

HACC, CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE
Request for Proposal

08-46: EMPLOYEE ASSISTANCE PROGRAM

Acknowledgement: Please acknowledge receipt of this RFP by completing the information requested below and faxing to 717/780-2325 upon receipt.
Please also include this page with your response.

Vendor Name: _____ Contact Name: _____
Address (include city, state, zip): _____

Phone: _____ Fax: _____ Email: _____

Check One: **We will** _____ **Will Not** _____ be responding to this RFP.

If not responding, please explain briefly: _____

Dates:

Date of Issue: **Monday – April 7, 2008**

Deadline for Questions: **Monday – April 21, 2008 - by 11:30AM**

Responses to the Questions: **Wednesday – April 23, 2008 - by 4:30PM**

Submit Notice of Intent to Submit Proposal Due Date: **Friday – May 2, 2008 - by 2:00PM**

PROPOSAL DUE DATE: **Tuesday - May 6, 2008 - by 2:00PM**

BID OPENING DATE: **Tuesday - May 6, 2008 - by 2:30PM**

Board Meeting: **Tuesday, June 3, 2008** (Please note: Final official bid results will be released after this date. All vendors who respond to the RFP will receive an award notification letter in the mail within one week of this date.)

HACC Information and Proposal Delivery:

Address: Purchasing Office/W130
One HACC Drive
Harrisburg PA 17110-2999

Contact: Garry Crider, Director of Purchasing
Or Sue Davis, Purchasing Technician

Phone: 717/780-1164 or 717/780-3214

Fax: 717/780-2325

**Request For Proposal
HACC, Central Pennsylvania's Community College
#08-46**

for

EMPLOYEE ASSISTANCE PROGRAM

for

HACC, CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE

DEADLINE TO SUBMIT PROPOSALS:

Tuesday – May 6, 2008 - by 2:00PM

**PROPOSALS MUST BE DELIVERED TO:
HACC, CENTRAL PENNSYLVANIA'S COMMUNITY COLLEGE
PURCHASING DEPARTMENT
ONE HACC DR
HARRISBURG, PA 17110**

For information concerning the RFP process, required format and the schedule of activities,
Please direct questions to:

Garry Crider, Director of Purchasing
HACC, Central Pennsylvania's Community College
Purchasing Department
Harrisburg PA 17110
Telephone: 717-780-1164

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1. KEY DATES

Important dates including proposal deadlines are shown below. Formal addendum to this RFP will be issued to the Proposers notifying of any changes to these dates. Dates indicated are tentative and may be changed during the RFP process due to revision(s) of any part of the Request for Proposal because of questions from Proposers and/or additional information requested after the Proposal Opening.

ACTIVITY	DATE & TIME
Advertisement	Monday – April 7, 2008
Deadline for Questions	Monday – April 21, 2008 - by 11:30AM
Responses to Questions due back to bidders	Wednesday – May 23, 2008 - by 4:30PM
Submit Notice of Intent To Submit Proposal Due	Friday – May 2, 2008 - by 2:00PM
Deadline to Submit Proposals	Tuesday – May 6, 2008 – 2:00PM
Proposal Opening	Tuesday – May 6, 2008 – 2:30PM
Award Final Selection of Contract	After Tuesday – June 3, 2008 BOT Meeting

2. PROPOSAL SUBMISSION CONTENTS

Proposals must include all information required by the following sections:
(Reference Section VI)

- a. Cover Letter
- b. Description of Qualifications
- c. Contractor History
- d. Cost Proposal

3. DEFINITIONS

The following terminology shall be used throughout this Request for Proposal.

campus-HACC, Central Pennsylvania’s Community College – five campuses – Gettysburg, Harrisburg, Lancaster, Lebanon, and York

contract-shall be used herein to refer to the purchase order(s) generated by the final award.

Contractor shall be used herein to refer to the Vendor receiving the final award.

Purchaser-HACC, Central Pennsylvania’s Community College

response or proposal-as used herein shall be understood to mean the written proposal to provide services.

RFP-Request for Proposal

College-HACC, Central Pennsylvania’s Community College, Harrisburg, PA

Vendor, Bidder, Contractor, Proposer, Supplier-as used herein shall be understood to mean the company, firm or corporation formally submitting a response to this RFP.

N/A – Not applicable

I. PROGRAM REQUIREMENTS

A. PURPOSE

HACC, Central Pennsylvania’s Community College formally invites responses to provide information to be used in the decision to procure EMPLOYEE ASSISTANCE PROGRAM for HACC, Central Pennsylvania’s Community College. The College is seeking an Agency or “Not at Risk” relationship. The College reserves the right to accept or reject any and all proposals, to

waive any irregularities or informalities in any proposal(s) and to award the contract in the best interests of the College.

All proposals are subject to the terms and conditions outlined herein. All responses shall be controlled by such terms and conditions and the submission of other terms and conditions and other documents as part of an Offerors response will be waived and have no effect either on this RFP or any contract that may be awarded resulting from this solicitation. The submission of any other terms and conditions by an Offeror may be grounds for rejection of the Offerors proposal. Offeror specifically agrees to the conditions set forth in the above paragraph by the signature of its authorized representative on the execution of proposal page contained herein.

B. PROJECT PRICE CHANGES

Any changes in project workscope that alters costs must have prior approval from the Vice President for Finance and College Resources.

HACC, Central Pennsylvania's Community College Executive Director of Business Services and Auxiliary shall be the authorized representative of the College for purposes of interpretation of contract requirements.

C. CONTRACT STANDARDS

After the Contract(s) are awarded (see award of Contract below) it will be the Contractor representative's responsibility to confirm with the College's authorized representatives, whether or not there is correct and sufficient funds available for the project through the issuance of a Purchase Order.

D. INVOICES AND STATEMENTS

Invoices must be descriptively itemized and must clearly indicate the applicable College Purchase Order number, including the Project Name and Location as well as the HACC account number, and must be submitted in duplicate at time of project completion before payment can be authorized.

A copy of the invoice statement is to be submitted to the "Bill to. . ." location identified per the Purchase Order.

Any invoices submitted without an approved college Purchase Order referenced is subject to being classified as a gift to the College.

E. FINAL INSPECTION AND PROJECT ACCEPTANCE

Determination of adequacy of performance project completion shall be the responsibility of the Project Manager. Neither the College nor the Project Manager nor any agent thereof on behalf of the College will supervise or be responsible for the actions of the Contractor's employees, subcontractors, or subcontractor's employees.

The Project Manager for this project shall be Patricia Thompson., Assistant Director of Human Resources - 717-780-2632.

F. PAYMENT

The College will make payment to the contractor from the approved invoice. Payment will be accomplished within thirty (30) days of project acceptance or invoicing, whichever is later, if the project is as specified and statements are in proper form.

Proposers may include in their response their ability to accept credit card payments and any additional costs related to providing this capability.

II REQUEST FOR PROPOSAL

HACC, Central Pennsylvania's Community College formally invites responses to this Request for Proposal to provide information to be used in the contracting for EMPLOYEE ASSISTANCE PROGRAM for all campuses.

Interested parties are invited to submit proposals to HACC, Central Pennsylvania's Community College, Purchasing Department, One HACC Drive, Room W130A, Harrisburg, PA 17110. Proposals will be accepted until **2:00PM, Tuesday, May 6, 2008**.

This Request for Proposal contains the instructions governing the proposals to be submitted the materials to be included therein, requirements that must be met to be eligible for consideration, and general guidelines for submission of proposals.

A. WORKSCOPE

The Workscope for this Request for Proposal is defined in detail in Section IX: Specifications.

B. MANDATORY SITE VISIT / BIDDERS CONFERENCE

NOT REQUIRED

C. RFP CLARIFICATION

Proposers may request an explanation of the intent or content of this RFP and clarification of procedures used for this procurement. No interpretation made to any Proposer as to the meaning of the RFP shall be binding on the College unless repeated in writing and distributed as an addendum by College Purchasing Department Office. Official written responses to all relevant written questions will be mailed or faxed by HACC, Central Pennsylvania's Community College Purchasing Department Office.

Requests for written explanation or clarification shall be made in writing and submitted in an envelope marked "Questions Related to RFP #08-46" to HACC, Central Pennsylvania's Community College, Purchasing Department Office, ATTN: Garry Crider, Director of Purchasing, One HACC Drive, Room W130A, Harrisburg PA 17110, or by Fax 717-780-2325. Email: questions are acceptable at cgcrider@hacc.edu. Such requests must be received no later than **Monday, April 21, 2008, 11 30:AM**.

Failure of the Proposer to make appropriate inquiries, evaluate any special conditions, or to verify requirements of this RFP shall not relieve the Contractor of the responsibility of fulfilling the contract in accordance with the terms of this RFP.

Communication concerning the Request for Proposal can only be with Garry Crider, Director of Purchasing (717-780-1164 or cgcrider@hacc.edu). Oral communication with any other College employee, unit, department, or organization concerning their RFP is not binding on the College and shall in no way modify the RFP, or the obligation of the College or the Vendor, and may deem the Proposer's proposal void.

The college will evaluate a Proposer's "confidence in its own ability to perform" based on a given Proposer's willingness to provide the College with meaningful contractual assurances and remedies.

In summation of the College's general objectives regarding this Request for Proposal, the College has a sincere desire to award the transaction based on reliable information. In other words, Proposers to this RFP will have demonstrated their agreement that whether verbal or written, the company can perform to the requirements of this Proposal.

D. ADDENDA TO THE RFP

In the event that it becomes necessary to revise any part of this RFP, HACC, Central Pennsylvania's Community College Purchasing Department Office will provide addenda in writing to the Proposers. No oral statements, explanations, or commitments by whomsoever made shall be of any effect except as the same are confirmed in writing by the College Purchasing Department Office.

E. EQUAL EMPLOYMENT COMPLIANCE REQUIREMENT

HACC, Central Pennsylvania's Community College is committed to affirmative action in accordance with state and federal laws and regulations providing for equal employment opportunity. HACC, Central Pennsylvania's Community College will not contract with any firm that is not an equal opportunity employer.

In accordance with federal and state laws, the contractor agrees not to discriminate against any client, employee or applicant for employment or for services, because of race, color, national origin, sex, age, marital status, religion, creed, political belief, mental or physical disability, or status as Vietnam era or disabled veteran. The contractor will comply with the Americans with Disabilities Act of 1990.

F. NON DISCRIMINATION

HACC, Central Pennsylvania's Community College is committed to non discrimination and equal employment opportunity. HACC, Central Pennsylvania's Community College will not contract with any firm that is not an equal opportunity employer.

G. ACCEPTANCE OF PROPOSALS

The College reserves the right in awarding the contract to consider the competency, responsibility, and suitability of the Proposer, as well as the services provided. The College further reserves the right to accept or reject any or all proposals, to waive any irregularities or informalities, and to award the contract in the best interest of the College. Neither the College nor any agent thereof on behalf of the College will be obligated in any way by any Proposer's response to this RFP.

III GENERAL CONTRACTUAL REQUIREMENTS

A. EXAMINATION OF CONTRACT CONDITIONS

It is the intent of HACC, Central Pennsylvania's Community College through this Request For Proposal and contract conditions contained herein, to establish to the greatest possible extent, complete clarity regarding the requirements of both parties to the contract resulting from the Request For Proposal.

Before submitting a proposal, the Contractor shall be thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP and shall be made a part of the contract. It shall be the Contractor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

By submitting a response to this RFP contractor represents that:

- 1) The contractor has read and understands the Contract specifications and conditions.
- 2) The contractor will perform the work in compliance with Commonwealth of Pennsylvania, Federal and Local Laws, Regulations, Standards, Ordinances and Codes.

B. ASSIGNMENT OR TRANSFER

This contract may not be assigned or transferred in whole or in part, without the written permission of HACC's Purchasing Department Office, nor may any rights to any monies due or to become due hereunder be assigned. The Contractor(s) is an independent contractor providing services for HACC.

C. INDEPENDENT CONTRACTOR

The Contractor is an independent contractor providing services for HACC, Central Pennsylvania's Community College.

D. INSURANCE

The Contractor shall provide insurance coverage as required by this section. Certificates of insurance coverage shall be filed with HACC, Central Pennsylvania's Community College Purchasing Department Office within thirty (30) days of notice of award of contract. In no instance may any work commence prior to receipt of the certificates. A signed contract issued as notice of award shall not be considered valid until HACC, Central Pennsylvania's Community College Purchasing Department has received the certificates.

The Contractor shall maintain Comprehensive General Liability Insurance in the amount of \$1,000,000 per claim, \$3,000,000 aggregate and Combined Single Limit (Bodily Injury & Property Damage) that will protect him from claims for damages and personal injury, including death, which may arise from operation under this Contract, whether such operations be by himself or by any subcontractor or anyone directly or indirectly employed by either of them. The certificates of insurance coverage shall name HACC, Central Pennsylvania's Community College as additional insured. Certificates of such insurance shall be filed with the Director of Purchasing and shall be subject to his approval for adequacy of protection prior to commencing work.

Pennsylvania Law requires that the Contractor shall provide statutory worker's compensation insurance for employees. The Contractor shall also require the same insurance when the work is to be performed by a subcontractor. Certificates of such insurance shall be filed with the HACC, Central Pennsylvania's Community College's Director of Purchasing prior to commencing work.

E. INDEMNIFICATION

The Contractor shall hold HACC, Central Pennsylvania's Community College harmless from any liability, costs, or penalties in any way resulting from the performance of the services related to this contract or from the conduct or actions of any persons provided by the Contractor for performance of this agreement and will indemnify the College for any costs of defense paid because of actions of the Contractor or its employees in the performance of this agreement.

F. CONTRACT MANAGER

HACC, Central Pennsylvania's Community College Purchasing Department shall be the authorized representative of the College for purposes of interpretation of contract requirements. Determination of adequacy of performance shall be the responsibility of the Project Manager. Neither the College nor the Project Manager nor any agent thereof on behalf of the College will supervise or be responsible for the actions of the Contractor's employees, subcontractors, or subcontractor's employees.

G. TERM OF CONTRACT AND INSTALLATION

The Contractor and HACC, Central Pennsylvania's Community College agree that an agreement resulting from this RFP shall be for:

The term of the agreement is to be five (5) years from the first day of service.

Subject to termination at anytime by either party on written notice sent by certified mail, not less than ninety (90) days prior to the announced date of termination subject to contract extension clause below.

Extension Clause:

The College reserves the right to extend this contract or any part of this contract for an unlimited period of time. Should an extension be necessary the same terms and conditions as set forth in this document apply. This clause will be utilized to preserve continuity with any ongoing litigation that has been filed prior to actual termination date of contract.

Option to renew:

The contract may be renewed for an additional one- (1) year term by mutual written agreement between the College and the firm. If the contract is renewed the same terms and conditions as set forth in this document apply. Such renewals shall be limited to three (3), one- (1) year periods.

H. NON-COLLUSIVE PROPOSAL CERTIFICATION

By submission of this proposal, the firm certifies that:

1. This proposal has been independently arrived at without collusion with any other firm or with any competitor or potential competitor;
2. This proposal has not been knowingly disclosed and will not be knowingly disclosed, prior to the opening of proposals for this service, to any other firm, competitor or potential competitor;
3. No attempt has been or will be made to induce any other person, partnership or corporation to submit a proposal;

4. The person signing this proposal certifies that he/she has fully informed themselves regarding the accuracy of the statements contained in this certification, and under the penalties of perjury, affirms the truth thereof, such penalties being applicable to the firm as well as to the person signing on its behalf.

IV RIGHTS AND REMEDIES

A. ARBITRATION

All disputes between the parties to this agreement arising out of or in connection with the contract documents shall be submitted for arbitration. If arbitration is selected by the College, the College shall also select the number of arbitrators and the manner of arbitration, which shall be either: (1) arbitration according to the rules of the American Arbitration Association; or (2) referral to one of more arbitrators mutually agreed upon by the parties.

When a written decision of the College states that (1) the decision is final but subject to arbitration and (2) a demand for arbitration of a claim covered by such decision must be made within thirty (30) days after the date on which the party making the demand received the final written decision, then failure to demand arbitration within said thirty (30) days' period shall result in the College's decision becoming final and binding upon the College and Contractor.

In responding to a claim brought by a Contractor, the College shall have a minimum of forty-five (45) days in which to respond to a revised claim prior to the arbitration hearing.

B. LITIGATION

In the event that any term of this contract is the subject of litigation, it is hereby agreed that the parties in that litigation shall pay their own attorney's fees and court costs incurred including court costs and attorney's fees incurred in appellate proceedings.

C. VENUE AND JURISDICTION

The terms and conditions herein constitute the sole and entire agreement among parties and the laws of the Commonwealth of Pennsylvania shall govern any disputes. The Dauphin County Court of Common Pleas shall have exclusive jurisdiction over any and all litigation arising from the terms of this agreement.

D. RIGHT TO AUDIT

The College and appropriate designated representatives reserve the right to audit the College account records and other financial records of the Contractor, as they pertain to the College. Such audits, shall be performed by auditors selected by the College only if deemed necessary by the College.

E. FORCE MAJEURE

Neither party to this Agreement will be liable to the other for any failure or delay in performance under this Agreement due circumstances beyond its reasonable control including, without limitation, Acts of God, accident, labor disruption, acts, omissions and defaults of third parties, and official governmental and judicial action not the fault of the party failing or delaying in performance.

V PROPOSAL SUBMISSION

To receive consideration, proposals shall be made in agreement with the instructions as stated in this RFP, and such proposals and awards made therein shall be subject to all of the terms and conditions hereof:

A. ECONOMY OF PREPARATION

Proposals should be prepared simply and economically, providing a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Special bindings, colored displays, promotional materials, etc., are not desired. Emphasis should be on completeness and clarity of content.

B. INCURRED COST

The College is not liable for any costs incurred by the Proposer in the preparation and presentation of their proposals.

C. SIGNATORIES

The proposal shall include information as requested throughout the RFP. The signature of all persons authenticating the proposal shall be printed and written in longhand in the designated area on page one (1) of the RFP. The proposal shall be signed with ink or indelible pencil.

D. ALTERNATE PROPOSALS

A Contractor may submit an Alternate Proposal(s). The Alternate Proposal(s) may be submitted, showing in detail, where the Alternate Proposal differs from the requested specifications.

E. PROPOSAL DEADLINE

To be considered for selection, proposals shall arrive at HACC, Central Pennsylvania's Community College Purchasing Department Office, One HACC Drive, Harrisburg, PA, 17110, by **2:00PM** on or before **Tuesday, May 6, 2008**. Proposals must be in a sealed container, clearly marked "**Proposal RFP #08-46 – EMPLOYEE ASSISTANCE PROGRAM**".

The mailing of proposals shall allow for normal mail delivery time to ensure timely receipt of their proposals by HACC, Central Pennsylvania's Community College Purchasing Department Office. Proposals arriving after the deadline will not be considered. All proposals become the property of the College.

F. NUMBER OF COPIES AND MAILING OF PROPOSAL

Two (2) complete copies of the General Proposal will be submitted in a sealed container clearly marked with the name of the Proposer and labeled "**GENERAL PROPOSAL - RFP #08-46**". One (1) of the copies shall be marked "Master Copy" and will contain original signatures in all locations requiring a Contractor signature. The remaining copies do not require original signatures.

The proposals must be addressed as follows:
Proposal RFP # 08-46
HACC, Central Pennsylvania's Community College
Purchasing Department
ATTN: Garry Crider, Director of Purchasing
One HACC Drive
Harrisburg PA 17110

VI FORMAT FOR PROPOSAL

A. INTRODUCTION

Any term or condition stated in this RFP document shall be considered accepted by the Contractor unless specifically objected to by the Contractor. The College may accept or reject Vendor's alternative proposals to the terms of this RFP. A proposal may be rejected if it is incomplete or conditional.

B. COVER LETTER

Each proposal will have a Cover Letter on the letterhead of the company or organization submitting the proposal. The Cover Letter must include the following information:

1. Briefly summarize the Contractor's ability to provide the services specified in the RFP.
2. A Statement that the Contractor is willing to perform the work described in the RFP and to enter into a contract with HACC, Central Pennsylvania's Community College to perform the work. The Cover Letter must be signed by a person having the authority to commit the Contractor to a contract.
3. Information should include: the company name, federal Taxpayer Identification Number, address, telephone number, FAX number, name, and title of the person to contact, name(s) of principal(s) assigned to negotiate for Contractor (if any), and the name of the individual or company who will manage the project.
4. Certification as to correctness of the proposal and the authority of person signing to bind Contractor.
5. Acknowledgment and/or exceptions taken to the proposed terms and conditions.

C. DESCRIPTION OF QUALIFICATIONS

Each proposal must contain a description of the Contractor's qualifications to perform the services specified in this RFP.

D. CONTRACTOR HISTORY

Contractor shall provide a narrative demonstrating an established, successful track record of past performance in providing goods and services closely related to the requirements specified in this RFP. The narrative shall include three (3) reference accounts showing experience in receiving contracts for the delivery of services similar to the one proposed. References must include the following:

1. Name of the firm or corporation.
2. The dates of each contract or agreement under which the Contractor provided such services.
3. The names, address, and telephone number of a contract person for each contract.
4. A brief description of the related projects.

E. COST PROPOSAL

See Section: VIII. COST PROPOSAL SHEET for 08-46: EMPLOYEE ASSISTANCE PROGRAM

VII EVALUATION

A. PROPOSAL PROCESS / EVALUATION CRITERIA

College personnel will solely evaluate the relative merits of each proposal. Proposals will be evaluated on the basis of:

1. Proponent's relevant reputation, experience, and qualifications of licensed and credentialed Counselors and Trainers.
2. Proponent's ability to service all geographical locations.
3. 24/7 Availability.
4. Financial Considerations.
5. Breadth of quality assurance reporting and auditing program.

The College's representatives, whose decision shall be final and binding, will analyze all offers. The College may award a contract based on initial proposal(s) received without discussion of such proposals. Accordingly, each initial proposal should be submitted with the most favorable price and service available. The College reserves the right to negotiate contract terms after the closing date for receipt of proposals and prior to award.

VIII. AWARD

The College will review all proposals. The College reserves the right to cancel the selection process or the negotiations when a selection is made, or at anytime prior to entering into a formal written agreement with the Contractor.

The College intends to execute a contract with the Contractor(s) submitting the proposal which the College determines to best meet the College's requirements. The College will be the sole judge of the acceptance of any and all proposals.

In awarding the contract, the College may take into consideration: the references, experience, responsibility, reputation, financial standing of the respondent, the ability of the Contractor to provide an advantageous time schedule for providing service.

After selection approval by the colleges Board of Trustees, HACC, Central Pennsylvania's Community College Purchasing Department office will cause a contract/purchase order to be prepared for signatures by both parties. A contract(s) will be issued to the responsible Contractor(s)

whose proposal is the most advantageous to the College, taking into consideration all evaluation factors. No other evaluation criteria, other than that outlined in this proposal, will be used.

IX. SPECIFICATIONS / ATTACHMENTS
08-46
EMPLOYEE ASSISTANCE PROGRAM

HACC BACKGROUND:

HACC, Central Pennsylvania's Community College desires to contract with an independent, prime-service contractor qualified to provide a comprehensive, off-site employee assistance program (EAP) for use by all HACC qualified employees and dependents. The scope of the employee assistance program shall encompass the provision of short-term counseling related to alcohol and drug abuse, legal problems, job related conflicts, health, personal and family relationships, financial problems, emotional and behavioral problems, all of which may adversely affect an employee's on-the-job performance.

The EAP contractor shall act solely as an assessment, short-term counseling and referral service directing employees and/or their dependents to the appropriate certified or accredited counseling programs. The EAP provider shall be permitted to refer long-term counseling cases to itself or a financially affiliated organization in accordance with the provisions of IX: Specifications, Sect. D, Para, 7. For purposes of this contract EAP counseling involvement with employees and/or dependents shall be limited to one (1) assessment session and a maximum of four (4) additional counseling sessions per client.

EAP Contractor shall offer a wide variety of services to HACC employees and/or dependents in two broad categories: (1) program consulting and clinical counseling and (2) program management.

Consultation services shall include such services as initial program development, advice regarding on-going operation issues, regular or periodic clinical counseling, and design EAP evaluation plans. Additionally, EAP contractor will implement and manage the program's daily operations. Functions such as writing publicity materials are to be handled by the prime contractor.

HACC is a geographically diverse organization. The College is comprised of several campuses located in Harrisburg, Lancaster, Lebanon, Gettysburg, and York. EAP services must be available throughout the Central Pennsylvania region to all HACC employees and immediate family members.

Please refer to the College's Web Site for further information: www.hacc.edu

SPECIFICATIONS:

The cost of the initial counseling session, and up to four (4) additional counseling sessions, if required, will be covered under the terms of the HACC Employee Assistance Program and there will be no charge to the employee. The cost to the employee for any extended counseling/treatment will depend upon the nature of the identified problem(s) and the type of referral made. The cost of additional counseling/treatment sessions will be the sole responsibility of the employee, with due consideration given to employee's medical benefits. At the time of the referral, the employee will be informed of the approximate fee and the awarded contractor shall complete any necessary insurance verification forms on behalf of the employee. Only employees or the employee's

immediate family, as defined in the HACC Office of Human Resources are eligible to receive services charged to the EAP program.

Proposers shall furnish, as a minimum, the following services within the framework of their employee assistance program offering and specifically address each area in their proposal response:

A. EAP Systems Design: Policy and Procedure Recommendation Service

1. The initial phase of the EAP will include review and written recommendations for both policy and procedures for the implementation and on-going administration of an EAP to service the HACC, Central Pennsylvania's Community College employees.

Recommendations for EAP policy design.

- a. Provide a typical draft policy design.
 - b. Provide a draft plan to implement this design.
2. Draft proposed EAP procedures in conjunction with HACC Personnel/Benefits to insure integration of EAP policies and existing personnel policies.
 3. Outline training programs and state how training will be provided on an "as needed" basis.
 4. Coordinate EAP activities between management and employees.
 5. Analyze current employee benefit (insurance) packages as they relate to EAP services.
 6. Review disciplinary policy and procedures to make EAP policies and procedures congruent.
 7. Outline HACC's Human Resources responsibilities in program development and coordination.
 8. Provide website address if available. If no website address, advise if there are plans to implement one and when.

B. Training Services: Management and Supervisor

1. On-site training seminars for managers and supervisors to educate these key personnel in how to identify, confront, refer, and support the employee whose personal problems are affecting job performance.
2. Training Seminars should be limited 25 attendees and approx. 2 hours, the use of Handbooks, audio-video presentations, and role-playing sessions are encouraged.

C. Employee Orientation/Education

1. Jointly develop with the HACC Human Resources Office the following educational sessions:
 - a. All new-hire orientations will inform employees about the nature and scope of EAP services.

- b. Describe to employees the availability of EAP, including program office location, phone number, professional qualifications and experience of the EAP counseling staff, etc.
- c. Kinds of problems EAP service can address and distribution of literature, i.e. brochures, wallet cards, letters, etc.
- d. Emphasize the confidential nature of program.
- e. Costs associated with program use.
- f. Make employees aware of supervisory referral and voluntary use of program.
- g. EAP's role as a liaison with relevant community services.

D. Employee participation: Initial Contact, Assessment, and Referral Process

1. HACCC requires that the EAP service contractors have and demonstrate a clear understanding of the referral services available in the local communities.
2. The initial contact visit, and assessment should be a structured process of evaluation where employees and/or dependents can present problems and EAP counselors can offer an initial plan of action designed to resolve the problems or identify the next steps to take. Individuals performing assessments must be licensed or certified as required in their specific treatment area.
3. Provide initial assessment to clarify and evaluate the nature and severity of problems. Employees shall complete a release of information authorization and personal history questionnaire form to EAP counselor.
4. Sometimes brief counseling (one to four sessions) with an EAP counselor is sufficient to turn a problem situation around. At other times the services of professionals in the community are required. In such cases, referrals are to be made to counselors and programs whose expertise match the assessed problem and whose approach and personality are well suited to the particular client.
5. EAP contractor will implement procedures to assure that EAP counselors refer employees and/or dependents to properly licensed individuals or facilities and that no conflict of interest exists between the assessment component and any long-term treatment recommended.
6. Three (3) referral options are to be presented to the employee and/or dependents when referring to long term care beyond that provided by this contract. Only one (1) option shall be from the EAP provider itself or a financially affiliated organization.
7. Insure that client has a clear understanding of all aspects of the referral service to enable the client to make a responsible choice. The following is the minimum information on the (3) options to be provided to the employee at time of referral decision:
 - a. Treatment philosophy, length of time, if known, to complete program/course and staff qualifications and contact person.

- b. EAP counselor should have a clear and accurate knowledge of the employee's insurance package and related personnel policies. Referrals need to be made with the appropriate insurance plan preferred provider.
 - c. Cost of services at facility or community agency, percentage or amount of fees to be covered by third party (employee's current health insurance coverage) payments, amount that will have to be assumed by employee and any payment plans that may be applicable.
 - d. Alert client to HACC personnel policy regarding leave for any recommended rehabilitation programs.
 - e. Notify client of information that is to be released to treatment facility or community service organization.
 - f. Inform client of his/her confidentiality rights.
 - g. Assure client that participation decision is strictly voluntary.
- 8. Insure a smooth and comprehensive referral to motivate and encourage client to follow recommendations. Contractor should include at least one follow-up by phone per referral.
 - 9. EAP contractor will furnish a 24-hour, seven-day a week emergency hot line for both initial and follow-up clients.

E. Program Administration and Follow-Up to Assess Treatment Outcome

- 1. To insure program's effectiveness and continued success, EAP provider shall monitor the progress of each client referral for inclusion in quarterly reports to HACC. Follow-up shall be for one (1) year after the initial problem assessment.
 - a. In case of employee termination from a referral program, counselor would contact employee and try to determine why employee discontinued the program.
 - b. EAP counselor shall, after obtaining a signed release from employee, contact facility or communities services agency and verify employee's departure from the program.
 - c. EAP counselor shall act as a mediator to help resolve any conflicts or problems between an employee and recommended treatment program.
 - d. The EAP counselor will document information if employee refuses and/or fails to complete recommended treatment.

F. Resource Development: Use of Existing Community Treatment and Rehabilitation Resources

- 1. Identify appropriate sources of assistance within the area, i.e., community mental health centers, private health providers, etc. and execute Letters of Agreement between EAP and these various referral agencies. EAP contractor should have a thorough working knowledge of available community resources and consider the following when utilizing them as a referral source:

- a. Interview identified service providers and other counselors to determine suitability for inclusion in the HACC's EAP referral program.
- b. Train identified service providers in HACC's Employee Assistance Program, including policies and procedures.
- c. Review services extended by the referral sources on a semi-annual basis.
- d. Update and maintain contact/follow-up with service providers.
- e. Determine if employee has a preference for a particular provider.
- f. Insure provider is fully licensed or certified in accordance with all applicable federal, state, county and city codes to provide the service and maintain the confidentiality of participants. Referrals for alcohol and/or drug abuse treatment problems shall be made to accredited programs.
- g. Insure services offered are cost-effective.
- h. Ascertain that the community service referral provider meets the needs of each employee in terms of training and experience.

G. Confidentiality of Service

- 1. All employee records and billings related to service provided through the EAP and/or other referral resources shall be guaranteed as confidential material.
- 2. If it appears that a supervisor can be helpful in working with an employee, if that supervisor is aware of the employee's EAP involvement, a signed consent form will be used to obtain employee's approval for supervisory involvement.
- 3. HACC Office of Human Resources further realizes that there are a limited number of situations which warrant special consideration under the rights of confidentiality, i.e., when employees represent a danger to themselves, to others, or in case of suspected or known involvement in child abuse in which case the employer must be notified by the EAP provider.
- 4. EAP contractor will submit confidential summary reports to HACC Office of Human Resources on a quarterly basis on the number of clients served and number of visits per client.
- 5. A confidential fiscal year-end (June 30) summary report detailing the total hours of counseling by problem category area, total number of employees served, total number of dependents served.

H. Staffing

- 1. EAP assessment and referral staff members will be experienced, trained, and certified or licensed professionals skilled in dealing with personal and professional issues.

2. Staffing shall consist of professional social workers, psychologists, psychiatrists having a broad-based knowledge of and association with community and human resources, and licensed marriage and family therapists.
3. The EAP contractor will assume complete and total liability and responsibility for all aspects of the program and its operation and management as outlined in the special terms and conditions of the Request for Proposal.
4. An experienced and qualified project manager who will assume responsibility for the overall day-to-day management and coordination of the program shall accomplish EAP program administration. The HACC Executive Director of Human Resources must approve the person selected as project manager.

J. EAP Facility Locations

Convenient "off-site" service locations will be available, on a Regional basis, to provide services and programs to all employees, as required. Off-site shall be defined as: away from the employee/employer physical work location. EAP contractor shall maintain reasonable hours and a 24-hour hotline or crisis line for HACC employees. Any recordings must reference HACC.

K. Records Storage

1. All case records and documentation shall be maintained in accordance with pertinent requirements and commensurate with standards in the industry. Records shall be stored following Federal Record Guidelines.
2. EAP's record keeping system will include client files organized by code number, not names or social security numbers.
3. All files will be stored in a secure manner that will allow access by authorized personnel only.
4. Record storage described in this section shall not end with the termination or end of this contract.

L. Quality Assurance

To insure standards of performance are maintained and EAP contract requirements are met, EAP contractor shall incorporate, as part of its EAP package, a quality assurance and audit program. Such a program shall include:

1. Clinical supervisors to review and evaluate the clinical records in specific disciplines.
2. Regularly scheduled staff meetings to discuss clinical issues as well as administrative activities.
3. Annual Quality Assurance Report to HACC Human Resources Director.
4. Measurement of program performance and quality control should include statistical data on the following as a minimum:

- a. Utilization of the various service locations
- b. At each location:
 - Turnover rate
 - Staffing numbers
 - Staff education, degrees, licenses
 - Specialties represented
- c. Percentages of supervisory referrals, self-referrals, co-worker referrals, insurance referrals, and family referrals.
- d. Percent of problems identified in population, i.e., alcohol/drug abuse, family counseling, financial counseling, etc.
- e. Average hours per case
- f. Client satisfaction questionnaires and surveys
- g. Dependent usage
- h. Percentage referred to outside resources
- i. Number of visits per counselor
- j. Number of educational seminars and training

M. **TERM OF CONTRACT:** The initial term of this contract shall be two (2) years commencing July 1, 2008 with four additional one-year renewal options upon mutual agreement of HACC and awarded contractor.

N. **TERMINATION OF CONTRACT:**

- 1. The contract may be cancelled by either party with ninety (90) days advanced written notice.
- 2. The contract, or any portion of the contract, may be cancelled for “just cause” by the College, by giving sixty (60) days written notice to the contractor. “Just Cause” is defined as unsatisfactory performance or as any failure on the part of the contractor to comply with any of the provisions or terms and conditions of the contract.

In the event the contractor fails to carry out or comply with any of the terms and conditions of the established contract, the HACC Director of Purchasing reserves the right to demand remedy of any failure or default within ten (10) days of receipt of written notification. In the event the contractor the contractor fails to remedy the failure or default within the specified period, the HACC Director of Purchasing shall have the right to terminate the established contract in accordance with the terms and conditions of the contract document.

X: COST PROPOSAL SHEET
08-46
EMPLOYEE ASSISTANCE PROGRAM

A. PROPOSAL FORMAT

1. Proposal responses shall follow the general format as outlined in the previous section of this RFP. Proposers are encouraged to describe in detail their EAP services as related to each requirement detailed herein and any additional features or benefits related to the offering not specified in this RFP.
2. EAP proposers shall detail their experience in providing EAP services to public and private institutions.
3. Explain how EAP services would be delivered on a Regional basis to HACC employees and dependents.
4. Provide complete certification and licensing information on all staff associated with the program offering, including management personnel, consulting professionals and counselors. Award contractor must keep credentials current and copies on file with HACC Office of Human Resources.
5. Proposal shall include cost of program to HACC as outlined on the enclosed Employee Assistance Program Proposal Cost sheet.
6. Proposer shall provide three (3) references on programs of a similar size and nature. Include contact name, address and telephone number.
7. Proposal shall include samples of reports required under this contract.

B. SPECIAL CONCERNS

HACC Purchasing and Human Resources Department requests that Proposers address the following special concerns in detail as part of their bid response:

1. Describe how your organization intends to handle the confidentiality of employees seeking help under your proposed program.
2. Describe the physical location(s) of the service facilities including accommodations for the physically disabled, in compliance with State and Federal regulations.
3. Describe in detail the evaluation process to be implemented to determine the effectiveness of the program. How do you assess customer satisfaction; calculate cost effectiveness of program?
4. Describe how your EAP will interface and coordinate services with the existing medical health care options currently available to HACC employees and their dependents. There are currently three: (subject to change after Dec 02)

- a) Pennsylvania Blue Cross Blue Shield Indemnification
- b) Pennsylvania Blue Cross Blue Shield POS HealthOne.
- c) Pennsylvania Blue Cross Blue Shield PPO Custom Blue

- 5. Explain the proposed screening and referral process to be used with employees seeking counseling or referred to third party services.
- 6. Explain how your program will be coordinated with the HACC Human Resource office responsible for EAP administration.
- 7. Verify how assessment and counseling sessions would be provided to locations outside of major service areas.
- 8. Provide a list of the number of employees at each location and for counseling staff provide the area of specialty and credentials.
- 9. Educational and training sessions plan of action.

C. COST PROPOSAL

- 1) Use of the EAP over the last year is listed below:
- 2) Assessment and Referral Cost for each client projected to use the EAP shall include one (1) assessment session and four (4) counseling sessions.

Sessions

Approx. July-Jun 2006-207 100

- 3) Total number of employees both part-time and full-time 935.
- 4) Cost per employee per year \$ _____

Contract cost shall be invoiced and paid on an annual basis. Invoices shall be submitted 30 days prior to the expiration date of June 30 in any continuing year.

It is HACC, Central Pennsylvania's Community College's desire to pay an annual fixed fee for services but alternative billing solutions will be considered.

Company Name: _____

Authorized Signature: _____

Name (Printed): _____

Title: _____

Date: _____

XII. Notification of Intent to Attend the Mandatory Site Visit

NOT REQUIRED

X. Notification of Intent to Submit Proposal

NOTIFICATION OF INTENT TO SUBMIT PROPOSAL

Please refer to the Request for Proposal Package covering the acquisition EMPLOYEE ASSISTANCE PROGRAM for the College for Proposal Number 08-46: EMPLOYEE ASSISTANCE PROGRAM for HACC, Central Pennsylvania's Community College.

If you are interested in submitting a Proposal, please fill out the information requested below and return this form to Garry Crider, Director of Purchasing, HACC, Central Pennsylvania's Community College, One HACC Drive, Harrisburg, PA 17110 no later than **Friday, May 2, 2008, by 2:00PM**. Or fax this document to 717-780-2325 or e-mail this document to cgcrider@hacc.edu.

Name of Organization _____

Mailing Address _____

Representative's Name _____

Representative's Title _____

Phone Number _____

FAX Number _____

Email Address _____

URL Web Address _____

We intend on doing the following: (check one)

1. () We will submit a Proposal
2. () We will NOT submit a Proposal

If number 2 is checked, please give a brief explanation in the spaces provided.

Signed: _____ Date: _____

SECTION XI:

CERTIFICATION OF COMPLIANCE
EXCEPTION SUMMARY

Proposers should use this section to list any deviations, modifications, and/or alternates proposed to this RFP. Indicate the document page number from the top right of the page and the number corresponding to that item for which you are taking an exception. If additional space is required, use your company letterhead and attach as an integral part of this RFP response. Proposers are required to sign and date all supplements attached or enclosed with this RFP.

CERTIFICATION

Proposer certifies that their proposal meets all specifications, terms and conditions contained herein.

Yes _____ No _____

If no, proposer must explain all deviations and exceptions in writing and attach to their bid response.

COMPANY NAME AND TAX IDENTIFICATION NUMBER

SIGNATURE

NAME AND TITLE (PLEASE PRINT/TYPE)

STREET/P.O. BOX ADDRESS

CITY

STATE

ZIP CODE

TELEPHONE

FAX NUMBER

EMAIL ADDRESS: _____

This form must be completed and signed by authorized personnel only and returned with bid. If this is not completed the entire bid may be considered non-responsive and void.

HACC, Central Pennsylvania's Community College
Request for Proposal
08-46 – EMPLOYEE ASSISTANCE PROGRAM

HACC, Central Pennsylvania's Community College is requesting quotes to provide an EMPLOYEE ASSISTANCE PROGRAM for HACC - Central Pennsylvania's Community College. A copy of RFP # 08-46 may be obtained at: www.hacc.edu (click on "Business & Community" – under "Purchasing", click on "Request for Proposals") beginning Monday, April 7, 2008. Responses due by 2:00PM on Tuesday, May 6, 2008 in Whitaker Hall room 130. HACC, Central Pennsylvania's Community College reserves the right to accept or reject any or all Proposals. HACC is committed to providing opportunities for Minority Business Enterprises (MBE), and Woman Business Enterprises (WBE). HACC encourages MBE and WBE firms to submit a Proposal for the Work and all bidders to proactively solicit MBE and WBE firms in the bidding and subcontracting process.