



South Carolina Department of Public Safety

October 31, 2019

The South Carolina Department of Public Safety (SCDPS) is issuing this Request for Information to qualified vendors who can provide Employee Assistance Program (EAP) services to approximately 1,355 located throughout the State of South Carolina.

The EAP service provider must provide confidential counseling and referral services to participating employees and dependents whose work performance may be affected by family problems, financial problems, behavioral problems, physical/emotional issues, and/or alcohol/drugs. The program participation is to be voluntary unless it is a part of a performance, crisis or disciplinary matter.

We request that you provide a response to this request via email to margaretwoodson@scdps.gov no later than November 6, 2019 at 5:00 PM. If you have questions, please contact me via email or at 803-896-9672.

Briefly describe the life cycle of implementing your EAP Services from contract award to contract termination.

Describe all clinical services that you provide in your program (i.e. employee self-referral, suggested referral, job performance referral, etc.).

Describe all report options that you offer (i.e. case utilization (work life/counseling), total inquiries per quarter, etc.)

Describe your quality assurance, complaint resolution, and satisfaction survey process.

Describe all fee structures that you offer.

Describe all training options for organization employees and HR employees.

Describe minimum qualifications for a dedicated account manager.

Describe minimum requirements to consider for an EAP Service provider and network (i.e. NCQA, MBA, telephone 24/7/365 clinical access, etc.)

Describe minimum requirements to consider for a work life web-based application.

Briefly describe your internal controls to secure the data and privacy of your clients.

Identify all specified counseling/consulting services listed directly below that you do **not** provide and explain why:

- a. EAP Orientation
- b. Financial Counseling
- c. Crisis/Trauma Counseling

- d. On-site Trauma Counseling
- e. Grief/Loss Counseling
- f. Mental Health Checks
- g. Suicide Prevention Education
- h. Depression/Anxiety/Stress Management Coaching and Counseling
- i. Anger Management Counseling
- j. Discrimination/Harassment Consultation
- k. Domestic Abuse Counseling
- l. Elder Care Issues (referrals & general information)
- m. Furlough/Reduction in Force
- n. Estate Planning
- o. Job Accommodation/Disability Assessment
- p. Individual, Couple, and Family Disputes/Issues
- q. Job Performance/Behavior
- r. Workplace Conflict Resolution
- s. Separation/Divorce Issues
- t. Manager/Supervisor Training
- u. Substance Abuse Issues
- v. Workplace Interventions
- w. Work Environment Enhancement
- x. Health & Wellness Education
- y. Illness Prevention
- z. Adoption Resources
- aa. Identity Theft Counseling
- bb. Nutritional Coaching
- cc. Return to Work
- dd. Fit for Duty Assessments
- ee. Legal Assistance

Provide any recommendations, suggestions, requirements, etc. that we should consider when drafting the Scope of Work.

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