



City of Cambridge

Purchasing Department

Cynthia H. Griffin
Purchasing Agent

To: All Bidders
From: City of Cambridge
Date: August 19, 2013
RE: File No. 6167 –Employee Assistance Program Services, Addendum No. 2

All questions and answers are closed.

The following questions were submitted and answered.

Question

Who is the current EAP provider and how long have they been providing the services to the City?

Answer

Current contract with The Wellness Corporation 10/1/10 to present. Wellness Corp has provided services since 2007.

Question

What is the current cost of the EAP? Please provide a rate history throughout the contract term.

Answer

See price proposal page attached.

Question

Please provide copies of YTD 2013, 2012 and 2011 utilization reports.

Answer

See Attached Utilization reports for City usage. School department data is expected to be lower in volume.

Question

How many employees fall under DOT regulations?

Answer

Approx 100

Question

Are DOT Substance Abuse Professional (SA) Evaluations included in your current EAP? If yes, how many evaluations are included in the cost or are they provided on a fee for services basis?

Answer

All included in cost

Question

Please specify if the City currently has four (4) or six (6) visit counseling model?



Answer

Six (6) counseling sessions per person, per incident

Question

Who currently answers the EAP Helpline- administrative personnel or clinicians?

Answer

Clinicians

Question

How many hours of employee/supervisor wellness training, orientations and health fair participation are included in your current contract/ are you requesting?

Answer

See 7.4 on RFP and Attached Scope of Services

Question

How many of the following services were utilized in 2012? 2011?

Trainings

Face to face sessions

DOT Substance abuse Professional (SAP) Evaluations

On-site CISM Support

Workplace Management Consultation- please differentiate between telephonic and on-site.

Answer

See utilization reports for available data

Question

Please provide clarification regarding SOW 5.7 Resource Networks. Are you requesting a provider directory? Typically EAPS do not allow members to self-refer to providers.

Answer

Provider directory, with particular attention to local network. We do not typically have employees self refer

Question

Is the use of an eligibility file required and currently in use?

Answer

We would provide you with an employee eligibility file.

Question

Please forward employee zip code census.

Answer

The majority of our employees live within a 50 mile radius of Cambridge, MA

Question

What is included in Cambridge's current EAP model?

Answer

See attached Scope of Work

Question

What is the current annual EAP per employee per month rate?

Answer

\$1.75 per employee a month x 2800 employees=\$4,900.00 x 3 years (36 months) = \$176,400.00

Question

Was that rate the same for all three years of the contract.

Answer

Yes

Question

Does that rate include web hits and attendance at trainings and orientations?

Answer

All other details remain the same.

Question

How many management consultations were provided as reported in your last annual report?

Answer

See utilization reports for all available data

Question

How many formal referrals were provided as reported in your last annual report?

Answer

See utilization reports for all available data

Question

Has your current EAP provider done any DOT SAP evaluations for the City of Cambridge?

Answer

Yes

Question

Has your current EAP provider done any organizational development projects for the City of Cambridge?

Answer

No

Question

Do you hold annual benefit fairs?

Answer

Yes

Question

How many critical incident stress management sessions (CISM) have you had in the past 3 years and in what Cambridge Departments?

Answer

Typically 2-3 per year, usually involving serious illness or death of an employee. Department names for this service are confidential

Question

How many yearly employee orientations has your EAP provided for you each year of your 3 year contract?

Answer

Unsure

Question

How many EAP & Wellness seminars have been provided?

Answer

We utilize 10 training hours per year

Question

Does your work/life benefit also include telephonic work/life resources and referral?

Answer

Yes

Question

What medical insurance plans are offered to the City of Cambridge Employees?

Answer

Blue Cross HMO Blue and Blue Choice, Harvard Pilgrim, Tufts

Question

Please confirm that the total number of employees with access to the EAP is 2800.

Answer

Confirmed

Question

Why is the City going out to bid at this time?

Answer

Contracts issued by the City are for a maximum of three years. On 9/30/13 the existing contract will be in place for three years.

Question

Please confirm the maximum number of counseling sessions that employees receive under the current program.

Answer

Six (6) session per individual per incident

Question

If work-life services are available to employees, are these services provided through a toll free number or online only?

Answer

Both

Question

How many employees fall under the Department of Transportation regulations regarding substance abuse?

Answer

Approximately 100

Question

How many DOT cases occurred during each of the last three years?

Answer

Unsure

Question

Is the City satisfied with the utilization of the current program?

Answer

Yes

Question

How many hours of on-site Critical Incident Stress Management sessions, if any, were conducted over each of the last three contract years?

Answer

Unsure on number of hours. Typically 2-3 per year, usually involving serious illness or death of an employee.

Question

Were onsite CISM hours included in the current contract or as a fee for service?

Answer

Included

Question

How many training hours were used each of the last three years?

Answer

We utilize 10 training hours per year

Question

Is the current vendor required to attend annual health fairs?

Answer

They typically do

Question

What is the total number of training hours included in the City's current contract on an annual basis?

Answer

10

Question

What is the total number of training hours for employee and supervisor orientations, brown bag seminars, open enrollment sessions, and other sessions that the City anticipates would be required annually?

Answer

See RPF 7.4

All other details remain the same.



CYNTHIA H. GRIFFIN
PURCHASING AGENT

Addendum No.2



THE EMPLOYEE ASSISTANCE PROGRAM

For

City of Cambridge



1st Quarter EAP Utilization Report

August 1, 2011 – October 31, 2011

UTILIZATION REPORT

City of Cambridge

August 1, 2011 - October 31, 2011

SUMMARY

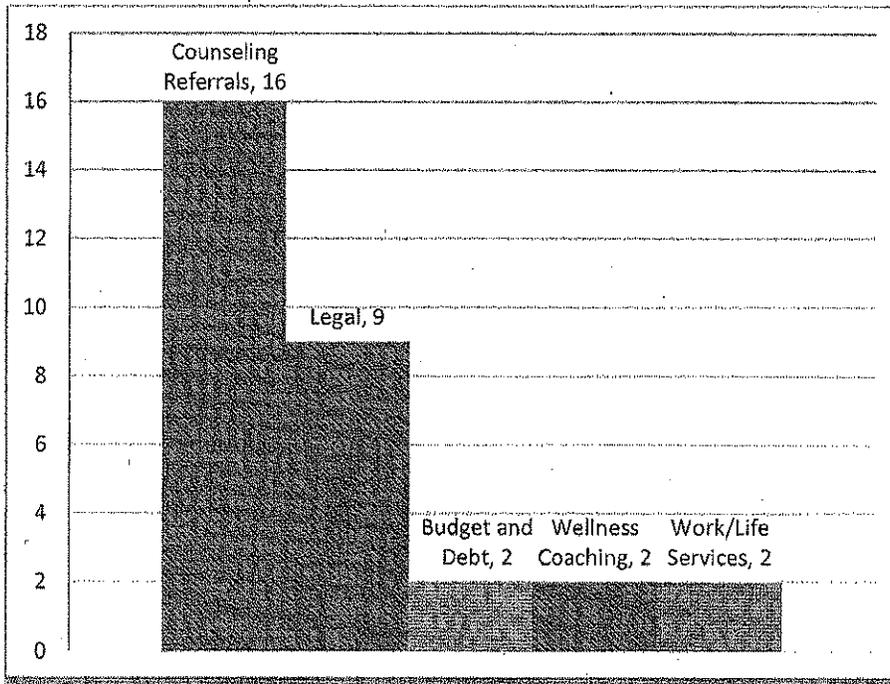
Type	Count	%
Counseling Referrals	16	30.2%
In-House Clinical Consultations	3	5.7%
After Hours Consultations	2	3.8%
Treatment Sessions	16	30.2%
Ancillary Service Referrals	15	28.3%
Organizational Services	0	0.0%
Management Consultations	1	1.9%
Total	53	100%
Population		
		1,513
Wellness Annual Utilization Rate		14.0%

<u>Utilization Item</u>	<u>Definition</u>
Counseling Referrals	Referrals for Face-to-Face or Telephonic Counseling
In-House Clinical Consultations	A clinical consultation with one of our in-house clinicians
After Hours Consultations	A clinical consultation that occurs after hours
Treatment Sessions	Completed Face-to-Face or Telephonic Treatment Sessions
Ancillary Service Referrals	Referrals to one of the Ancillary Services available (Budget and Debt, New Parent Transition, SOAR, etc.)
Organizational Services	Critical Incident Interventions and Trainings
Management Consultations	Consultations provided to Managers pertaining to a particular employee issue or related to Organizational Development

The Wellness Annual Utilization Rate is calculated by summing the total number of utilization Items divided by the population, and then annualized depending on the reporting period.

Referral Type

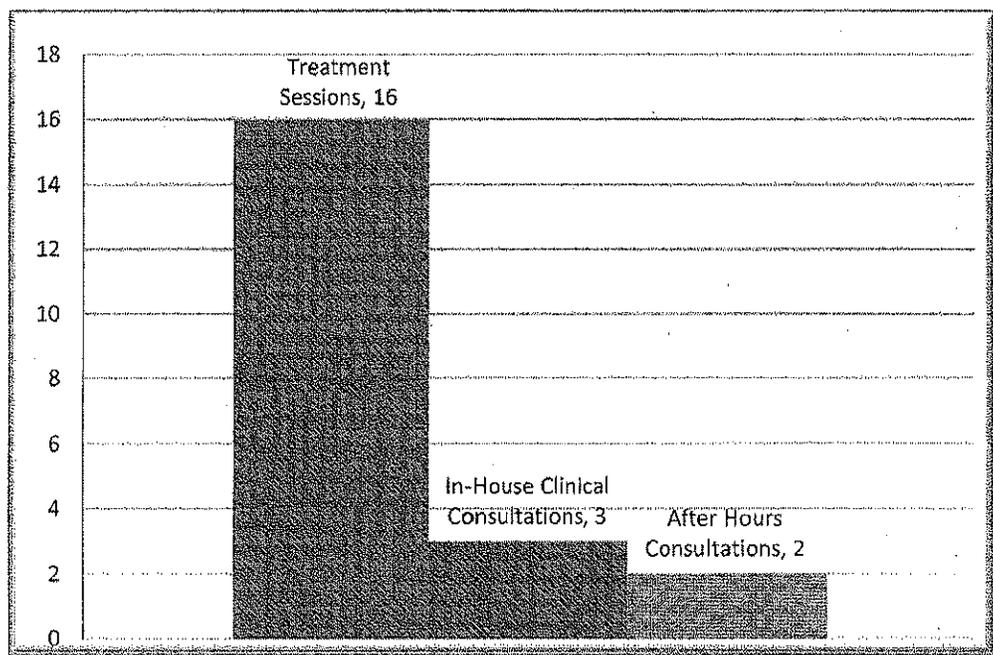
The following chart and table reflect the types of services accessed by City of Cambridge employees through their Employee Assistance Program (EAP). The data indicates there were **31** users during time period 08/01/11 – 10/31/11.



Referral Types	Totals	
	#	%
Counseling Referrals	16	51.6%
Legal	9	29.0%
Budget and Debt	2	6.5%
Wellness Coaching	2	6.5%
Work/Life Services	2	6.5%
Financial	0	0.0%
New Parent Transition	0	0.0%
SOAR	0	0.0%
Total	31	100%

Clinical Activity Type

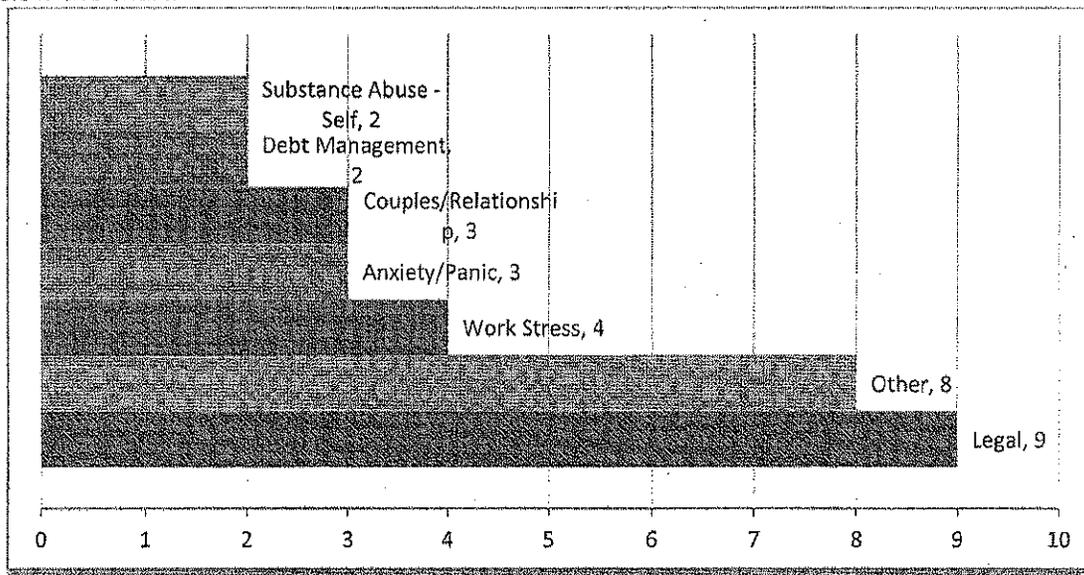
The following chart and table reflect a breakdown of the types of clinical activities accessed by City of Cambridge employees during time period 08/01/11 – 10/31/11.



Clinical Activity Types	Totals	
	#	%
Treatment Sessions	16	76.2%
In-House Clinical Consultations	3	14.3%
After Hours Consultations	2	9.5%
Total	21	100%

Primary Issues

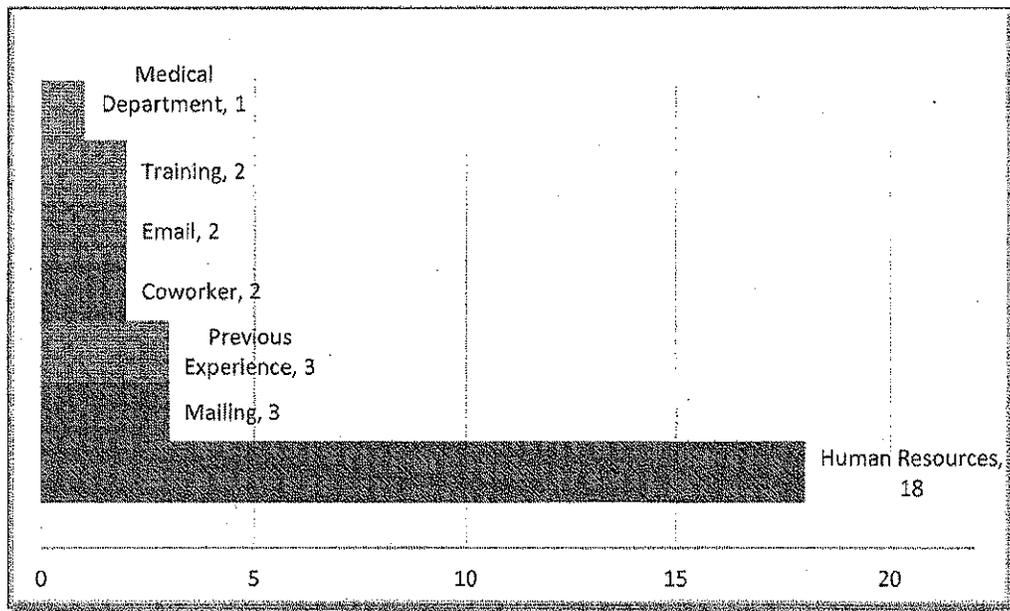
The following chart and table reflect the primary issues of City of Cambridge employees during time period 08/01/11 – 10/31/11. The chart displays the top 6 primary issues and categorizes those remaining into the group "Other." A full breakdown of primary issues follows in the table below the chart.



Primary Issues	Totals	
	#	%
Legal	9	29.0%
Work Stress	4	12.9%
Anxiety/Panic	3	9.7%
Couples/Relationship	3	9.7%
Debt Management	2	6.5%
Substance Abuse - Self	2	6.5%
College Planning	1	3.2%
Depression	1	3.2%
Family Relationships	1	3.2%
Nutrition Consult	1	3.2%
Parenting/Children	1	3.2%
Stress	1	3.2%
Weight Gain	1	3.2%
Work/Family Balance	1	3.2%
Domestic Violence	0	0.0%
Total	31	100%

How Learned

The following chart and table reflect how the employees learned about their Employee Assistance Program during time period 08/01/11 – 10/31/11.



How Learned	Totals	
	#	%
Human Resources	18	58.1%
Mailing	3	9.7%
Previous Experience	3	9.7%
Coworker	2	6.5%
Email	2	6.5%
Training	2	6.5%
Medical Department	1	3.2%
Total	31	100%

EAP Website Activity

City of Cambridge									
Time Period: August 1, 2011 - October 31, 2011									
Summary									Population 1,513
New Users				Registered Users					
Amount	%	Amount	%	Visitors	Site Visits	Page Views			
3	0%	264	17%	9	11	86			
Page Views Per Section									
Family Life	Financial	Health	Healthy Coaching	Legal	Mental Health	Stress	Training		Total
6	6	17	2	11	4	0	3		49
Special Resource Utilization									
Care Locators	Courses	Financial Calculators	Health Assessments	Health Calculators	Law Directories	Legal Forms	Videos		Total
0	1	2	0	0	0	1	2		6

Comments:

- (16) Counseling Referrals during time period 08/01/11 – 10/31/11 resulted in:
 - (16) treatment sessions
 - (2) After Hours consultations
 - (3) In-House clinical consultations
- (1) Management consultation

Recommendations:

- Continue to promote available EAP services to staff via flyers, monthly newsletter, brochures, etc. to increase awareness.
- Encourage employees to register on www.Wellnessworklife.com for additional EAP referral and resource information.
- Monitor EAP activity and Wellnessworklife website for trends for potential service seminar/training opportunity.



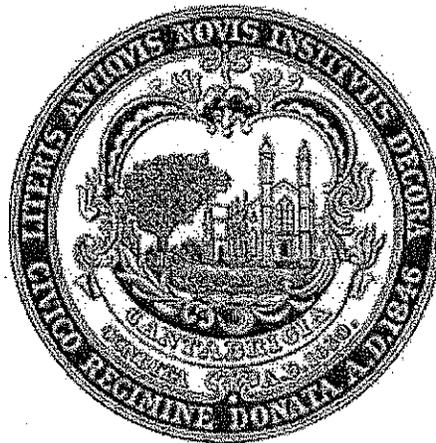
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THE EMPLOYEE ASSISTANCE PROGRAM

For

City of Cambridge



3rd Quarter EAP Utilization Report

October 1, 2011 – June 30, 2012



LISTED BELOW ARE SERVICES INCLUDED IN CITY OF CAMBRIDGE'S ANNUAL EMPLOYEE ASSISTANCE PROGRAM CONTRACT*:

EAP SERVICES - Available to all employees and their household members:

CONFIDENTIAL COUNSELING	One on one counseling sessions	6 sessions
HEALTH & WELLNESS COACHING	Telephonic, one on one health coaching, up to 1 year per issue	Unlimited
WELLNESSWORKLIFE.COM WEBSITE	EAP website with various resources regarding work/life issues	Unlimited
WORK/LIFE REFERRALS & RESOURCES	Telephonic consultations with personalized resources	Unlimited
BUDGET & DEBT COUNSELING	Telephonic counseling, payment plans	Unlimited
FINANCIAL	Telephonic counseling with a financial professional	Unlimited
LEGAL & MEDIATION	Telephonic counseling with an attorney or mediator	Unlimited
NEW PARENT TRANSITION COACHING	For new and adoptive parents	3 sessions
SOAR - FEAR OF FLYING COUNSELING	Telephonic & online counseling	1 session

ORGANIZATIONAL SERVICES - Provided to support the needs of the organization and the staff

CRITICAL INCIDENT STRESS DEBRIEFINGS (CISD)	Onsite clinical response for critical incidents when requested	4 hours
MANAGEMENT CONSULTATIONS	One on one telephonic consultations with a clinical consultant regarding employee issues	Unlimited
ONSITE TRAININGS/WEBINARS	EAP and Work/Life available either onsite or to multiple locations via webinar.	10 hours
SUPERVISOR ORIENTATIONS	Available onsite and by webinar and includes "The Supervisor's Guide to the EAP"	4 hours
EMPLOYEE ORIENTATIONS	Available onsite, by webinar and DVD	4.5 hours

*Contract covers City of Cambridge and Cambridge School Department

**Utilization Report
City of Cambridge**

October 1, 2011 - June 30, 2012

Summary

Type	Count	%
Counseling Referrals	52	25.6%
In-House Clinical Consultations	9	4.4%
After Hours Consultations	16	7.9%
Treatment Sessions	98	48.3%
Ancillary Service Referrals	23	11.3%
Critical Incident Stress Debriefings (CISD)	0	0.0%
Management Consultations	5	2.5%
Total	203	100%

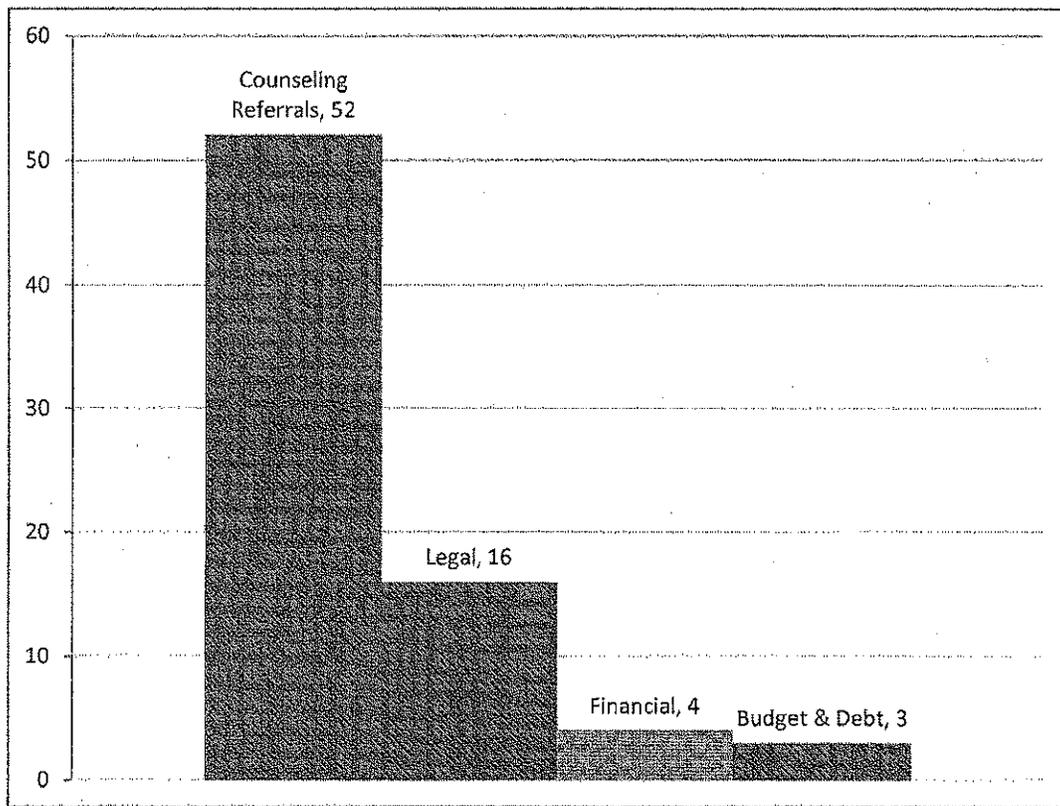
Population	1513
Clinical Annualized Utilization	15.9%
Ancillary Service Annualized Utilization	2.0%
Total Annualized Wellness Utilization	17.9%

Population	1513
Unique Users	65
Unique Users Annualized Utilization	5.7%

<u>Utilization Item</u>	<u>Terms Defined</u>
Counseling Referrals	Referrals made to a networked affiliate for face-to-face or telephonic counseling
In-House Clinical Consultations	A clinical consultation with one of the Wellness Corporation's In-House Clinicians
After Hours Consultations	A consultation with one of our After Hours ProtoCall Clinicians
Treatment Sessions	Completed Treatment Sessions (In-person and Telephonic)
Ancillary Service Referrals	Referrals to any of the ancillary services that are available (Budget and Debt, Wellness Work/Life, etc.)
Critical Incident Stress Debriefings (CISD)	Debriefings conducted on site in response to a critical incident
Managements Consultations	Consultations to Managers/HR Personnel pertaining to an employee issue

Referral Type

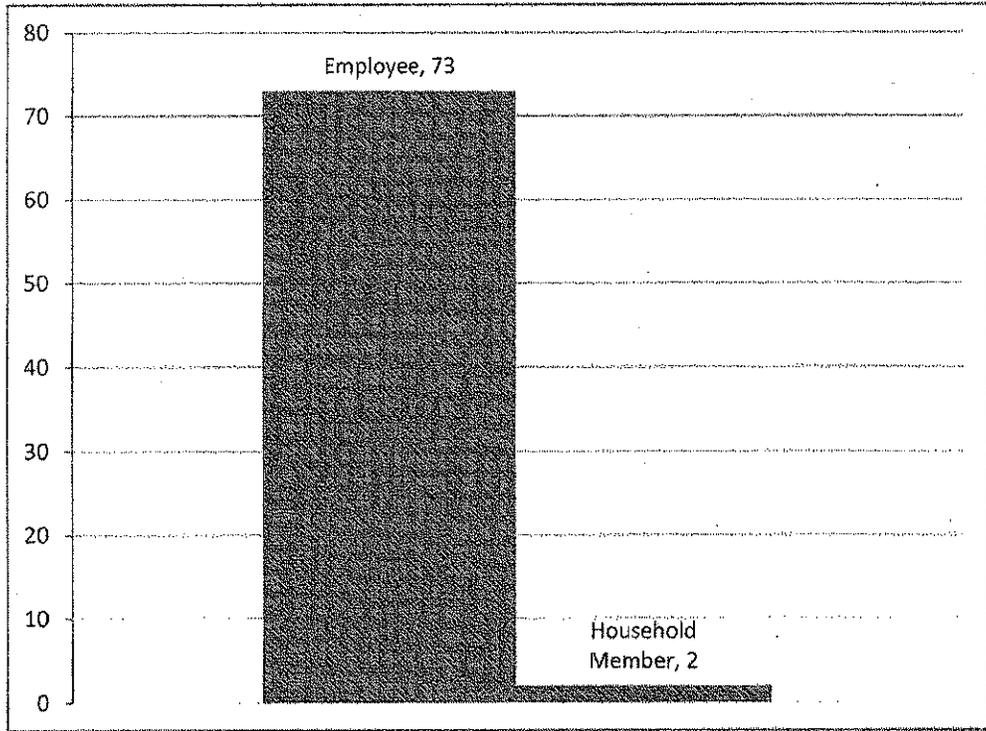
The following chart and table reflect the types of services accessed by City of Cambridge employees through their Employee Assistance Program (EAP).



Referral Types	Totals	
	#	%
Counseling Referrals	52	69.3%
Legal	16	21.3%
Financial	4	5.3%
Budget & Debt	3	4.0%
New Parent Transition	0	0.0%
SOAR	0	0.0%
Wellness Coaching	0	0.0%
Work/Life Services	0	0.0%
Total	75	100%

Client Type

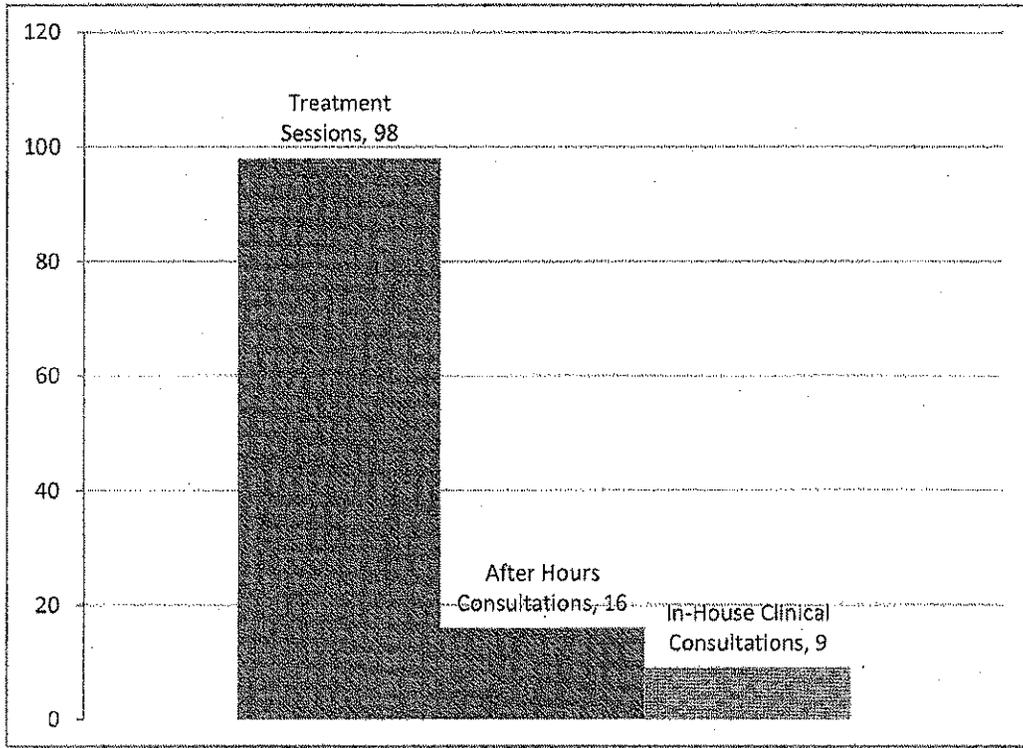
The following chart and table reflect the types of clients who accessed the Employee Assistance Program (EAP).



Client Type	Totals	
	#	%
Employee	73	97.3%
Household Member	2	2.7%
Totals	75	100%

Clinical Activity Type

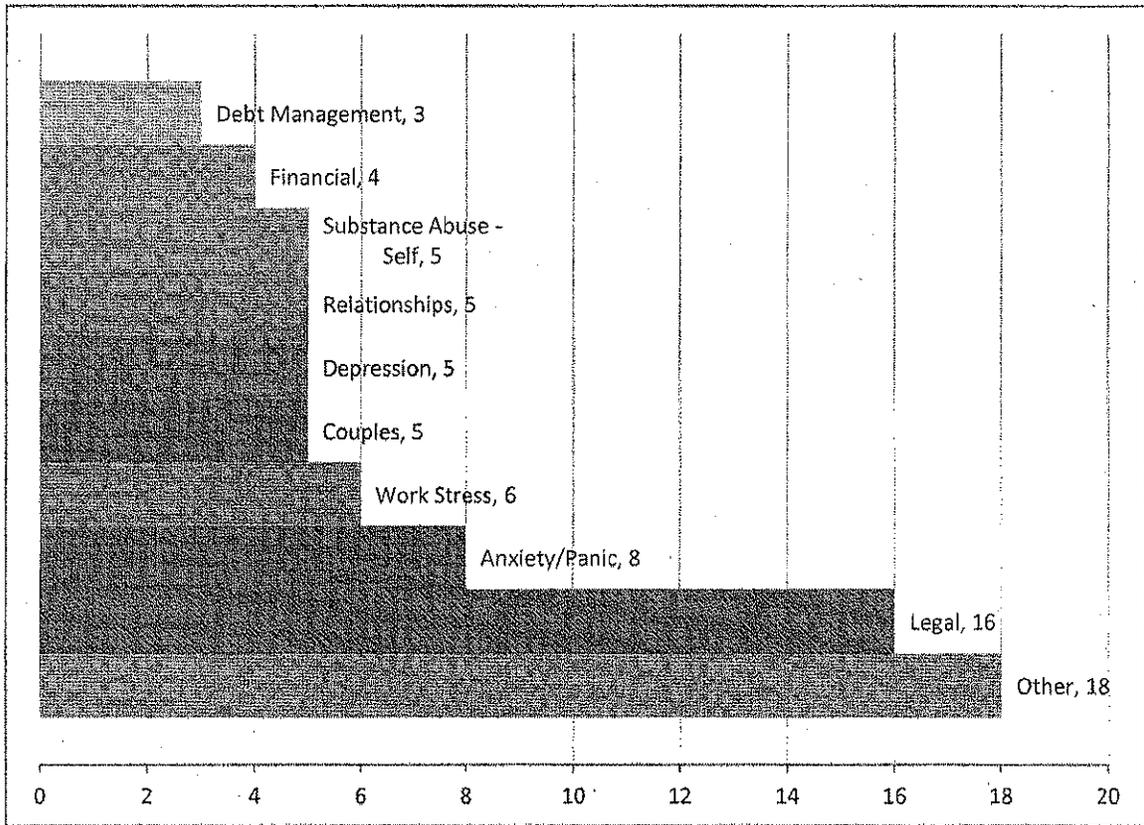
The following chart and table reflect a breakdown of the types of clinical activities accessed by City of Cambridge employees during this period.



Activity Types	Totals	
	#	%
Treatment Sessions	98	79.7%
After Hours Consultations	16	13.0%
In-House Clinical Consultations	9	7.3%
Total	123	100%

Primary Issues

The following chart and table reflect the primary issues of City of Cambridge employees during this period. The chart displays the top 9 primary issues and consolidates those remaining into the category "Other." A complete breakdown of all primary issues is available in the table on page 8.

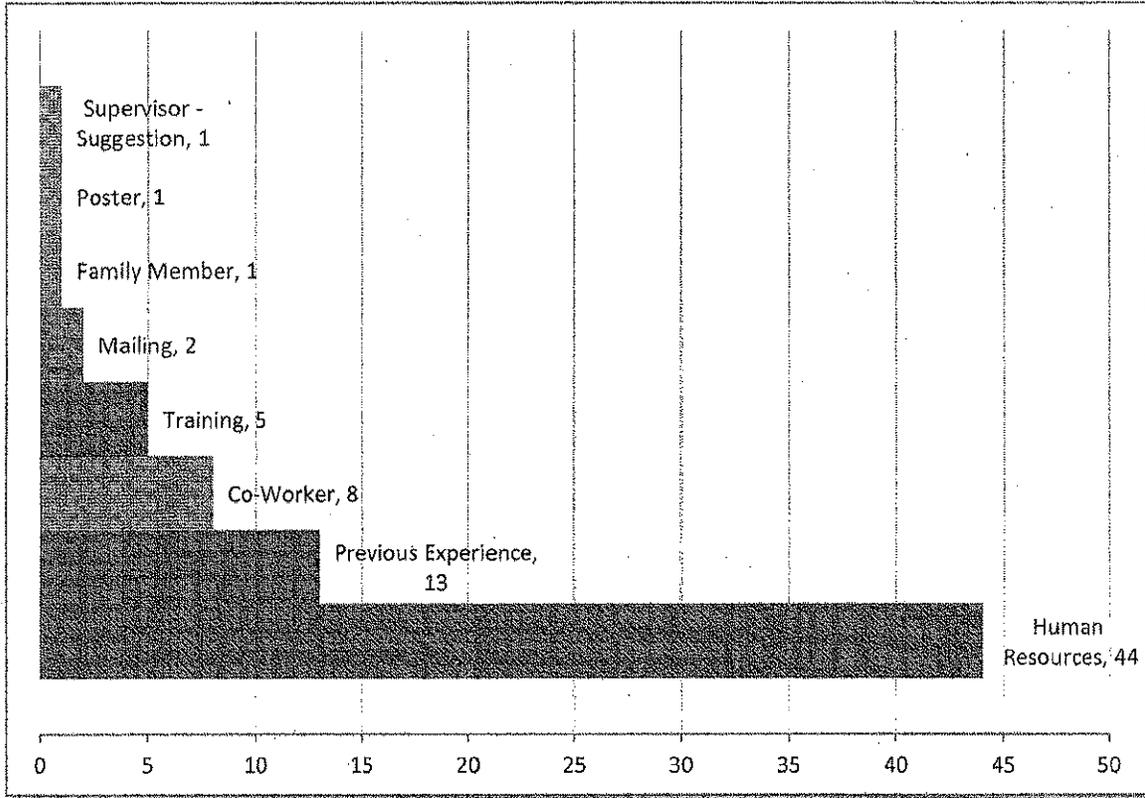


Primary Issues (Cont.)

Primary Issues	Totals	
	#	%
Legal	16	21.3%
Anxiety/Panic	8	10.7%
Work Stress	6	8.0%
Couples	5	6.7%
Depression	5	6.7%
Relationships	5	6.7%
Substance Abuse - Self	5	6.7%
Financial	4	5.3%
Debt Management	3	4.0%
Family Relationships	3	4.0%
Grief/Loss	3	4.0%
Parenting/Children	3	4.0%
Stress	3	4.0%
Post-Traumatic Stress Disorder	2	2.7%
Substance Abuse - Other	2	2.7%
Chronic Illness/Medical	1	1.3%
Major Mental Illness	1	1.3%
Total	75	100%

How Learned

The following chart and table reflect how the employees learned about their Employee Assistance Program during this period.



How Learned	Totals	
	#	%
Human Resources	44	58.7%
Previous Experience	13	17.3%
Co-Worker	8	10.7%
Training	5	6.7%
Mailing	2	2.7%
Family Member	1	1.3%
Poster	1	1.3%
Supervisor - Suggestion	1	1.3%
Total	75	100%

EAP Website Activity

City of Cambridge										
Time Period: October 1, 2011 - June 30, 2012										
Summary										Population 1513
New Users					Registered Users					
Amount	%		Amount	%	Visitors	Site Visits	Page Views			
29	2%		289	19%	55	73	655			
Page Views Per Section										
Family Life	Financial	Health	Healthy Coaching	Legal	Mental Health	Stress	Training*			Total
40	84	38	17	133	91	0	28			431
Special Resource Utilization										
Care Locators	Courses	Financial Calculators	Health Assessments	Legal Forms	Videos					Total
0	5	9	0	13	7					34

*See last page for a complete list of available online trainings at www.WellnessWorkLife.com.



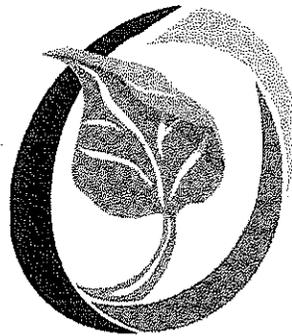
Online Professional Growth

Trainings

We offer the following online soft-skills training courses that allow members to further their personal and professional development. These self-paced trainings range from 30 to 60 minutes in length and offer a certificate of completion.

- Business Writing Basics
- Successful Negotiation
- Basics of Effective Communication
- Conflict Intervention
- Presentation Skills
- Providing Effective Feedback
- Applying Leadership Basics
- Coaching and Counseling
- Developing a Strategic Plan
- Leading Effective Meetings
- Managing Change
- Managing Disagreement
- Managing Negative People
- Motivating Employees
- Conducting a Performance Review
- Disciplining and Redirecting Employees
- Interviewing Job Candidates
- Setting Personal Goals and Expectations
- Achieving Personal Goals
- Balancing Work and Family
- Developing a Child
- Guardianship Decisions for Elderly Loved Ones
- Overcoming the Loss of a Loved One
- Managing Stress
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Time Management
- Delegating
- Managing Projects
- Appreciating Personal Differences
- Becoming an Effective Team Member
- Building a Successful Team
- Creating a Strong Leadership Team

Contact The Wellness Corporation at (800) 828-6025
to find out more about the services offered in our Work/Life Wellness Programs



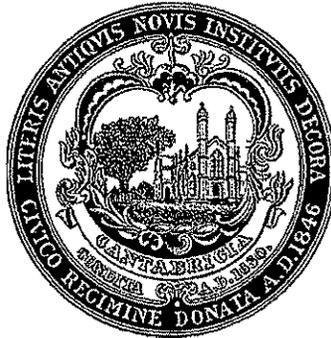
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THE EMPLOYEE ASSISTANCE PROGRAM

For

City of Cambridge



3rd Quarter Employee Assistance Program Utilization Report

October 1, 2012 – June 30, 2013



LISTED BELOW ARE SERVICES INCLUDED IN CITY OF CAMBRIDGE'S ANNUAL EMPLOYEE ASSISTANCE PROGRAM CONTRACT*:

EAP SERVICES - Available to all employees, household members and immediate family members:

CONFIDENTIAL COUNSELING	One on one counseling sessions	6 sessions
HEALTH & WELLNESS COACHING	Telephonic, one on one health coaching, up to 1 year per issue	Unlimited
WELLNESSWORKLIFE.COM WEBSITE	EAP website with various resources regarding work/life issues	Unlimited
WORK/LIFE REFERRALS & RESOURCES	Telephonic consultations with personalized resources	Unlimited
BUDGET & DEBT COUNSELING	Telephonic counseling, payment plans	Unlimited
FINANCIAL	Telephonic counseling with a financial professional	Unlimited
LEGAL & MEDIATION	Telephonic counseling with an attorney or mediator	Unlimited
NEW PARENT TRANSITION COACHING	For new and adoptive parents	3 sessions
SOAR - FEAR OF FLYING COUNSELING	Telephonic & online counseling	1 session

ORGANIZATIONAL SERVICES - Provided to support the needs of the organization and the staff

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)	Onsite clinical response for critical incidents when requested	4 hours
MANAGEMENT CONSULTATIONS	One on one telephonic consultations with a clinical consultant regarding employee issues	Unlimited
ONSITE TRAININGS/WEBINARS	EAP and Work/Life available either onsite or to multiple locations via webinar.	10 hours
SUPERVISOR ORIENTATIONS	Available onsite and by webinar and includes "The Supervisor's Guide to the EAP"	Unlimited
EMPLOYEE ORIENTATIONS	Available onsite, by webinar and DVD	Unlimited

*Contract covers City of Cambridge and Cambridge School Department

Utilization Report
City of Cambridge

October 1, 2012 -June 30, 2013

Summary

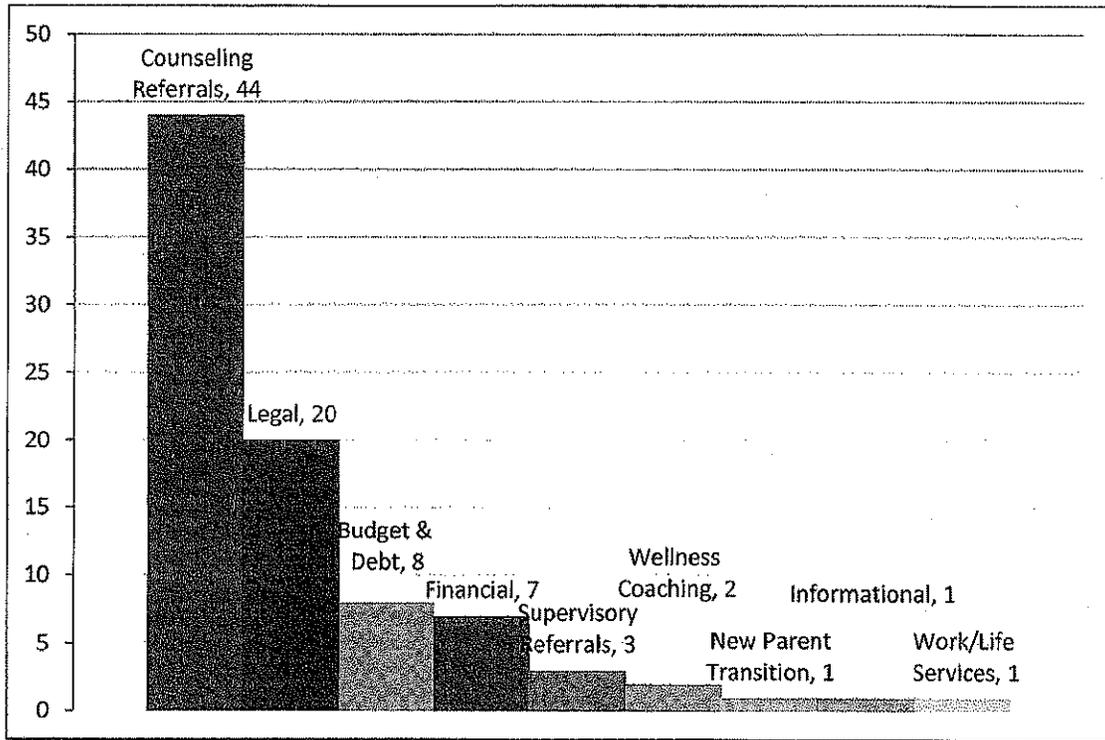
Type	Count	%
Counseling Referrals	44	20.9%
Supervisory Referrals	3	1.4%
In-House Clinical Consultations	8	3.8%
After Hours Consultations	30	14.2%
Treatment Sessions	86	40.8%
Ancillary Service Referrals	40	19.0%
Life Impact Resources Support	0	0.0%
Critical Incident Stress Management (CISM)	0	0.0%
Management Consultations	0	0.0%
Total	211	100%

Population	1518
Clinical Annualized Utilization	15.1%
Ancillary Service Annualized Utilization	3.5%
Total Annualized Wellness Utilization	18.6%

<u>Utilization Item</u>	<u>Terms Defined</u>
Counseling Referrals	Referrals made to a networked affiliate for face-to-face or telephonic counseling
Supervisory Referrals	Referrals made to a networked affiliate for face-to-face counseling based on supervisor suggestion
In-House Clinical Consultations	A clinical consultation with one of the Wellness Corporation's In-House Clinicians
After Hours Consultations	A consultation with one of our After Hours ProtoCall Clinicians
Treatment Sessions	Completed Treatment Sessions (In-person)
Ancillary Service Referrals	Referrals to any of the ancillary services that are available (Budget and Debt, Wellness Work/Life, etc.)
Life Impact Resources Support	Counseling; legal and financial advice; access to medical/community resources
Critical Incident Stress Management (CISM)	Debriefings conducted on site in response to a critical incident
Management Consultations	Consultations to Managers/HR Personnel pertaining to an employee issue

Referral Type

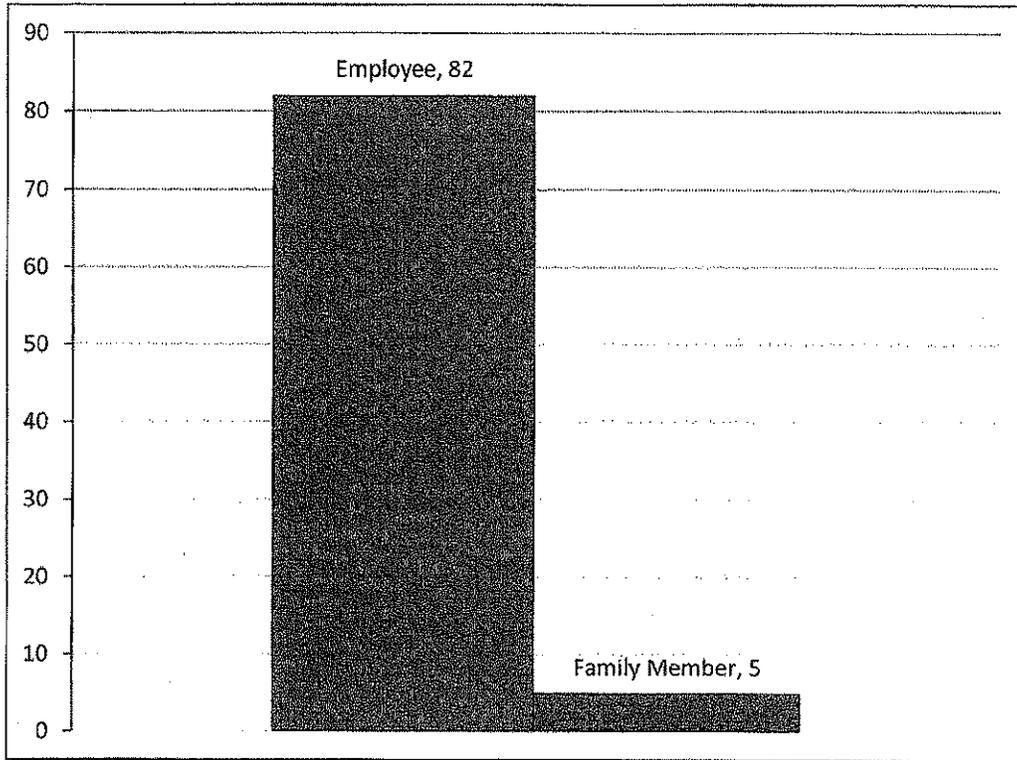
The following chart and table reflect the types of services accessed by City of Cambridge employees through their Employee Assistance Program.



Referral Types	Totals	
	#	%
Counseling Referrals	44	50.6%
Legal	20	23.0%
Budget & Debt	8	9.2%
Financial	7	8.0%
Supervisory Referrals	3	3.4%
Wellness Coaching	2	2.3%
New Parent Transition	1	1.1%
Informational	1	1.1%
Work/Life Services	1	1.1%
Total	87	100%

Client Type

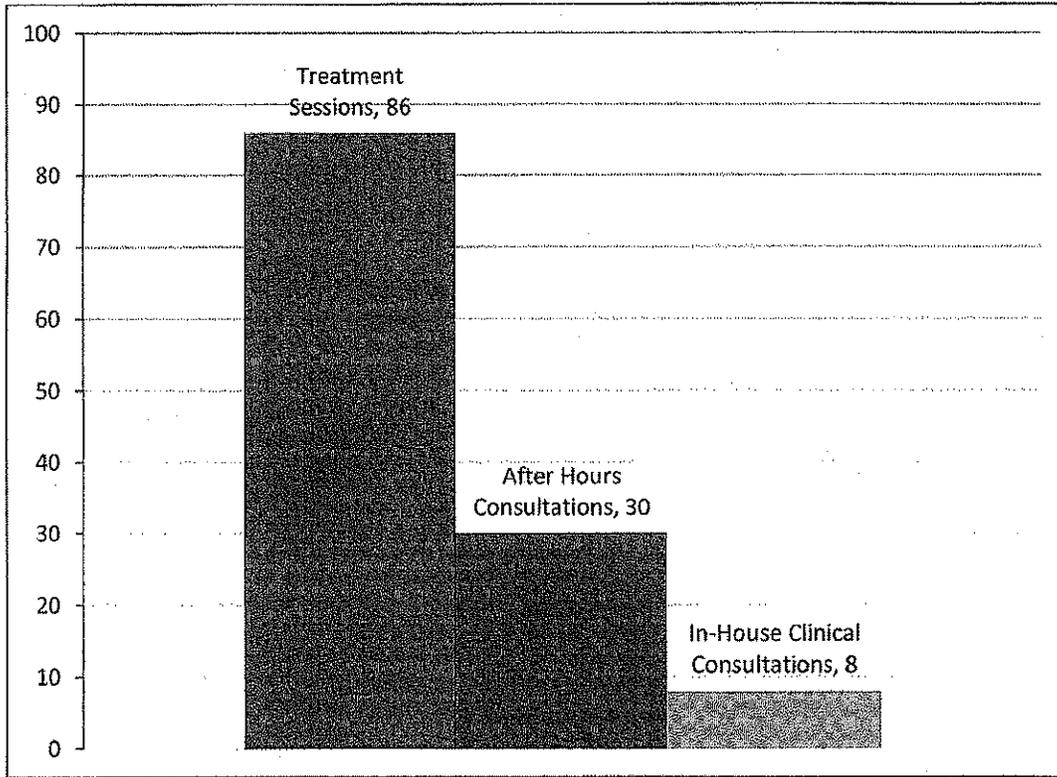
The following chart and table reflect the types of clients who accessed the Employee Assistance Program.



Client Type	Totals	
	#	%
Employee	82	94.3%
Family Member	5	5.7%
Totals	87	100%

Clinical Activity Type

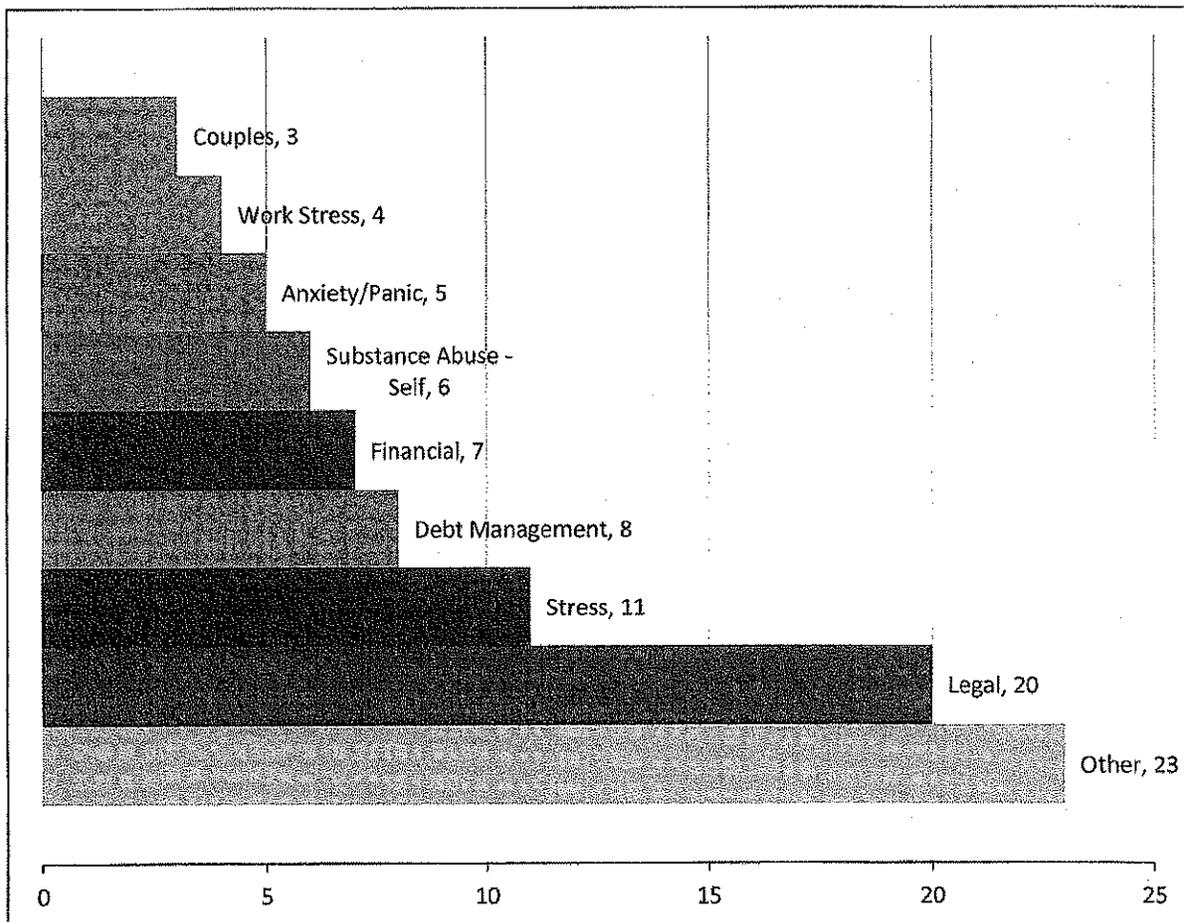
The following chart and table reflect a breakdown of the types of clinical activities accessed by City of Cambridge employees during this period.



Activity Types	Totals	
	#	%
Treatment Sessions	86	69.4%
After Hours Consultations	30	24.2%
In-House Clinical Consultations	8	6.5%
Total	124	100%

Primary Issues

The following chart and table reflect the primary issues of City of Cambridge employees during this period. The table on page 8 gives a complete breakdown of all primary issues.

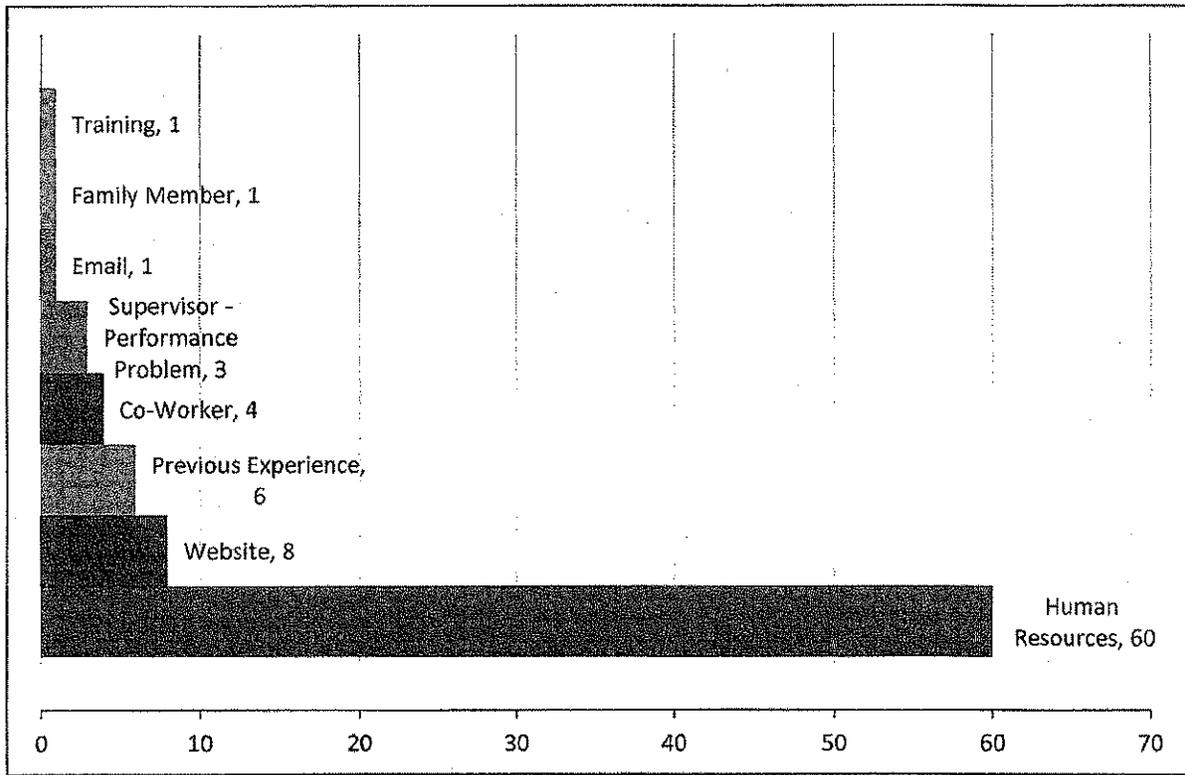


Primary Issues Continued

Primary Issues	Totals	
	#	%
Legal	20	23.0%
Stress	11	12.6%
Debt Management	8	9.2%
Financial	7	8.0%
Substance Abuse - Self	6	6.9%
Anxiety/Panic	5	5.7%
Work Stress	4	4.6%
Couples	3	3.4%
Relationships	3	3.4%
Chronic Illness/Medical	2	2.5%
Work/Family Balance	2	2.5%
TWC - Weight Gain	1	1.1%
Anger Issues	1	1.1%
BHS Fitness	1	1.1%
Community Resources	1	1.1%
Family Counseling	1	1.1%
Depression	1	1.1%
Housing	1	1.1%
Family Relationships	1	1.1%
Grief/Loss	1	1.1%
Informational	1	1.1%
New Parent Enrollment	1	1.1%
Parenting/Children	1	1.1%
Post-Traumatic Stress Disorder	1	1.1%
Substance Abuse - Other	1	1.1%
Self-Esteem/Self Confidence	1	1.1%
TWC - Nutrition Consult	1	1.1%
Total	87	100%

How Learned

The following chart and table reflect how the employees learned about their Employee Assistance Program during this period.



How Learned	Totals	
	#	%
Human Resources	60	71.4%
Website	8	9.5%
Previous Experience	6	7.1%
Co-Worker	4	4.8%
Supervisor - Performance Problem	3	3.6%
Email	1	1.2%
Family Member	1	1.2%
Training	1	1.2%
Total	84	100%

The data table may display less than the reported number of users; users may not voluntarily provide the Call Center with a "How Learned" response.

Employee Assistance Program Website Activity

City of Cambridge
Time Period: October 1, 2012 - June 30, 2013

Summary										Population	1513
New Users		Registered Users				Visitors		Site Visits		Page Views	
Amount	%	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
39	2%	324	21%	59	59	59	59	382	382	382	382
Page Views Per Section											
Family Life	Financial	Health	Healthy Coaching	Legal	Mental Health	Relationships	Training*			Total	
10	107	6	14	37	43	23	8			248	
Special Resource Utilization											
Care Locators	Courses	Financial Calculators		Health Assessments		Legal Forms		Videos		Total	
0	2	5		0		5		0		12	

*See last page for a complete list of available online trainings at www.WellnessWorkLife.com.



Online Professional Growth Trainings



We offer the following online soft-skills training courses that allow members to further their personal and professional development. These self-paced trainings range from 30 to 60 minutes in length and offer a certificate of completion.

- Achieving Personal Goals
- Applying Emotional Intelligence in the Workplace
- Applying Leadership Basics
- Appreciating Personal Differences
- Balancing Work and Family
- Basics of Effective Communication
- Becoming an Effective Team Member
- Building a Successful Team
- Business Writing Basics
- Successful Negotiation
- Coaching and Counseling
- Conducting a Performance Review
- Conflict Intervention
- Creating a Strong Leadership Team
- Delegating
- Developing a Child
- Developing a Strategic Plan
- Disciplining and Redirecting Employees
- Guardianship Decisions for Elderly Loved Ones
- Interviewing Job Candidates
- Leading Effective Meetings
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Managing Stress
- Motivating Employees
- Overcoming the Loss of a Loved One
- Presentation Skills
- Preventing Sexual Harassment for Leaders (Non-AB 1825 Compliant)
- Preventing Sexual Harassment for Leaders (Non-AB 1825 Compliant)
- Providing Effective Feedback
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Recognizing Employee Performance
- Recognizing and Responding to Signals of Violence
- Setting Personal Goals and Expectations
- Solving Problems as a Team
- Successful Negotiation
- Telephone Skills for Quality Customer Service
- Time Management
- Understanding and Using Contracts
- Valuing Diversity

Contact: The Wellness Corporation at (800) 361-5527 to find out more about the services offered in our Work/Life Wellness Programs

Section 3. Response to Scope of Services Specifications

The purpose of this Request For Proposal (RFP) is to obtain from qualified proposers detailed proposals for full-range EAP services including counseling in areas of alcoholism/substance abuse, family difficulties, stress and stress related problems, gambling, monetary/financial problems, legal troubles, family violence and other personal difficulties that interfere with work. The following describes these services in detail.

The Wellness Corporation proposes to continue to provide the following Scope of Services (please note - new programs that will be provided are in bold):

- 1-6 Session face-to-face counseling session model
- Unlimited Management Consultations, telephonic and on-site as needed
- Work/Life Resource and Referral service
- www.wellnessworklife.com life balance, health, wellness and training website
- Legal Consultations and Referral services
- Financial Consultation services
- Budget & Debt Credit Counseling services, including 8 hours of on-site seminars annually
- New Parent Transition Program services
- Human Resources Monthly Webinar series
- All introductory and advertising materials, including benefit fair attendance
- 9 hours of on-site Supervisor & Manager and Employee orientations annually
- 10 hours of on-site Wellness Training Seminars annually
- Quarterly Utilization Reports
- Dedicated Senior Consultant – Laura Althoff, LICSW
- 4 hours of on-site Critical Incident Stress Management annually
- **eSupport Professional – “instant message” contact to the EAP**
- **SOAR – Fear of Flying program**
- **Healthy Start – one-on-one telephonic health coaching services**

5i Proposer Offices/Locations

The proposer shall provide local (Cambridge) office with network counselors from which services may be provided on a part-time or full-time basis.

The Wellness Corporation is offering an exception to this request, as provided for in this RFP, section 4.3. The Wellness Corporation has a very extensive network of affiliate providers in Cambridge and throughout the surrounding cities and towns, over 150 within 10 miles of the City. Our network is culturally diverse, offering a wide variety of languages. The providers in our network offer many choices of locations, close to the City offices or schools, as well as closer to the homes of those employees who may not live in the City. Many of these providers offer after hours and weekend appointments to accommodate the employees and their family members.

PRICE PROPOSAL

This price summary form must be submitted in a sealed envelope, separate from the technical proposal. Failure to adhere to this instruction will result in automatic disqualification of your proposal. Prices must remain firm for the entire contract unless the rate is reduced. The number of employees is an estimate only the City reserves the right to increase or decrease the number of employees as it deems necessary. The total contract value may be increased up to 25% with written agreement.

The per employee cost shall include all costs associated with the administration of the EAP as detailed herein. No additional cost or charges shall be permitted.

COST PER EMPLOYEE X 2800 EMPLOYEES X 3 YEARS

\$ 1.75/21 /per employee x 2,800 employees = \$ 4,900/58,800 X 3 years = \$ 176,400.00
Total

Total in Words: One Hundred Seventy Six Thousand Four Hundred +⁰⁰/100

If Addenda issued by the City, this proposal includes addenda numbered: n/a

Signature of Individual submitting proposal: Jane Carlin

Name of business: The Wellness Corporation

Address of Bidder: 512 W. Main Street, Shrewsbury MA 01545

Telephone Number: 508-842-2786

Fax Number: 508-842-6068

Email Address: Mscannell@wellnesscorp.com

Please check one of the following and insert the requested information:

Corporation, incorporated in the State of: Massachusetts

Partnership. Names of partners: _____

Individual