



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

**Request for  
 Quotation**

RFQ NUMBER  
 DEP15383

PAGE  
 1

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

VENDOR

\*327133216 304-722-9119  
 PEOPLEWORK SOLUTIONS INC  
 497 1ST AVENUE S  
 NITRO WV 25143-2313

SHIP TO

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

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
0001	1	LS		952-75	\$1.80	\$17,820 <sup>00</sup>
<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>						

RECEIVED

2011 APR 21 PM 1:09

WV PURCHASING DIVISION

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Lanna J. Wilson</i>	TELEPHONE (304) 722-9119	DATE 4/20/2011	
TITLE Clinical & Training Dir.	FEIN 55-0712960	ADDRESS CHANGES TO BE NOTED ABOVE	

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

**GENERAL TERMS & CONDITIONS  
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.htm](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

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**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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 Department of Administration  
 Purchasing Division  
 2019 Washington Street East  
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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>Jenna F. Wilson</i>	TELEPHONE (304) 722-9119	DATE 4/20/2011
TITLE Clinical & Training Dir	FEIN 55-0712960	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO REQ INSERT NAME AND ADDRESS IN SPACE ABOVE LABELLED 'VENDOR'



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<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>NOTICE</p> <p>AN ORIGINAL, SIGNED BID MUST BE SUBMITTED TO:</p> <p>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>----- (304) 722-9125 -----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY):            ----- JONNA J. WILSON -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Jonna J. Wilson</i>	TELEPHONE (304) 722-9119	DATE 4/20/2011
TITLE Clinical & Training Dir	FEIN 55-0712960	ADDRESS CHANGES TO BE NOTED ABOVE

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**Proposal**

**To:**

**WV Division of Environmental Protection  
RFQ# DEP15383**

**For:**

**Employee Assistance Services**

**Submitted by:**

**Peoplework Solutions Corporation  
(A West Virginia-Based, Female-Owned Company)**

**497 First Avenue South**

**Nitro, WV 25143**

**April 21, 2011**

## **Overview and Perspective:**

In the course of little more than four decades, employee assistance programs (EAP's) have become commonplace in work organizations. More than ninety percent of Fortune 500 companies provide employee assistance programs to their employees, and surveys indicate as many as two thirds of medium sized businesses offer them, as well. Employee assistance programs are perceived as providing services to employees – services that are primarily clinical or informational. Employee assistance programs are promoted as a means of assisting workers with alcohol and drug problems – their original mission, as well as, stress management, crisis intervention, and a myriad of relational, family, and workplace issues. Employee assistance programs are further promoted as a service to help maximize workforce performance, conflict management, and ultimately, productivity. Employee assistance programs, however, provide an additional vital service to an organization, as well. In addition to being clinical and individually focused, employee assistance programs also function as independent problem solvers, serving both the employee and the employer. Employee assistance programs are an employer's expert consultants on human dynamics in the workplace and often serve as trouble-shooters for larger organizational issues.

**Peoplework Solutions Corporation** is a minority-owned, West Virginia small business providing comprehensive employee assistance services (Employee Assistance Resource Service – **EARS**) for West Virginia employers. We are the only independent EAP provider in West Virginia; and therefore, we are not in competition with, nor aligned with, any treatment provider or facility. Our comprehensive services and independence allow employers to contain and manage health-care costs as well as to reduce out-of-pocket expenditures for their employees.

**Peoplework Solutions Corporation** presently provides EAP services throughout West Virginia to companies, organizations, and government agencies. A locally owned and managed business, we are also contracted by the major national employee assistance programs' management firms to deliver services to their West Virginia customers. In addition, we are contracted directly by state agencies and smaller businesses to provide employee assistance programs and training services for their employees. Our quality of service and ethical performance are the trademarks for which we are known; and we look forward to the opportunity of extending our professional services to the Division of Environmental Protection (DEP).

**Peoplework Solutions** is a “true” EAP provider. Our EAP services include assessment; short-term, solution-focused counseling; coaching; and referrals for treatment when requested or deemed necessary. Unlike other providers we are not a counseling/therapy business, based on the medical model. The differences between the Employee Assistance Resource Services (**EARS**), offered by Peoplework Solutions and other employee assistance programs (EAP's) in West Virginia are distinctive:

1. **A broad perspective on human behavior and problem resolution and workplace impact.**
2. **Non-affiliation with any therapy or treatment providers.**
3. **A comprehensive knowledge of organizations, work demand, job performance and employer/employee issues.**

Most EAP's in West Virginia are marketing arms for therapy practices or treatment services. **EARS** is different. **EARS** is based on the work centered model and not the disease/treatment medical model. Our focus is on serving as the bridge between the employer/organization and the providing community. It is our purpose to insure that your employees and their family members receive timely, appropriate and cost-effective solutions to problems that may negatively affect the quality of their lives and their workplace productivity – substance abuse, relational, family, emotional, financial, and legal issues.

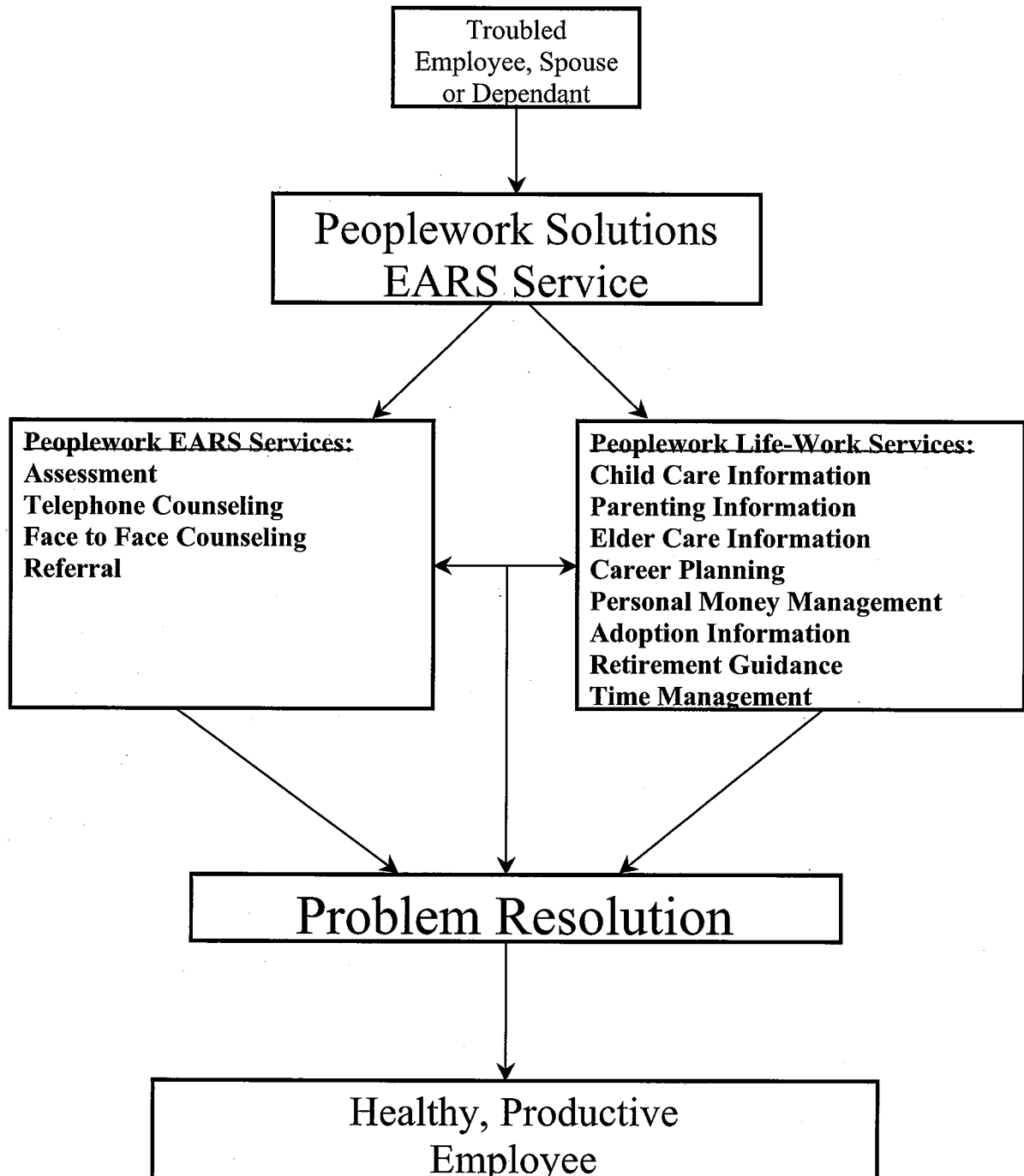
**Peoplework Solutions** is not a provider of long-term therapy, as are most other employee assistance program vendors. Therefore, you can rest assured we will not be using your EAP service as a marketing mechanism for reaching into your more costly insurance benefits. Over 51% of the individuals we see never require additional services. Only when on-going counseling, therapy or medical treatment is necessary for recovery, is a client referred for other benefits through his/her health care provider. Individuals are then referred to the provider (s) most qualified to meet their needs.

This type of employee assistance process is most valuable to you as an employer. Employees will be quickly and efficiently assessed in a professional and confidential manner. This assessment incorporates not only an understanding of the psychological aspects of any problem, but also the integration of work and the need to assist the individual in maintaining productivity. Most problems can be solved without medical intervention, which keeps your health care costs lower. You save your people, your productivity and your money.

Our employee assistance service is but one of the vital services offered by **Peoplework Solutions**. We are a full-service, human resource development firm. Therefore, our perspective on human problems and concerns is holistic, as is our view of larger organizational issues. In fact, because we are a human resource firm and have staff members knowledgeable about employment, **Peoplework Solutions** has served as a resource for management on a variety of H.R. issues. Our services have included management consulting; employee selection; conflict resolution/mediation with entire groups; consultation regarding the Americans with Disabilities Act (ADA); wellness programs; development of Affirmative Action Plans; critical incident intervention and stress management; employee development training; career planning and coaching. Our holistic approach and knowledge of larger organizational issues have enabled us to serve the employee, and assist the agency or business in meeting goals through helping create and maintain a healthy and productive workplace.



# Peoplework Solutions' Service





## Professional History:

**Peoplework Solutions Corporation** has offered an extensive range of professional services to a very diverse customer base of large and small, private and public businesses throughout West Virginia and bordering states for 20 years. Our comprehensive services include, but are not limited to:

- **Employee Assistance Resource Service (EARS):** Contracts with companies to provide assessments, counseling and crisis intervention on a 24-hour basis.
- **Presentation Services:** Workshops, Training, Seminars, and Keynotes.
- **Career Transition Services:** Recruitment, Pre-employment Assessment, Interviewing, Employee Assessment, Background Checks, Outplacement, and Retirement Planning.
- **Problem Solving:** Team Building, Strategic Planning, Organizational Development, and Conflict Resolution.
- **Critical Incident Stress Debriefing & Management:** Onsite assistance in the event of a critical incident such as workplace violence, natural tragedy, or any critical situation which can leave employees traumatized, unfocused, and unproductive.
- **Human Resources (HR) on Demand:** Ongoing Personnel/HR support for small to medium sized businesses that do have or need full-time HR professionals or situations in which technical expertise is needed on complex human resource issues.
- **Work/Life Resource Program:** Access to 24-hour, seven-days per week work/life resources.
- **Wellness Services:** Online health risk assessments; online wellness information (articles, videos, etc.); onsite training seminars; online tracking tools for employees.

In addition to the large corporations and smaller private businesses for which we provide human resource development services, we have been the provider of choice for a number of West Virginia state agencies. We have contracted to provide employee assistance services and technical consultation for the Bureau of Employment Programs and the WV Attorney General. Our statewide employee assistance program with the West Virginia Department of Rehabilitation Services spans 15 years. We have a 13-year history serving West Virginia State College; a 12-year history of providing employee assistance services statewide to the West Virginia State Police, Department of Public Safety; a 4-year history of providing EAP services to the Putnam County Sheriff's Office; and an 14-year history serving the West Virginia Division of Banking. The experiences we have gained serving these state agencies, further enhances our ability to meet the needs of the WV Department of Environmental Protection.



## **Scope of Service:**

Our employee assistance services (**EARS**) will be offered to the **825 DEP** employees, their spouses and immediate family members with the following eligibility criteria:

**"Immediate Family" is defined as those persons living within the employee's household on a permanent basis, and includes minor children attending school or college.**



# PROGRAM SERVICES

## Policy and Procedure Review:

**Peoplework Solutions** will conduct a review of existing workplace policies and procedures for DEP employees regarding chemical dependency, substance abuse issues and other behavior problems that may affect the performance of the employee. Assistance will be provided to DEP by **Peoplework Solutions** in creating and designing new procedures, where appropriate, for EAP activities, and interfacing with other employee programs and benefits.

## Orientation and Training:

- 1) **Executive Orientation:** Will be conducted prior to the formal announcement and initiation of the EAP contract. The one-hour orientations will be conducted for all management personnel and all employees with supervision at part of their day-to-day role at the following six DEP locations:
  - Fairmont
  - Kanawha City
  - Logan
  - Oak Hill
  - Philippi
  - Wheeling

A schedule of the sessions for each of the locations (see above) will be established (with input from DEP regarding in-house scheduling and availability of staff) within 90 days of the award of the contract.

- 2) **Supervisor/Manager Orientation:** **EARS** will provide an EAP overview for managers/supervisors, on how to use the EAP for performance issues; how to identify the signs of an employee who may need help; and how to maximize the EAP. The one-hour presentations will be made to inform management and supervisors regarding the components of the EAP, and processes for accessing those services. The training will also incorporate how and when to confront a troubled employee, how to make mandatory EAP referrals, and how to avoid supervisory pitfalls. **Peoplework Solutions** be available to management for **ongoing professional consultations (by phone or in person)** regarding individual problematic employee performances or behaviors.





- 3) **Presentation to all DEP Employees:** An EARS representative will meet with employee groups to inform employees about the services and to answer their questions. Informational materials will be also distributed at the Employee Orientation at the following six locations:
- Fairmont
  - Kanawha City
  - Logan
  - Oak Hill
  - Philippi
  - Wheeling

Employees will also be encouraged to access the New Employee Orientation on the Peoplework Solutions website.

- 4) **New Employee Orientation:** Peoplework Solutions will provide an orientation program, as scheduled – usually quarterly, at the DEP offices in Kanawha City for new employees regarding the following:
- What Is An Employee Assistance Program? (EAP)
  - What Are The Services Of An EAP?
  - Who May Access The EAP Services?
  - How Do I Access The EAP Services?
  - Questions & Answer Segment

During the session, new employees will be encouraged to utilize the EAP services when needed (for themselves and their immediate family members living in the household). New employees will also be provided written information regarding the EAP program, which will include a wallet-sized card for future reminder and use. These sessions will be provided via personal presentation by staff, or via a video provided to DEP staff. The new employees will also be encouraged to access the New Employee Orientation on the Peoplework Solutions website.

- 5) **Training:** Peoplework Solutions will provide up to two one-hour workshops per year at each DEP location. All training will be provided by professionals; will be tailored to the needs of the Division of Environmental Protection; will include specific examples of issues; and will include a question and answer segment.

## **Ongoing Management Consultations:**

On an as-needed basis, ongoing consultation will be provided for managers and supervisors on the conflict-resolution process, and confronting performance issues. The consultation will assist managers and supervisors with appropriate techniques on how to effectively resolve or manage problems in the workplace. When problems require conflict resolution, EARS professionals may assist with the process. This assistance, when requested, will entail Peoplework Solutions' meeting with supervisor/s and employees to facilitate the resolution/ management of the conflict. In addition to our previously described services, Peoplework Solutions will also provide professional consultation to the Department of Environmental Services regarding larger organizational issues when requested by DEP and/or as we see an organizational issue pattern surface, as a result of employee counseling.

## **Employee Communications Program:**

EARS will provide brochures, posters, and EAP literature on a regular basis. Wallet cards will be distributed to all employees and family members and will include:

Toll-Free "800" number access  
Types of services available  
Program Description  
Process and Procedures

In addition, supervisors/employees will receive our monthly electronic newsletter providing interesting articles on wellness, employee assistance issues, behavioral health and workplace topics focusing on prevention and encouraging EAP usage. Promotional materials will be developed in conjunction with utilization reviews and management input at least once per quarter. In addition, Peoplework Solutions' staff will be available to staff a booth at scheduled Health & Benefit Fairs developed by DEP. A plan for the yearly communications programs will be developed in conjunction with DEP staff and the DEP calendar, within the first 90 days of the contract award.

## **Personal Education Workshops:**

A total of 12 one-hour workshops will be provided to the Department of Environmental Protection. Two one-hour educational workshops will be provided at each location per year or as requested by the EAP coordinator, with the designated EAP Coordinator and Peoplework Solutions jointly determining the subject matter. Topics will generally relate to common EAP issues such as alcohol/drug awareness, parenting skills, balancing home and work, interpersonal communications, personal budgeting, stress management, healthy lifestyle, coping with change, etc. However other topics may be chosen. The time, topic and location of the workshops will be determined by the DEP EAP coordinator and EARS training director. The topic of the workshop will be tailored to the needs of DEP employees at each of these locations. These scheduled seminars will

focus on helping DEP employees improve life and health skills, on encouraging trust in the EAP process, and on seeking early consultation for emerging personal or professional problems. We also encourage DEP employees to access our Peoplework Solutions website for self-assessments and articles on physical and emotional wellness.

### **Personal Consultation Services:**

Each employee and/or eligible family member may receive 1 to 8 counseling sessions, at no cost to the employee or family member, to assess the type and degree of problem that may be diminishing the employee's capacity to work or quality of life.

The EAP counseling includes:

- Problem assessment verification and clarification
- Exploration of options and alternatives, and new techniques
- Development of action plan and goals
- Support and follow-up

During the initial assessment phase, should the need for long-term therapy or treatment be identified, referrals to the most appropriate outside resources will be made as quickly as possible, to facilitate effective long-term treatment. One to two sessions is normally required for assessment. Less complex life issues may be, and often are, resolved in four to six additional sessions. More than 70% of the employees who use the **EARS** program do not require services beyond the short-term, solution-focused EAP counseling, other than to community resources with little or no fee-for-service.

The employee and/or eligible family member can access the EAP service through our local number or our "800" number. These phones are answered 24 hours a day, 365 days a year. When required the employee will receive a scheduled appointment within 3 days of their initial contact, or will be seen as quickly as the employee's schedule allows. In emergency situations, individuals will be seen by a licensed Masters-level Behavioral Health Professional within 24 hours. Crisis counseling, via the telephone, is available on an immediate basis, 24 hours a day, 365 days per year. Telephone consultation/counseling is available on a continual basis. When the problem is of a nature requiring immediate intervention, a counselor will be available to assist. Should emergency treatment services be required, the employee will be directed to the nearest Emergency Room. Regular office hours are from 9 am to 5 pm at our main location at 497 First Avenue South, Nitro, WV; however, evening and weekend appointments are also available, when appropriate.

When a problem requires ongoing, long-term counseling, **Peoplework Solutions** will refer the individual to a Masters or Phd. level professional specific to the employee's needs and resources, and within their preferred geographic area. Any costs for continued counseling or therapy will be the responsibility of the employee and will also be a referral factor. As Peoplework Solutions is a true, "free-standing" EAP program which is not a part of a Mental Health System, every effort will be made to refer the employee to

the most appropriate providers. To avoid conflict of interest, counselors are prohibited from referring employees or family members to the EAP counselor's own practice or organization. Individuals will be provided three (3) referral sources, unless three qualified services are not available in their area or under their insurance plan. Only in areas where there are limited resources or extenuating circumstances, may an employee select an **EARS** counselor for ongoing counseling with a request for a treatment waiver.

### **Screened and Monitored Referral Service:**

When necessary, due to chemical dependency treatment, serious mental health issues, or any issue requiring highly specialized care or hospitalization, **EARS** counselors will provide referral to screened and monitored treatment resources if necessary. Consideration will be given to the assessed problem, the preferences of the employee in terms of gender of the therapist, if possibility, the location of the resource, fees, and third-party coverage. All referrals will be handled with extreme care to assure objectivity. The final choice as to which referral resource is chosen will always be made by the employee, except in certain life or health-threatening situations. In cases for which a referral resource for needed services outside of the EAP is not readily identified or available, the **EARS** counselor will research resources, help to identify gaps in service or unmet needs, and/or serve as advocate for the employee or family member to help expedite and facilitate the referral process. Fees for professional services rendered (if applicable) by resources other than the EAP will be the responsibility of the employee and/or his or her group medical insurance.

In situations in which an employee requires hospitalization or leave from the worksite, **EARS** will monitor and assist, when approved by the employee and employer, a Return-To-Work initiative. This may include meeting with supervisors and/or other workers to insure understanding and matching of expectations, and to provide support and smooth integration. Substance abuse follow-up may continue for a period of one year.

### **Case Management Services:**

In the event of mandatory referrals, **EARS** will assist the referring supervisor with evaluations and follow through on the issues related to the referral. If agreed to by the client/employer, the counselor may participate in joint discussions for problem resolution, the development of a plan of action, and case management services.

### **Critical Incident Intervention Services:**

Incidents of workplace violence, death of an employee/ co-worker, natural tragedies, and other critical situations can leave employees traumatized, de-focused, and unproductive. **Peoplework Solutions** will provide on-site assistance in the event of a critical incident. It has been determined that appropriate rapid response and debriefing is effective in decreasing the negative impact of such incidents, and prevent long-term

problems for employees and the organization. **Peoplework Solutions** is one of the few EAP's which provides on-site critical incident intervention. These services are included in the monthly contract cost. EARS professionals are part of a national network with expertise in workplace violence/crisis and de-briefing/intervention.

### **On-Site Group Intervention:**

In situations in which DEP is experiencing a Critical Incident affecting a particular group of employees; a lack of teamwork which is lowering morale and productivity; and/or a conflict within a group which is affecting the ability of employees to work to their optimum, DEP may request that Peoplework Solutions conduct an on-site group intervention to manage the critical incident, resolve the conflict, or improve teamwork to maximize morale, productivity, and ultimately the bottom line.

### **Management Issues Clarification:**

Periodically organizations and/or management of organizations experience individual performance or larger organizational issues which require professional consultation for clarification, processing, and identifying appropriate procedures for effective resolution. Peoplework Solutions will serve to consult management staff in situations in which clarification and effective intervention regarding a particular employee or organizational issue is requested by DEP staff. In addition, in situations in which the staff of Peoplework Solutions becomes aware of possible larger organizational issues which surface and are identified during counseling of employees, we propose to consult with the DEP management, without betraying confidentiality, to inform the department of such issues; and to work with the staff, if requested, to develop ideas and steps to resolve the identified issue/s.

### **Work/Life Resource Services:**

Access to the Peoplework Solutions website will be available 24 hours per day, seven days a week to resources available to meet employee health club, childcare, home health care, eldercare, and educational needs, as well as, to provide articles and information on various behavioral and physical health issues and topics.

### **Wellness Services:**

Employees will be able to access online health risk assessments and wellness information in the form of articles, resources, and wellness tracking tools. This is available 24 hours per day, seven days a week.

## **Telephone/Call-In Counseling:**

Routine self-referrals, and certainly urgent self or mandatory referrals may at any time be accomplished by phone. Our phones are answered by staff, with no menu or computerized prompts. Clients may access our offices 24 hours per day 365 days per year at (304) 722-9119 or our toll-free number 1-800-823-6029. Employees may access counseling by phone in cases of urgency or more routine situations, and will be provided counseling by phone. We will, however, encourage employees to utilize our face-to-face counseling services, following an initial phone counseling session; because it is our firm professional belief that facial expression, body language, and demeanor are vital to the counselor to maximize the counseling experience and its outcome. In those cases, however, in which an employee or family member resides in an under-served area (most typically, rural) where accessing one of our state-wide providers would entail travel, or an area in which there is little to no anonymity ("everybody knows everybody's business"), phone counseling will be provided.

## **EAP Reporting:**

Confidentiality is the cornerstone of an effective EAP. All information regarding employees and family members will be held in strict confidence. At **Peoplework Solutions** all EAP records are kept in locked files in a secured vault. Records are coded with numbers rather than names. No information is ever released without the employee's written consent. The only exception would be those situations required by law, i.e. eminent danger to self or others and/or reporting of child abuse (Duty to Warn). In situations of mandatory referrals or "need to know" situations, a signed release from the employee will allow for discussion of basic issues regarding individual participation and Return-To-Work expectations. All forms and communications comply with HIPPA regulations.

Semi-annual reports will be submitted to the Division of Environmental Protection liaison (s), and will consist of statistical information only. No names will be used and reports will include information relative to type of problem, symptomology, services provided, and outcome and/or follow-up referral, only to the extent that no identity is revealed. Data will include the number of persons accessing the service by classification of presenting issue; and if the client was an employee or family member. An annual report will be submitted with year-end statistical data and analysis of program effectiveness, as well as of all programming activities for the year. Peoplework Solutions acknowledges that all employee records are the property of the State of West Virginia. Upon termination of the contract, all employee records will be turned over to DEP at no cost to the agency or will be transferred to another vendor in a safe and secure manner. If DEP or another vendor does not request the employee records within one year, all employee records will be destroyed in a safe, secure, and confidential manner.

## STAFFING

**Peoplework Solutions** employs a network of licensed Masters, and Phd. level behavioral health professionals (including Psychologists) to provide EAP services throughout West Virginia. Our staffing will provide easy access to the services for employees (and family members) of the Division of Environmental Protection.

If an employee or family member is located in an area not presently served by our counselors, or more than one hour away from our closest counselor, we will make arrangements for a similarly qualified professional to meet with them.

The professional counseling staff within the Peoplework Solutions network is trained and credentialed in the following areas:

- Family Counseling
- Child Counseling
- Adult Counseling
- Senior Counseling
- Adolescent Counseling
- Psychological Testing  
(Employee Assistance Program Inventories – EAPI; Substance Abuse Subtle Screening Inventory – SASSI; Beck Depression Inventory – BDI-II; Hamilton Anxiety Scale, etc.)

## BILLING

**Peoplework Solutions** proposes to provide a full-service, broad brush EAP for the Division of Environmental Protection. This service is flexible and can be implemented in several ways. The standard is a monthly billing process although quarterly billing is also possible. Utilization, benefit and cost will be reviewed in an ongoing manner.

### Investment:

Monthly Rate: **\$1.80 per employee** per month X 825 = **\$1485 per month**  
Yearly Rate: \$1.80 X 12months X 825 employees = **\$17820.00 per year**  
One to eight sessions per employee/family member per problem (unlimited problems per person)

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: Peoplework Solutions Corp. Signed: Janna J. Wilson
Date: 4/20/2011 Title: Clinical & Training Director

\*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: Peoplework Solutions Corporation

Authorized Signature: Jenna Wilson Date: 4/20/2011

State of West Virginia

County of Kanawha, to-wit:

Taken, subscribed, and sworn to before me this 20th day of April, 2011.

My Commission expires February 5, 2013.

AFFIX SEAL HERE

NOTARY PUBLIC Vicky L Edens

