



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

DEP15383

PAGE 1

ADDRESS FOR CORRESPONDENCE TO ATTENTION OF:
 CHUCK BOWMAN
 304-558-2157

*325140843 304-291-3330
 HORIZON HEALTH EAP SERVICES
 PO BOX 1330
 MORGANTOWN WV 26507

ENVIRONMENTAL PROTECTION
 DEPARTMENT OF
 OFFICE OF ADMINISTRATION
 601 57TH STREET SE
 CHARLESTON, WV
 25304 304-926-0499

DATE PRINTED	TERMS OF SALE	DDP Y/N	FON	FREIGHT TERMS		
03/16/2011						
BID OPENING DATE: 04/21/2011		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UCP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		952-75	\$1.77 PEPM	\$17,523
<p>EMPLOYEE ASSISTANCE SERVICES</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DEPARTMENT OF ENVIRONMENTAL PROTECTION, IS SOLICITING BIDS FROM QUALIFIED VENDORS TO PROVIDE ALL SERVICES TO IMPLEMENT AND ADMINISTER AN EMPLOYEE ASSISTANCE PROGRAM WITH A COMPREHENSIVE SYSTEMATIC APPROACH TO REDUCE EMPLOYEE'S WORK HAMPERING PERSONAL PROBLEMS SUCH AS ALCOHOLISM, DRUG ABUSE, MARITAL, FAMILY, EMOTIONAL, FINANCIAL, AND LEGAL ISSUES AND TO SERVE AS AN EMPLOYEE RELATIONS PROGRAM AS WELL AS A SUPPORT SYSTEM FOR ALL EMPLOYEES.</p> <p>THE PROGRAM IS DESIGNED TO DEMONSTRATE D.E.P.'S CONCERN FOR ITS EMPLOYEES, ASSIST MANAGEMENT IN DEALING WITH DECLINING PERFORMANCE, PROVIDE CONFIDENTIAL PROFESSIONAL ASSISTANCE FOR TROUBLED EMPLOYEES, REDUCE EXCESSIVE AGENCY COSTS ASSOCIATED WITH PERSONAL PROBLEMS, AND ASSIST THE AGENCY GOAL OF A HEALTHY AND PRODUCTIVE WORK FORCE, PER THE FOLLOWING SPECIFICATIONS AND BID SCHEDULE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>[Signature]</i>		TELEPHONE 860-273-3710		DATE /6/2011		
TITLE President		FEB 6713		ADDRESS CHANGES TO BE NOTED ABOVE		

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED "VENDOR"

RECEIVED

2011 APR 13 A 10:04

PURCHASING DIVISION
 STATE OF WV



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SHIP TO

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/16/2011				

BID OPENING DATE: **04/21/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 860-273-3710	DATE 4/6/2011
TITLE President	FEIN [Redacted] 6713	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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PROPERTY

***325140843 304-291-3330**
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PROPERTY

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DEPARTMENT OF
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DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
03/16/2011				

BID OPENING DATE: **04/21/2011** BID OPENING TIME: **01:30PM**

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p style="text-align: center;">NOTICE</p> <p>AN ORIGINAL, SIGNED BID MUST BE SUBMITTED TO:</p> <p style="text-align: center;">DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>BID MUST CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: CB-23</p> <p>RFQ. NO.: DEP15383</p> <p>BID OPENING DATE: 04/21/2011</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p> <p>-----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):</p> <p>-----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>[Signature]</i>	TELEPHONE 860-273-3710	DATE 4/6/2011
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SCOPE OF SERVICE -- The EAP for DEP will cover approximately 825 employees, including their spouses and dependents.

PROGRAM SERVICES

- Policy and Procedures Review
- Orientation and Training
- Ongoing Management Consultations
- Employee Communications Program
- Personal Education Workshops
- Personal Consultation Service
- Screened and Monitored Referral Services
- Case Management Services
- Critical Incident Intervention
- Management Issues Clarification
- WorkLife Resource Program Counselors
- Wellness
- Reporting and Crisis Management
- Telephone/Call-in Counseling (Toll Free Number) accessible 24 hours per day – 7 days per week.
- On-Site Group Intervention (8 sessions in selected locations throughout the State of WV)

STAFFING

Clinical staff shall include of be available at a minimum, the following:

Six (6) trained Psychologists in the following areas:

- Family Counseling
- Child Counseling
- Adult Counseling
- Seniors Counseling
- Adolescent Counseling
- Psychological Testing

Staff shall be available throughout the State of WV.

POLICY AND PROCEDURE REVIEW

Working with the appropriate agency personnel, the vendor will assist in the review of existing policies and procedures regarding chemical dependency and other personal problems that affect employee performance. A thorough analysis of mental health and substance abuse coverage accorded employees and dependents via existing group health plans will be conducted. The

vendor will create an Employee Assistance Program Policy and Procedure that will serve as a base for EAP activity. The policy and procedure shall clearly state the procedural actions required to assure optimal program implementation as well as the interface between the EAP and other employee programs and benefits. This policy and procedure will be developed within 90 days of the contract award.

ORIENTATION AND TRAINING

To maximize program effectiveness the vendor will provide orientation and training programs for all management personnel within DEP.

- 1) Executive Orientation, Supervisor/Manager Orientation -- the vendor will provide multiple one-hour orientation for all management personnel and all employees with supervision as part of their day-to-day role, at locations listed below. These sessions will be conducted prior to formal announcement of the program to allow for last minute procedural adjustments and assure support for the program from its very inception. A schedule for these sessions will be established within 90 days of award of the contract.
- 2) Presentation to all DEP Employees -- Orientation/training sessions for non-supervisory employees shall be conducted at the following West Virginia locations:
 - Fairmont
 - Kanawha City
 - Logan
 - Oak Hill
 - Philippi
 - Wheeling

ONGOING MANAGEMENT CONSULTATIONS

- 1) Vendor will provide consultation for any manager/supervisor considering the referral of an employee to the EAP. Vendor will assist in the "Conflict Resolution" process as needed. This consultation should aide managers and supervisors in dealing with difficult or sensitive problems. Where requested, the will meet with supervisors and employees to facilitate conflict resolutions.
- 2) The vendor will provide an orientation program to be provided to all new employees either via a video provided the DEP staff or via a personal presentation by vendor staff at quarterly New Employee Orientations.

EMPLOYEE COMMUNICATIONS PROGRAM

There are many variables such as employee demographics, types of service available, etc. that affect utilization in an EAP. In order to establish an effective campaign to encourage self-referrals and to keep the program fresh in the minds of all personnel, the vendor will design a communications program based on DEP's unique variables. Among the promotions anticipated are; home mailings, handouts, brochures, posters and newsletter articles. All the promotional material should be geared toward encouraging positive, preventative health and early use of EAP services. The vendor will carry out at least one communications program directed to all DEP employees per quarter. A plan for the yearly communications will be presented within 90 days of contract award.

PERSONAL EDUCATION WORKSHOPS

The vendor will be available to provide up to two one-hour workshops per year at each location (Fairmont, Kanawha City, Logan, Oak Hill, Philippi, Wheeling). The designated EAP Coordinator and the Vendor will jointly determine subject matter. Examples of workshops provided shall include alcohol/drug awareness, parenting skills, stress management, interpersonal communications, personal budgeting, the relationship between positive mental health and physical health, adapting to change (both on and off the job), dual career families, etc. Seminars should help employees improve various life skills, but establish a relationship of trust in the EAP staff which encourages early seeking of consultation for emerging personal concerns. They should form a critical element in a preventative Employee Assistance Program.

PERSONAL CONSULTATION SERVICES

The vendor shall provide professional, experienced counselors to make accurate diagnosis of an employee's problem. As a result, it is anticipated that seventy percent (70%) of the individuals seeking counseling will not require referral to community resources.

Consultation is to be provided by appointment both days and evenings in response to emergency requests for Management referral. Limits of confidentiality will be established per the Policy and Procedure Review and development process noted earlier. These are to be fully explained to all employees prior to program participation. It is anticipated that up to ten percent (10%) of all employees will utilize the EAP. It is also anticipated that ninety percent (90%) of the employees using the EAP will do so on a self-referral basis and ten percent (10%) will use the program at the request of a supervisor. The actual ration achieved will depend on the EAP policies and procedures established by the agency.

It is established that seventy to seventy-five percent (70-75%) of the employees seeking help can be assisted by the EAP with no out-of-pocket expense or use of group health benefits. Short-term counseling usually involves four to eight sessions spread over a two to three month period. Short-term counseling is a highly focused, goal-directed counseling that encourages the client in more responsible decision-making and improved interpersonal skills. Counseling will involve a four-step process including:

- 1) problem clarification
- 2) search for alternatives
- 3) personal action plan development
- 4) fellow-up and support

SCREENED AND MONITORED REFERRAL SERVICE

For employees with personal problems requiring highly specialized care or hospitalization, vendor counselors will provide referral to screened and monitored treatment resources if necessary. Vendor shall use extreme care as assure objectivity in the referral process. Consideration will be given not only to the assessed problem but also to location, fees and third-party coverage. The final choice of a referral resource is always made by the employee except in certain life-threatening situations. The employee approves releases of information in order that the EAP counselor and referral resource may exchange information relevant to the case. Fees for

professional services rendered by resources other than the EAP will be the responsibility of the employee and /or his or her group medical insurance.

CASE MANAGEMENT SERVICES

In the case of a "mandatory referred" employee, the vendor will remain in regular contact with the referring personnel to assure consistency in management practice and to encourage follow through on the part of the employee.

WORKLIFE RESOURCE PROGRAM COUNSELORS

This service is to provide 24-hour-a day, seven-days-a-week telephonic access to counselors who do the leg work for members, locating childcare, home health care, assisted living facilities, schools colleges health clubs and pet services.

WELLNESS SERVICES

HRA-Health Risks Assessments-online assessments for DEP employees. The health data collected will be owned by DEP and will be used to determine aggregate health data. DEP and EAP will coordinate assessment contents.

EAP website shall include online wellness information in the form of articles, text, videos and local resources on various wellness topics.

Onsite training seminars (lunch n' learns) for employees on wellness topics decided upon by DEP and EAP.

Online tracking tools for employees; personal health information, wellness calculators for exercise, weight loss, etc., worksite program participation.

Online tracking tools for DEP Wellness Coordinators; program tracking, program participation/points per employee/participant.

Online wellness programs that can be accessed by employees; exercise, weight management and smoking cessation.

REPORTING

QUARTERLY REPORTS

The vendor will provide ongoing analysis of program effectiveness. Statistical reports will include the number of persons using the program, types of problems identified and demographic data. All reporting shall be done in such a way to assure confidentiality. An annual report will include year-end statistical findings, a review of all programming activities for the year and suggestions for program reinforcement.

EMPLOYEE RECORDS

All employee records are considered to be the property of the State of West Virginia. Upon termination of this contract all employee records shall be turned over at no cost to the agency and/or held by the vendor for a period of one year. Upon written request by the agency the vendor shall transfer all records to another vendor in a safe and secure manner. If no transfer is requested by the agency within one year, all employee records shall be destroyed in a safe and secure manner at no cost to the agency.

BILLING

The vendor may bill the agency (in arrears) either on a monthly or quarterly basis.

Kevin J. Meehan, MSW, MPA
Regional VP, Account Services
Aetna EAP
Morgantown, WV
304.291.3330 (o)
304.281.6942
kevin.meehan@rfl.com

04/06/2011

To: Melinda Campbell

Aetna EAP (Horizon) is pleased to continue to offer its industry-best services to the employees of the West Virginia Department of Environmental Protection. We look forward to building upon our successful EAP and worklife program, and hope to expand those services to include additional wellness benefits.

We believe that an effective EAP should be a key component in any health and productivity strategy, one that offers comprehensive integrated solutions across the continuum of care.

When looking at Aetna EAP, consider that we:

- Focus on quality of care
- Promote access through a national network of more than 104,000 behavioral health providers
- Provide a key component to any wellness strategy through 24/7 access to Masters-level clinicians

Should you have any additional questions, please do not hesitate to contact me at 304.291.3330.

Sincerely,

Kevin Meehan
Account Manager



Employee Assistance Program

Employees and household members can confidentially address and resolve personal and workplace challenges through the Aetna Employee Assistance Program (EAP). You can use up to eight face-to-face sessions per employee and household member per issue per year at no charge to you. The EAP offers short-term counseling on all aspects of life, including:

- Relationship difficulties
- Emotional/psychological concerns
- Work or family stress and anxiety
- Alcohol and drug abuse
- Personal and life improvement
- Legal or financial topics
- Depression
- Childcare
- Eldercare issues
- Grief issues

Legal / Financial Services

Your EAP benefit offers legal and financial guidance from qualified professionals, including an initial 30- minute consultation for each issue. Typical financial matters include credit counseling, debt and budgeting assistance, tax planning, and retirement and college planning.

- Initial 30-minute consultation
- Free online will valid in 49 states
- Telephonic tax consultation
- Detailed wills and trust preparation
 - 25% discount when retaining attorney services
- 60-minute identity theft consult
- Mediation services
- Website forms and information
- Legal and financial library

Telephonic and Online Worklife Resources

With worklife services, employees and their households can receive assistance for a variety of concerns including childcare, eldercare, adoption, daily living issues and other issues they may encounter.

- Monthly webinars on various topics
- Childcare and eldercare searches
- Public and private school searches
- Adoption resources
- Household services
- College search and financing tools
- Veterinarian and pet care searches
- Over one million worklife providers
- Health assessments and tools

Free, confidential support any time, day or night.

Please visit your website at:
www.horizoncarelink.com
Username: WestVirginiaDEP
Password: EAP

Core Wellness Benefits

Your Employee Assistance Program can increase the effectiveness of your wellness initiative with proven strategies to reduce health risks that increase overall health costs. These benefits are part of your EAP and telephonic Worklife benefit at no additional cost. Optional services such as Health Risk Management, Incentives and Self-Directed Programs also are available.

Your account executive routinely provides assistance with health fairs and integration of EAP benefits with other health and wellness resources. The EAP provides a perfect platform for integration where our Masters level behavioral health clinicians make us your ideal partner with our strategy of active engagement, outreach, behavioral intervention, and proof of real impact. Every caller has access to a licensed Masters level clinician, providing your employees the support they need to make long-term behavioral change.

A few ways that we can assist with wellness programs include:

- Participation in health fairs
- On-site and web-based training seminars
- Resource materials such as the Healthy Weight and Smoking Cessation guides
- Locating community resources such as a gym, weight watchers program, and 12-Step or Smoking Cessation program.

In addition, we have developed several strategies to coordinate services across benefits to increase overall value. These include:

- The sharing of EAP information with other benefit Account Managers to enhance utilization of EAP services across the benefit spectrum
- The coordination of Health Fairs and benefits/wellness events to enhance all benefits
- Participation on Wellness Committees and other company organizations with all vendor representatives
- Promoting of biometric and other health and wellness events on EAP calendars, bulletins and other electronic communications



Each benefit offering provides outcome measurement based on targeted goals and objectives. It is important in an overall wellness strategy to understand where you are coming from, where you are as a company and where you are going. Your Account Executive can work with your HR and administrative team to target goals and identify strategies to meet these objectives.

Optional Wellness Programs

Health Risk Assessment

Using our Health Risk Assessment technology, your organization can quickly and easily assess the individual or aggregate health of your population with an assessment and prevention system that seamlessly integrates with your Company Website or Intranet. The Online Health Risk Manager (HRM) Health Assessment generates both personal and administrative reports and is customizable. Our online toolkits include URAC-accredited health content updated regularly (some in Spanish).

My Health is customized by each individual and enables members to organize their health information and store the completed HRA results. Subsections include tracking tools and a calendar for monitoring member progress. Interactive calculators and tracking tools are available for such measures as: BMI, target heart rate, calories burned, and more.

Our Health Library is the ideal resource for members and their families to learn about health matters. All articles are available in Spanish. The Health Library contains more than 75 extensive Wellness and Therapeutic Centers covering high-interest, patient-oriented subject areas.

Incentive Manager

The **Wellness Incentive Points Tracking Manager** provides various web-based functionality and tools to customize, add, delete and modify specific wellness activities and/or events relating to your company's Wellness Incentive Program. Activities and/or events are identified as points eligible and managed through the system.

Self-Directed Programs

Self-directed online programs: Each includes online audio and video lessons and support sessions, personalized workbooks and assignments, live interactive expert forums, interactive software that facilitates e-coaching, and community-building tools such as a bulletin board and a program newsletter. A typical daily session will present four five-minute segments followed by an interactive exercise. Topics include: Living Easy (resiliency and stress management); Living Lean (weight management); Living Free (smoking cessation); Living Smart (alcohol control); and Living Fit (exercise).

Pricing

825 Employees	PEPM
1-8-Session —Consultation and resource services with up to eight face-to-face assessment and counseling sessions per issue. Unlimited 24/7/365 Telephonic Support Services Included.	\$1.77
Optional Wellness Programs	PEPM
Customized Health Risk Management Risk Assessment & On-Line Toolkits—Online/Web-based HRA; Individual and Aggregate Reporting, Platform, HRA, and Health Library. Also includes the Incentive Manager.	\$0.44 PEP & one-time \$1.500 set-up fee
Self-Directed Programs—These focus on modifying an individual's behavior through online audio and video lessons and support sessions. Areas include: Living Easy - Stress Reduction; Living Lean - Obesity and Weight Management; Living Free - Smoking Cessation, and Living Fit - Exercise/Walking Program.	\$0.62 PEP
EAP Models Include	
Telephonic Worklife Resource Program Counselors —Comprehensive worklife consultation and referral services, specializing in child care, elder care, care for persons with disabilities, convenience services, pet care and other needs that meet challenges faced by our members each day at home and work. Members have access to worklife specialists around the clock, seven days a week.	
Online Worklife —Web access to information and resources to assist with childcare, home health care, assisted living facilities, schools, colleges, health clubs, pet services and more.	
Unlimited Legal Consultation —Members receive 30 minute Telephonic or Face-to-Face Attorney Consultations for an <i>unlimited</i> number of issues. Work related matters are not covered, and there is a 25% discount with Attorney or Mediator beyond the initial 30 minutes. Issues include Domestic/Family, Civil, Landlord/Tenant, Criminal, Estate Planning, Immigration, Motor Vehicle, and other similar issues.	
Unlimited Financial Consultation —Members receive 30 minute Telephonic Financial Consultations for an <i>unlimited</i> number of issues. Telephonic financial consultations are provided by staff financial counselors for budgeting, credit, debt, retirement, college funding, buying vs. leasing, mortgages/refinancing, financial planning, and similar issues. Telephonic tax consultations are provided by staff CPA and Enrolled Agents for tax questions, tax preparation and IRS matters. Telephonic tax levy/garnishment resolution consultation is provided as well.	

<p>ID Theft Consultation—Telephonic Fraud Resolution Consultation is provided by staff Certified Fraud Resolution Specialist for up to 60 minutes per each new issue, with an unlimited number of issues. This includes:</p> <ul style="list-style-type: none"> ▪ Assistance with ID Theft Breaches ▪ Assistance with Identity Restoration <p>Counseling includes “Preventive Steps” necessary to take in an effort to avoid future ID theft losses and damages to an employee’s/member’s credit score and reputation. An Emergency Response Kit is available free to the member and can be sent by email, mail or fax. This includes contact numbers, sample documents and instructions.</p>	
<p>Unlimited Management Referral—Our Management Referral Unit is staffed by licensed clinicians who are specially trained in resolving workplace issues. When an employee’s situation mandates a formal management referral, we can help your managers and supervisors through every step of the referral process.</p>	
<p>Unlimited Supervisor Consultation—Our Account Managers, Management Resource Consultants, and Training Consultants all stay abreast of the governmental regulations and maintain a broad base of knowledge to help formulate and update corporate policies. It’s like adding expert consultants to your Human Resources Department—without the added expense.</p>	
<p>Communications—Targeted communication materials that educate supervisors, employees and dependents on the immediate and long-term impact provided through their EAP and worklife benefits. These include tri-fold brochures and wallet cards; managers resource updates; posters; newsletters and bulletins; web articles, videos, and links to helpful and timely subject matter every month of the year.</p>	
<p>Unlimited Crisis Incident Stress Debriefings (CISDs)—Customized and designed to meet organizational and individual needs to minimize damage and return people to previous levels of productivity as soon as possible. Unlimited number of incidents up to 20 hours per incident.</p>	
<p>These models include a pool of Twelve (12) on-site hours that can be used for orientation, training and workshops. Additional hours are available on a PEPM or Fee for Service basis.</p>	
Fee for Service Options	Price
<p>Workplace Seminars/Brown Bag Training—A full slate of workshops and seminars to meet your organization’s training needs. (Awareness trainings are \$350 per hour)</p>	<p>\$275 Per Hour</p>
<p>Grief Groups are provided to help employees deal with the loss of a co-worker or family member of a co-worker.</p>	<p>\$325 Per Hour</p>
<p>RIF Groups are provided for companies that request onsite support due to having to reduce their work force.</p>	<p>\$325 Per Hour</p>

EAP Pricing Assumptions

The above rates include the following pricing assumptions:

- A one-year minimum contract
- All employees and their dependents/household members are eligible for services
- Sessions counted on a per issue basis rather than a per year basis (Depending on the model purchased, members have access to as many as eight face-to-face counseling sessions per issue per year—not eight total sessions per annum.)
- Rates are good for 60 days
- 36 month rate guarantee
- Rates are dependent on employee population within 20% (+/-) of that quoted.
- Fee for Service Rates are per clinician.
- Fee for Service Rates include travel to and from the site charged at a rate of \$50 per hour.

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ Signed: _____

Date: _____ Title: _____

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (**West Virginia Code §61-5-3**), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Aetna Behavioral Health

Authorized Signature: *[Signature]* Date: 4/6/2011

State of Connecticut

County of Hartford, to-wit:

Taken, subscribed, and sworn to before me this 6 day of April, 2011.

My Commission expires _____, 20____.

AFFIX SEAL HERE

NOTARY PUBLIC *Tonya M. Affricano*

Tonya M. Affricano
Notary Public, Connecticut
My Commission Expires May 31, 2012