEALED ENVELOPE:

1. Proposal Opening Date and Time
2. Title of job
3. RFP Number

RETURN PROPOSALS TO:

City of Rockford
Central Services Manager
425 East State Street , 4th Floor
Rockford, Illinois 61104
Telephone: (815) 987-5560
PROPOSALS SUBMITTED BY FACSIMILE OR E-MAIL WILL NOT BE ACCEPTED

PROPOSAL RESULTS:

Proposal results may be obtained by telephone at (815) 987-5560; or by fax at (815) 987-5562.

CITY OF ROCKFORD, ILLINOIS—BIDDING GENERAL CONDITIONS

1. Pricing. The firm shall insert price for all bid items and all other information requested in these specifications. The price shall be the full, delivered cost to the City of Rockford, including all factors whatsoever.

2. Total versus "Per Item" Awards. The City generally awards contracts based on a lump sum basis to the lowest responsible and responsive bidder. However, the City may choose to award on a per item basis. Therefore, each bidder must submit pricing for each item indicated on the bid forms. Bidders must clearly indicate which items are bid and which are not.

3. Delivery of Merchandise. Delivery terms will always be Freight On Board (FOB)–Destination. The City of Rockford accepts no responsibility for the condition of any merchandise purchased prior to acceptance by City Personnel. Failure to comply with this requirement will constitute rejection of the bid.

4. Acceptance of Merchandise at Delivery. The City of Rockford reserves the right to refuse acceptance of delivered merchandise that differs substantially from the specifications in this invitation to bid.

5. Prompt Payment Act. The City of Rockford intends to comply with the governmental prompt payment act. The supplier will be paid upon submission of invoices to: City of Rockford Accounts Payable, 425 East State Street, Rockford, IL 61104.

6. Legal Compliance. The vendor awarded this contract will comply with all Federal, State, County, and City laws, ordinances, rules and regulations that in any manner affect the production and sale of the product or service contained herein. Lack of knowledge on the part of the vendor will in no way be cause for release of this obligation. If the City becomes aware of violation of any laws on the part of the vendor, it reserves the right to reject any bid, cancel any contract, and pursue any other legal remedies deemed necessary.

7. Legal Requirements. This contract sets forth the entire agreement between the City and the Bidder and shall govern the respective duties and obligations of the parties. The validity of this contract, and any disputes arising from the contract, shall be governed by the laws of the State of Illinois. Should a provision of this contract be declared invalid by a court of competent jurisdiction, it shall not affect the validity of the remaining provisions of the contract.

8. Bid Bond. When required on the cover sheet, a bid bond for not less than 5 percent of the bid amount must accompany all bids as a guarantee that if the bid is accepted, the bidder will execute and file the proper contract. A bank cashier's check, bank draft, or certified check equal to the amount specified is acceptable in lieu of a bid bond. Bid bonds of the two lowest firms will be retained until the contract is awarded.

9. Performance Bond. When required by the specifications herein, the successful firm shall furnish a performance bond equal to the amount of the contract, acceptable to the City, within 14 calendar days after notification of contract award. Failure to furnish the required bond within the time specified may be cause for rejection of the bid and any bid deposit may be retained by the City as liquidated damages and not as a penalty.

10. Taxes. No charge will be allowed for taxes from which the City of Rockford, Illinois is exempt. The City of Rockford, Illinois is not liable for the Illinois Retailers' Occupation Tax, the Service Occupation Tax or the Service Use Tax. The City is exempt from the Federal Excise and Transportation Tax.

11. Withdrawal of Bids. Firms may withdraw or cancel their bids at any time prior to the advertised invitation to bid opening. After the opening time, no bid shall be withdrawn or cancelled. All bids shall be firm and valid for a period of sixty (60) calendar days.

12. Subcontracting. The successful firm may not subcontract the award without written consent of the City of Rockford Central Services Manager.

13. Termination of Contract. The City of Rockford reserves the right to terminate the contract in its entirety or in portions, upon written notice to the Contractor, if the Rockford City Council does not appropriate sufficient funds to complete the contract or in the event of default by the Contractor. Default is defined as failure of the Contractor to perform any of the provisions of this contract or failure to make sufficient progress so as to endanger performance of this contract in accordance with its terms. In the event of default, the City may purchase the product(s) and/or service(s) from other sources and hold the defaulting company responsible for any excess costs occasioned thereby. Should default be due to failure to perform or because of a request for a price increase, the City reserves the right to remove the firm from the City's bidder list for a period of up to three years.

14. EEO Forms. Each firm shall be required to submit with its bid information all EEO forms included in the invitation to bid package. Any bid which fails to include the properly completed compliance items will not be read and will not be considered. All subcontractors shall also be required to comply with and submit the same EEO forms as the firm. Subcontractors will not be allowed to do any work for the firm until these documents are submitted to the City of Rockford.

15. Restrictive or ambiguous specifications. It is the responsibility of the prospective firm to review the invitation to bid specifications and to notify the Central Services Manager if the specifications are formulated in a manner that would unnecessarily restrict competition. Any such protest or question regarding the specifications or invitation to bid procedures must be received by the Central Services Division not less than seventy-two hours prior to the time set for the opening.

16. Bid protest. Firms wishing to protest bids or awards shall notify the Central Services Manager in writing within 30 days after the invitation to bid opening. The notification should include the bid number, the name of the firm protesting, and the reason why the firm is protesting the bid. The Central Services Manager will respond to the protest within 30 calendar days.

17. Disputes. In case of disputes as to whether or not an item or service quoted or delivered meets specifications, the decision of the Central Services Manager, or authorized representative shall be final and binding to all parties. The Central Services Manager may request a written recommendation from the head of the department using the equipment or service being procured.

18. Exceptions. Any deviations from these specifications shall be noted and submitted with the bid. Failure to address deviations from specifications may result in bid rejection.

19. Bid Rejection. The City of Rockford reserves the right to reject all bids at any time, for any reason, including but not limited to the Rockford City Council not appropriating sufficient funds to purchase equipment or complete the contract.

20. Apprenticeship Requirement. For construction contracts over $50,000, contractors must participate in apprenticeship and training programs approved and registered with the United States Department of Labor's Bureau of Apprenticeship and Training for all Trades that will be in the contractor's (or his subcontractor's) employment, with each worker receiving the required apprenticeship/training appropriate to his trade.

1.0 Scope of work:

The City of Rockford requests proposals from qualified firms to provide City employees and their dependents with an Employee Assistance Program (EAP). The firm will also coordinate and administer the program.

2.0 General Conditions

2.1 Firm Qualifications. No contract shall be awarded except to responsible firms capable of performing the class of work contemplated.

2.1.1 Proof of Qualifications. Before being considered for the award of contract, firms may be required to show evidence of the necessary experience, facilities, equipment, ability, and financial resources to perform the work in a satisfactory manner and within the time stipulated. The City of Rockford shall make the final determination as to the firm's ability to provide the desired services.

2.2 Evaluation of Firms. The City's evaluation team will assess the qualifications of firms based on their proposals. The City also reserves the right to interview representatives of firms and review the quality of Employee Assistance Programs provided to other clients in order to determine award.

2.2.1 Evaluation Team. An evaluation team will be used to evaluate the proposal submitted by each firm. This evaluation team will consist of the following City employees: Director of Personnel, Compensation and Benefits Manager, Training and Development Manager, and Financial Analyst.

2.2.2 Evaluation Criteria. There will be five criteria used to assess each firm's proposal. Each of the criteria will be worth a total of 20 points, making for a total score for each proposal of 100 points. The following criteria will be used to evaluate the proposals:

- The firm's knowledge and understanding of EAPs.
- The firm's familiarity with and knowledge of core EAP technology.
- Qualification of the firm to provide EAP services based on past experience providing similar services to public sector and private sector clients.
- Qualifications and work experience of key personnel responsible for providing the service.
- Reasonableness of the proposed cost of the program.

2.2.3 Basis of Award. Each member of the evaluation team (see 2.2.1) shall independently evaluate each proposal and the results of any other methods used to evaluate the firm's ability (see 2.2) to provide quality services to the City. Once these individual evaluations have been completed, the scores will be averaged and the overall average will be the final score of each proposal. The contract will be recommended for award to the firm with the highest average score.

2.3 Contract Length. The firm that receives the award for EAP services shall provide these services for a period of two (2) years from the date service provision began. The contract shall have three (3) one-year options to renew. Renewals are based upon the mutual consent of both parties, such

consent being stated in writing thirty (30) days in advance of the renewal of the contract. Thus, the resulting contract can be valid for a total of five (5) years from the date service begins.

2.4 Contacts. The contact for this RFP is Carrie McCarren, Financial Analyst, (815) 987-5741.

3.0 Specific Requirements

3.1 Proposal Requirements. The response to this RFP must adhere to the following basic elements and characteristics:

- The program must meet all legal requirements, be nondiscriminatory, and comply with all federal, state, and local requirements.
- Firms and their representatives certified by the Employee Assistance Professionals Association (EAPA) will be given special consideration.

3.2 Program Promotion and Training. The successful vendor must include the following services:

- Assist City with publicizing the EAP to supervisors, employees, and their families. Information shall include posters, brochures, payroll stuffers, and wallet cards.
- Provide training sessions for supervisors and facilitate wellness seminars up to 12 hours/year on subjects related to the EAP.
- Provide articles for City publications as requested-will vary in length and scope.

3.3 Services Provided to Employees and Families. The successful vendor must include the following services:

- Unlimited telephonic counseling and unlimited access to web and online services and information.
- Network of professional EAP counselors to support toll-free telephone access staffed by master's level counselors and personally answered 24 hours a day, 7 days a week.
- Assistance to employees and family members who have been referred to the EAP or who request such services of their own volition. All services will be conducted in a manner to insure privacy and confidentiality.
- Assessment and referral services for employees, their family members, and significant others. This includes a maximum of 3 sessions, unless short-term counseling is feasible with a maximum of 6 sessions. The intent is not to act as a clearinghouse.
- Counsel and encourage employees to proceed with a course of assistance by referring individuals to clinical or support organizations and medical professionals.
- Serve as the City's Substance Abuse Professional (SAP) for the purposes of the City's drug program and as required under Department of Transportation regulations.
- Follow-up as necessary to monitor referred employees' adherence to agreed course of treatment for up to two years.
- Remain cognizant of the City's insurance benefits program to advise employees as to possible coverage of services. Examine the accreditation of organizations and professionals to which it refers employees to maximize reimbursement under the health plan.

3.4 Services Provided for Supervisor/Management Consulting. The successful vendor must include the following services:

- Mediation services between employees or between employees and supervisors.
- Consultation and assistance in design of EAP related policies for Personnel and organizational development.

3.5 Other Services. The successful vendor must include the following services:

- Submit quarterly utilization reports to the City and provide ongoing evaluation regarding the effectiveness of the program.
- Provide on-site assistance in the event of a catastrophic event or employee death, including Critical Incident debriefing when called upon to do so.

3.6 Transition to New Services. If the decision that results from this Request for Proposal involves migrating to a new EAP provider, that new provider will be responsible for coordinating, in conjunction with the City and the former provider, the transition process. The transition process may also involve coordinating with former provider to resolve any ongoing counseling or referral services. In addition to these examples, the new firm would be responsible for other transitional activities as needed.

4.0 Information to be Submitted.

4.1 Description. The proposal should include a one to two page description of the firm that includes the scope of services the firm provides, years of experience providing the services described in this RFP, and a description of the firm's capability to provide the desired services.

4.2 Methods and Materials. The proposal should include an outline of the intended process including a timeline and examples of materials to be used in the procedure.

4.3 Staff Qualifications. Please identify and provide vitae for individuals responsible for planning and conducting the study.

4.4 Previous Clients. Please provide the names of the public sector or private sector employers for which the firm has provided similar services within the past 12 to 24 months

4.5 Fees. Please provide a detailed report of fees associated with the proposed service.

Bid Requirements for Equal Employment Opportunity

All bidders seeking to do business with the City of Rockford are required to submit with any formal, sealed bid the following documents completed and signed:

1. Equal Employment Opportunity Affirmative Action Plan
   Statement of Policy

2. The Statement of Non-Compliance and Certificate of Non-Segregated Facilities

3. The Contractor or Vendor Workforce Data Form listing all
   current employees, by classification, directly employed
   by the bidder – Note: The number of employees must be entered
   under each category (no check marks)

4. Your State of Illinois Pre-Qualification Certification
   Number, issued by the State Fair Employment Practices
   Commission, entered in the place provided therefor

If you do not yet have State Pre-Qualification (item #4), you may, in lieu thereof, enter in the place provided on Page 6 of the EEO forms, your commitment to make application therefor within 30 days from the date of bid opening.

Any bid which fails to include the four items completed and signed listed above with your sealed bid will not be read and will not be considered.

Any questions pertaining to E.E.O. requirements should be addressed to Ron Moore, Equal Opportunity Compliance Officer, Community Development Department, 425 East State Street, Rockford, Illinois 61104, Phone: (815) 987-5622

EQUAL EMPLOYMENT OPPORTUNITY

AFFIRMATIVE ACTION PLAN

STATEMENT OF POLICY

It is the policy of this company, _____,
to provide equal employment opportunity without regard to race, religion, color, national origin, handicap, age or sex through a program of positive action affecting all employees. In this program, our company carries out the requirements of Federal Executive orders 11246 and 11375, Civil Rights Act of 1964, Equal Employment Act of 1972, and all other applicable laws, and indicates its active support of the principle of equal opportunity in employment.

At present, _____% of our work force are minorities and _____% of our work force are females, and we will attempt to utilize minorities and females through a positive, continuing program in all jobs for which we contract in the future. Our company will utilize referrals from the City of Rockford's Equal Opportunity Compliance Division for use of minorities and females regarding any future job vacancies.

It is also our intent to make efforts to purchase supplies or equipment from small business concerns located in the City of Rockford or counties of Winnebago or Boone and owned in substantial part (at least 51 per cent) by minorities or females.

_____is the official who will be responsible for implementing the above policy statement.
_____will be designated as the Equal Opportunity Officer in our company, responsible for submission of all required equal employment opportunity documents. In addition, _____, is hereby authorized to sign payrolls as well as our company's officers. (NOTE: If only officers will be authorized to sign payrolls, please fill in "No One" in this space.)

_____
Authorized Signature

_____
Title

_____
Firm

STATEMENT OF NONCOMPLIANCE

If the equal employment opportunity hearing committee determines that a contractor, subcontractor or bidder is not in compliance with this chapter, (also known as Ordinance 9-1/2 - City of Rockford Equal Employment and Business Opportunity Ordinance), the hearing committee shall issue and serve upon such person a written statement of noncompliance setting forth the manner in which it finds such person has violated this chapter, and imposing and/or requiring appropriate sanctions, including, but not limited to any and/or all of the following:

a. Denying, suspending or revoking qualifications, or declaring the contractor or subcontractor irresponsible and ineligible for future contracts or subcontracts until such time as the contractor or subcontractor shall demonstrate to the equal employment opportunity hearing committee that it is in compliance;

b. Withholding or delaying payment on the contractor or;

c. Suspending, avoiding or canceling contract work.

CERTIFICATION OF NON-SEGREGATED FACILITIES

The bidder certifies that he does not maintain or provide for his employees any segregated facilities at any of his establishments, and that he does not permit his employees to perform their services at any location, under his control, where segregated facilities are maintained. The bidder agrees that a breach of this certification will be a violation of the Equal Opportunity clause in any contract resulting from acceptance of this bid.

The bidder agrees that (except where he has obtained identical certification from proposed subcontractors for specific time periods) he will obtain identical certification from proposed subcontractors from the provisions of the Equal Opportunity clause, and that he will retain such certification in his files.

_____
Authorized Signature

_____
Title

_____

IMPORTANT NOTE TO ALL BIDDERS

In regards to the Bid Requirements for Equal Employment Opportunity and Affirmative Action, all forms must be completely filled out and signed or your bid will not be considered or read.

This especially applies to the "Contractor or Vendor Workforce Data Form".

The categories must all be filled out. They include:

A. Job Classification;
B. Males;
C. Females;
D. Racial.

Bids which fail to address any of these categories will not be considered and will not be read.

Below are the Federal definitions of the following racial groups accepted as minorities by the City of Rockford:

Black: A person having origins in any of the Black racial groups of Africa, not of Hispanic origin.

Hispanic: A person of Spanish or Portuguese culture with origins in Mexico, South or Central America, or the Caribbean Islands, regardless of race.

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes for example, China, Japan, Korea, the Philippine Republic and Samoa.

American Indian or Alaskan Native: A person having origins in any of the original peoples of North America.

Falsification of any required Equal Employment Opportunity or Affirmative Action information on the part of the bidder could result in rejection of the bid submitted or in the case where a contract has already been awarded, in the cancellation of said contract.

Should you have any questions regarding any affirmative action or EEO requirements, please contact Ron Moore, Equal Opportunity Compliance Officer, Community Development Department, 425 East State Street, Rockford, Illinois 61104, (815) 987-5622.

CONTRACTOR OR VENDOR WORKFORCE DATA FORM

BIDDERS NAME:_____

NUMBER OF EMPLOYEES MUST BE ENTERED FOR EACH CATEGORY (no check marks)

		MALES					FEMALES				
JOB CLASSIFICATION		**W**	**B**	**H**	**A**	**I**	**W**	**B**	**H**	**A**	**I**

W - WHITE B - BLACK H – HISPANIC A - ASIAN OR PACIFIC ISLANDER I - AMERICAN INDIAN

DATE:

_____
Authorized Signature

_____
Title

_____
Firm

The four declarations required for compliance with the laws on Equal Employment Opportunity are attached hereto. Our Illinois Department of Human Rights Number is

_____.

(We do not have an Illinois Department of Human Rights Number. In lieu thereof we will make application for it within 30 days from the date of this bid opening. _____Place checkmark on line if applicable).

_____
Authorized Signature

_____
Title

_____
Firm

COMPANY INFORMATION

Female Business Enterprise (FBE) Yes_____ No_____

Small Business Enterprise (SBE) Yes_____ No_____

Minority Business Enterprise (MBE) Yes_____ No_____

If yes, check the following boxes that apply:

Black/African American_____ Hispanic_____
Native American or Alaskan Native_____ Asian American_____

Total Annual Sales: $_____Type of Organization
Individual_____ Partnership_____ Corporation_____ Other_____

BIDDING REQUIREMENT

Certificate of Non-Barred Bidding

The undersigned firm certifies that it is not barred from bidding on this contract as a result of a conviction for the violation of State laws prohibiting bid-rigging or bid-rotating.

_____
Authorized Signature

_____
Title

_____
Firm

D2-M12
58511/D-13