PURCHASING
DEPARTMENT

EMPLOYEE ASSISTANCE PROGRAM SERVICES
REQUEST FOR PROPOSAL
No 12301-879-26SP

RFP Release Date: August 17, 2026
Proposal Due Date and Time: September 29, 2026 at 3pm ET

Due Date for Comments and Questions:............................ September 1, 2026 at 3pm ET
Responses to Comments and Questions:........................... September 8, 2026 at 3pm ET
Evaluations & Finalist Interviews:... October 5-23, 2026
Anticipated Intent to Award Date:... November 16, 2026
Implementation & Continuity Planning.........................November 17-December 31, 2026
Anticipated Contract Start Date:..January 1, 2027

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Responses and Communication

Proposals must be submitted via https://www.bidnetdirect.com/mitn/lansingcommunitycollege. Proposals received after the due date and time, or by any method other than the method stated in this RFP, may be rejected.

All communications regarding this RFP shall be directed only to the Lansing Community College Purchasing Department contact identified above. Respondents that communicate with other College personnel regarding this solicitation may be subject to disqualification.

College Background

Lansing Community College ("LCC" or "the College") is a public community college located in Lansing, Michigan and founded in 1957. LCC is one of the largest community colleges in Michigan and is commonly identified as the third largest by enrollment.

The College serves approximately 14,000 credit students and 16,000 non-credit students annually, employs approximately 1,300 faculty and staff, and offers more than 200 degree and certificate programs and approximately 2,500 different courses. Academic offerings are delivered through three academic divisions: Arts and Sciences; Health and Human Services; and Technical Careers.

LCC's main campus is located in downtown Lansing, with additional locations including West Campus in Delta Township, East Campus in East Lansing, and the Aviation Maintenance Technology Center in Mason. The College also provides community, continuing education, and workforce training services through its Community Education and Workforce Development division, including the Business & Community Institute.

Lansing Community College is accredited by the Higher Learning Commission ("HLC").

Overview and Intent

Lansing Community College is seeking proposals from qualified firms to provide a comprehensive, confidential Employee Assistance Program ("EAP") for eligible full-time and part-time employees and their eligible dependents across all College locations. The intent of this RFP is to select a respondent that can deliver high-quality, accessible, responsive, and cost-effective EAP services that support employee well-being, workplace safety, and organizational effectiveness.

The College currently maintains an EAP program and is issuing this solicitation as part of its periodic procurement process to confirm that it continues to receive the best overall value. The incumbent provider is welcome to submit a proposal.

Current Program Overview

The College's current EAP model includes confidential counseling and work-life support services for eligible employees and dependents, including 24/7/365 access, assessment, short-term counseling/problem resolution, referral to outside care when appropriate, legal and financial consultation resources, and online work-life tools. Under the current contract, eligible employees and their eligible dependents receive up to six (6) face-to-face short-term counseling/problem-resolution sessions per presenting issue. The EAP also partners with the College's Human Resources to support employee referrals and professional development. The College expects respondents to propose a modern EAP solution that meets or exceeds the service expectations described in this RFP.

Scope of Work

The selected Contractor shall provide a comprehensive, confidential Employee Assistance Program for all eligible full-time and part-time college employees as well as their eligible dependents across all College campuses and locations. The College currently estimates approximately 700 eligible full-time employees and 500 eligible part-time employees (estimated total of 1,200 covered employees). Note: Final employee counts will be provided at the time of contract execution and adjusted accordingly.

General Program Requirements

The Contractor shall:

- Provide a confidential, voluntary EAP available to all eligible employees and their eligible dependents.
- Deliver services in a culturally competent, inclusive, and non-discriminatory manner.
- Comply with all applicable federal, state, and local laws, regulations, and professional standards.
- Maintain sufficient staffing, systems, and provider network capacity to meet service demands.
- Provide services through in-person, telephonic, and virtual/telehealth modalities.
- Provide face-to-face counseling options reasonably accessible to College employees in the greater Lansing area.

- Provide employees and eligible dependents with multiple scheduling methods for appointments, which may include but not limited to: telephone, email, company portal, online calendar appointment scheduling or mobile application.
- Provide initial access methods that prioritize live answer over automated phone trees where feasible.

Access and Crisis Services

The Contractor shall:

- Operate a dedicated toll-free access line available 24 hours per day, 7 days per week, 365 days per year.
- Ensure that initial calls are answered by a live person, or by a combination of live answer and automated routing that results in timely access to an appropriate counselor or intake professional.
- Maintain documented after-hours escalation procedures for urgent and emergency situations.
- Provide employees and eligible dependents with multiple access channels, which shall include telephone access and may include secure digital access methods such as chat, text, web portal, or mobile application.
- Provide immediate telephonic crisis intervention for employees and eligible dependents experiencing urgent behavioral health or personal crises.
- Provide on-site crisis response and/or virtual critical incident response services when requested by the College.
- Maintain written crisis triage and severity-assessment procedures performed by appropriately trained and qualified personnel.
- Maintain written response protocols for emergency situations, including suicidal ideation, death of a loved one, traumatic incidents, threats of violence, and other high-risk events.
- Coordinate, as appropriate, with Human Resources, LCC Police Department, medical personnel, and other authorized College representatives while maintaining required confidentiality.

Clinical Services and Counseling

The Contractor shall:

- Provide assessment and short-term counseling/problem-resolution services for a broad range of personal, family, and work-related concerns.

- Provide, at a minimum, up to six (6) face-to-face short-term counseling/problem-resolution sessions per presenting issue for eligible employees and their eligible dependents, unless a different session model is expressly approved in writing by the College.
- Provide counseling and support to employees in common areas including, but not limited to, stress, anxiety, depression, grief and loss, life transitions, financial uncertainties, legal concerns, substance abuse, and divorce/separation..
- Maintain face-to-face counseling locations within fifteen (15) miles of the greater Lansing area.
- Deliver counseling services in professional settings suitable for confidential behavioral health services.
- Ensure that initial clinical assessments are performed by qualified personnel operating within the scope of their licensure, certification, or professional role.
- Maintain an adequate network of qualified clinicians sufficient to meet demand for counseling and related EAP services.
- Ensure that all clinicians providing EAP services are appropriately licensed, credentialed, and subject to ongoing quality assurance oversight.

Referrals and Continued Care

The Contractor shall:

- Maintain a documented referral process for participants who require services beyond the EAP benefit, including referral to community providers, insurance-based providers, and specialty care resources, as appropriate.
- Refer participants to appropriate outside resources when long-term or specialty treatment is not provided directly through the EAP benefit.
- Take the participant's health insurance coverage, access considerations, and cost implications into account, to the extent reasonably possible, when referring for additional treatment or services.
- Maintain procedures for follow-up and continuity of care, as appropriate, when participants are referred beyond the short-term EAP benefit.

Mandatory Referrals, Supervisory Consultation, and SAP Services

The Contractor shall:

- Accept and manage mandatory employer referrals initiated by the College's Human Resources Department or its designee.
- Maintain a formal process through which the College's Human Resources Department or designee may initiate mandatory referrals.
- Ensure that the mandatory referral process includes clear communication channels, required documentation steps, and confidentiality safeguards consistent with applicable law and professional standards.
- Communicate case status information for mandatory referrals to the Human Resources Director or designee in a manner consistent with law and professional confidentiality standards, including initial verbal notification and written follow-up within forty-eight (48) hours, if required by the College.
- Provide supervisory and management consultation regarding employee performance concerns, behavioral issues, difficult workplace situations, and appropriate EAP referral practices.
- Provide guidance regarding performance agreements, return-to-work agreements, and related employer-directed support tools when appropriate in mandatory referral situations.
- Provide Substance Abuse Professional ("SAP") evaluations and follow-up services, when required.
- Ensure that any proposed SAP services include evaluation, recommended follow-up, and monitoring processes consistent with applicable requirements.

College-Focused Support Services

The Contractor shall:

- Provide on-site or virtual crisis counseling support for significant incidents affecting the College community, including traumatic events and campus emergencies as soon as reasonably practicable, generally within 24 hours of notice.
- Provide post-trauma debriefing, critical incident stress management, or comparable support services when requested by the College following significant incidents.
- Be able to identify and communicate aggregate organizational themes, trends, or emerging concerns to the College in a manner that preserves individual confidentiality.
- Provide training, consultation, and informational resources for supervisors, managers, Human Resources personnel, and other designated College personnel, including webinars, articles, toolkits, in-person consultation, and on-site or virtual training. The base program price shall include a minimum of fifteen (15) hours of on-site or virtual training/workshops per contract

year. Additional training hours beyond the 15 included hours may be quoted as optional add-on services.

- Be available to support employee open enrollment fairs, benefit events, orientation sessions, awareness campaigns, and similar outreach activities, as requested by the College.

Work-Life, Legal, Financial, and Digital Resources

The Contractor shall:

- Provide work-life support resources for employees and eligible dependents.
- Provide legal consultation resources, financial consultation resources, and digital self-service resources included in the proposed program.
- Provide communication materials, training materials, web content, and digital resources in accessible formats and offer multilingual support where available.

Reporting and Account Management

The Contractor shall:

- Designate an account manager or primary relationship manager for the College.
- Provide the College with standard utilization and program performance reports and identify any available report customization options in its proposal.
- Provide reports at regular intervals and through a secure delivery method.
- Measure participant satisfaction through surveys or other feedback tools and make sample survey instruments available upon request.
- Maintain performance measures addressing utilization, responsiveness, service quality, training participation, referral activity, or similar outcome indicators.
- Provide samples of communication and marketing materials included in the base price.
- Identify any published, online, or video resources available for College leadership and any associated additional costs.
- Provide a current Accessibility Conformance Report (ACR) that satisfies WCAG 2.1 Section 508 legal standards for all information and communication technology components.

Implementation and Transition

The Contractor shall:

- Provide the lead time required for implementation and transition if awarded.
- Provide a transition and implementation plan that includes major milestones, communication activities, training, launch preparation, and continuity-of-care considerations.
- Provide any training reasonably necessary for the College's use of the Contractor's website, portal, mobile application, reporting platform, or other related software tools used by employees, dependents, Human Resources, or supervisors.
- Ensure that all services are fully operational by the agreed contract start date.

Proposal Response Requirements

Respondents shall organize proposals in the order shown below and provide complete responses to all required sections. References to websites or external sources may not be used in place of the information specifically requested in this RFP.

Section 1: General Contractor Information

Provide the following:

Requirement	Response
1. Legal name of respondent, parent company, and any local operating entity.	
2. Primary business address and local office address, if different.	
3. Primary contact person, phone number, and email address.	
4. Website address.	
5. Date parent company was formed and date subsidiary or operating company was formed, if applicable.	
6. Date the company first enrolled a client group in the State of Michigan and date licensed to transact the appropriate line of business in Michigan, if applicable.	
7. Number of employees in Michigan and nationwide.	
8. Any pending or contemplated acquisition within the next thirty-six (36) months.	
9. Any former or alternate names under which the company has operated.	

10. Description of litigation during the last five (5) years, whether pending, settled, or dismissed, including whether any pending matter could impair contract performance.	
11. Description of any bankruptcy, insolvency, receivership, trustee, or similar proceeding in the last ten (10) years.	
12. Disclosure of any debarment or suspension from bidding by any government within the last five (5) years.	
13. Confirmation of compliance with HIPAA Electronic Data Interchange requirements, if applicable.	
14. Confirmation of compliance with LCC insurance requirements.	
15. Do you currently hold a cooperative contract? If yes, please list the cooperative organization/program name and contract number.	

Section 2: Organizational Stability

Provide the following:

Requirement	Response
1. Describe your organization's overall stability and any significant changes planned or anticipated over the next three (3) years (for example, mergers, acquisitions, or restructuring).	
2. Describe whether you have received any corrective action requests from any state or federal agency within the last five (5) years	

and, if so, explain how those matters were resolved	
3. Describe any other factors that could materially affect your ability to perform this contract over the initial three-year term.	

Section 3: References

Provide at least three (3) current references for clients of similar size, complexity, and service scope.

Reference #1	
Organization Name:	
Address:	
Contact Person, Title:	
Phone #:	
Email:	
Approximate # of covered employees.	
Public or private sector designation.	
Length of service.	
Brief description of services provided.	
Reference #2	
Organization Name:	
Address:	
Contact Person, Title:	
Phone #:	

Email:	
Approximate # of covered employees.	
Public or private sector designation.	
Length of service.	
Brief description of services provided.	
Reference #3	
Organization Name:	
Address:	
Contact Person, Title:	
Phone #:	
Email:	
Approximate # of covered employees.	
Public or private sector designation.	
Length of service.	
Brief description of services provided.	

Section 4: Experience and Qualifications

Provide responses addressing the following:

Requirement	Response

1. Describe your total EAP experience in terms of clients served, number of employer groups, and covered employees.	
2. Describe the number of Michigan clients, employer groups, and covered employees you currently serve.	
3. Describe the number of clients in Ingham County, Eaton County, or the surrounding region, if applicable.	
4. Describe any relationship you have with a health care, behavioral health, or psychiatric provider organization.	
5. Describe your experience with managed mental health and substance abuse programs.	
6. Describe whether providers are directly contracted or accessed through another organization and, if applicable, identify the organization used.	
7. Describe how you credential providers and maintain ongoing quality assurance and oversight of your provider network.	
8. Provide background information on local providers in or near the Lansing area.	
9. Describe the qualifications and roles of EAP staff, especially those who would directly support LCC employees for counseling, training, crisis response, or account management.	
10. Describe your use of outside contract services or subcontractors.	
11. Describe your experience providing educational workshops, trainings, or related programs.	

Section 5: Service Approach

Provide detailed responses addressing the following:

Requirement	Response
1. Describe communication methods available to the College and eligible participants. Please include if phone calls are answered by an automated system or a live employee.	
2. Describe your counseling locations, access model (in-person, virtual, hybrid), and the availability of crisis access.	
3. Describe your intake and assessment process from first contact through referral or resolution.	
4. Identify and describe all service categories included in your proposed EAP program.	
5. Describe your crisis intervention and emergency response processes.	
6. Describe your routine appointment scheduling processes, including typical timeframes to first available appointment.	
7. Describe how you coordinate crisis response with employer stakeholders such as Human Resources, Campus Police/Public Safety, and other authorized parties while maintaining required confidentiality.	
8. Describe your counseling session limits and overall utilization model (for example, session-limited, time-limited, or another model).	

9. Describe your referral pathways for participants who require services beyond the EAP benefit.	
10. Describe how you monitor and support continued care when participants are referred beyond the short-term EAP benefit.	
11. Describe your substance abuse follow-up process, including your capabilities to provide Substance Abuse Professional (SAP) evaluations and monitoring and any affiliation with DOT-compliant SAP services, if applicable.	
12. Describe the availability of on-site crisis counseling and post-trauma debriefing or critical incident stress management services.	
13. Describe how you handle mandatory referral communications and performance agreement support, including the types of performance or return-to-work agreements you typically recommend and support in employer-initiated mandatory referral cases.	
14. Describe the resources, tools, and support you provide to supervisors and organizational leaders.	
15. Describe the work-life support services included in your proposed EAP (for example, child and elder care resources, daily-living supports).	
16. Describe the legal and financial consultation services available, including any limits on topics, frequency, or utilization.	
17. Describe your employee-facing digital resources (for example, web portals, mobile applications, and self-service tools) and	

explain how they are integrated with counseling and work-life services.	
18. Describe your support for open enrollment, orientation, and other outreach activities at the College (for example, benefit fairs, presentations, and campaigns).	

Section 6: Reporting and Transition

Provide detailed responses addressing the following:

Requirement	Response
1. Describe your proposed implementation and transition timeline if awarded this contract, including key milestones.	
2. Describe how you will manage continuity of care and transfer of active cases from the incumbent provider, including any data transfer, client outreach, and consent processes.	
3. Describe any training required for the College's use of your website, portal, mobile applications, or other software tools.	
4. Describe your participant satisfaction survey process and provide sample instruments.	
5. Describe any other methods you use to assess the success and effectiveness of the EAP program.	
6. Describe the types of reports you make available to clients.	
7. Describe the extent to which your reports can be customized to meet client needs.	

8. Describe how you identify and communicate aggregate or organizational-level themes (for example, emerging workplace or cultural issues) to the College while preserving individual confidentiality.	
9. Describe the frequency and method of report distribution, including what information is communicated back to the College at each interval (for example, monthly utilization summaries, quarterly program reviews, and annual strategic reports).	
10. Provide samples or descriptions of communication and marketing materials that are included in your base price.	
11. Describe any leadership-facing printed, digital, or video resources you provide and identify any related costs.	
12. Describe how you provide communications, training materials, web content, and other resources in accessible formats and any multilingual support you offer.	

Section 7: Required Documents

Respondents shall submit the following documents as attachments to the proposal:

- Confidentiality policy.
- Data security policy and procedures.
- Provide a current Accessibility Conformance Report (ACR) that satisfies WCAG 2.1 Section 508 legal standards for all information and communication technology components.

- Any required licenses, certifications, or regulatory documentation applicable to the proposed services.
- Sample implementation materials, sample reports, and sample communication/marketing materials, as applicable.

Section 8: Terms and Conditions Review

The College's current standard Terms and Conditions will be provided as a separate attachment to this RFP (Attachment B). Respondents shall review the College's standard Terms and Conditions and either:

- Accept them as written; or
- Clearly identify any requested exceptions, deviations, or concerns in a separate exceptions document.

General or blanket statements reserving the right to negotiate all terms may result in a finding that the proposal is non-responsive.

If the respondent would require the College to sign any separate service agreement, click-through terms, portal agreement, business associate agreement, acknowledgment form, or other provider document, the respondent shall include that document with its proposal for college review.

Section 9: Required Forms

Respondents shall submit all forms required by this RFP as part of a complete proposal. At a minimum, each proposal package shall include:

- A completed proposal organized in the order of Sections 1 through 8 of this RFP.
- The Respondent Price Proposal Form (Attachment A).
- Any documentation identifying proposed exceptions to the College's Standard Terms and Conditions (Attachment B), if applicable.
- A fully executed Vendor Acknowledgment and Certification page (see Section 12).

Failure to provide the required forms and documentation may result in the proposal being deemed non-responsive.

Section 10: Price Proposal Requirements

Respondents shall submit a complete price proposal using the College's Price Proposal Form, issued as Attachment A. The College's preferred pricing structure is Per Employee Per Month (PEPM) based on the estimated 1,200 eligible employees, though respondents may propose alternative structures if clearly noted. The price proposal shall clearly identify all costs associated with the proposed solution and shall, at a minimum, include the following:

- Annual cost for Year 1, Year 2, and Year 3.
- Description of the pricing structure (e.g., flat monthly fee, PEPM, annual fee, or another basis).
- Itemized detail sufficient to explain how pricing was developed.
- Identification of all services included in the base price.
- Identification of any optional services or services resulting in additional charges.
- Identification of any implementation, transition, training, portal, reporting, crisis-response, travel, or other fees not included in the base price.
- Any price guarantees, discount commitments, or maximum annual increases for subsequent years.
- Disclosure of whether pricing is based on any cooperative agreement, if applicable.

Section 11: Evaluation Criteria

The College intends to evaluate proposals using a best-value approach. Proposals will be evaluated based on Sections 1 through 6 of the Proposal Response Requirements, in the order presented in this RFP, together with the pricing information provided in Section 10. Required documents (Section 7), Terms and Conditions review (Section 8), and required forms (Section 9) will not be scored; however, they will be reviewed, and proposals may be considered non-responsive if these elements are incomplete or not included.

Evaluation Category	Points
Section 1: General Contractor Information	5
Section 2: Organizational Stability	5
Section 3: References	10
Section 4: Experience and Qualifications	25

Section 5: Service Approach	20
Section 6: Reporting and Transition	10
Price Proposal	25
Total	**100**

The evaluation scores will be used to identify the most qualified respondents and to narrow the field for further review. A highest preliminary score does not guarantee selection for award, and the College reserves the right to conduct additional evaluation activities, including interviews, demonstrations, reference checks, clarification requests, and negotiations, before determining which proposal offers the best overall value to the College.

The College may establish a minimum technical score that proposals must achieve before price proposals are evaluated. The College may, at its discretion, determine that proposals not meeting the minimum technical score will not proceed to price evaluation.

The College may request clarifications, conduct interviews, request presentations or demonstrations, perform reference checks, request best and final offers, and negotiate with one or more respondents, as permitted by college policy and procurement practice.

Reservation of Rights

The College reserves the right to:

- Reject any or all proposals, in whole or in part.
- Waive minor irregularities, informalities, or technicalities.
- Request clarifications, supporting detail, or additional cost information.
- Determine whether a proposal is responsive and whether a respondent is responsible.
- Conduct interviews, request demonstrations, or request additional written information.
- Negotiate with one or more respondents.
- Make no award if determined to be in the best interest of the College.
- Award to the respondent whose proposal is determined to provide the best overall value to the College.

Additional Instructions

- Proposal responses should be prepared simply and economically, providing a clear, concise, and complete description of the respondent's capabilities.
- Substantially incomplete proposals or proposals lacking required information may be rejected.
- Proposals shall remain valid for a minimum of ninety (90) days from the submission deadline unless otherwise stated in this RFP.
- Award recommendations may be posted on the College's procurement platform. Respondents that are not recommended for award may request a debrief meeting by contacting the Purchasing Department in accordance with the College's purchasing policies.
- All costs incurred by respondents in preparing and submitting proposals are the sole responsibility of the respondent.
- Lansing Community College is a tax-exempt organization.
- Once submitted, all proposals are considered property of Lansing Community College and may be retained, used for evaluation, and disclosed as permitted by the Michigan Freedom of Information Act.

Section 12: Vendor Acknowledgment and Certification

This Vendor Acknowledgment and Certification page must be signed and submitted with the proposal to ensure a valid response. Proposals submitted without this page may be considered non-responsive.

By submitting a proposal, the Vendor acknowledges and certifies that:

- All requirements of this RFP have been read and understood.
- The Vendor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any State or Federal department or agency.
- Any responses, materials, correspondence, or documents provided to LCC are subject to the State of Michigan Freedom of Information Act and may be released to third parties in compliance with that Act.
- The Vendor is not an Iran-linked business as defined in MCL 129.312.
- By signing below, the Vendor warrants that the information submitted in its proposal is complete and factual.
- The individual signing below has authority to enter into this proposal on behalf of the Vendor.
- The proposal shall remain valid for a minimum of ninety (90) days from the submission deadline.
- While it is the College's preference that the Vendor accept LCC's standard agreement as issued, the College may consider extensive requested changes to the agreement as a reason to exclude a Vendor from further consideration.
- The Vendor affirms that its proposal is genuine and not collusive or sham and that it has not colluded, conspired, or agreed, directly or indirectly, with any other respondent or person to fix bid prices, overhead, profit, or cost elements, or to secure any unfair advantage in connection with this solicitation.
- The Vendor affirms that it has not authored, written, or provided assistance in the creation of the specifications for this RFP and has not communicated, or provided gifts, gratuities, kickbacks, money, or anything of value to any College official, officer, or employee for the purpose of obtaining information, influencing the specifications, or securing favorable treatment or contract award.
- The Vendor acknowledges that any attempt to offer or provide improper gratuities or influence to College personnel in connection with this RFP may result in disqualification or termination of any resulting contract.

Company Name: ____

Signature: ____

Printed Name, Title, and Date: _______________________________

Address, City, State, Zip: __________________________________

Email and Phone Number: ___________________________________

EIN/D&B No.: ____

Business Operations Division
Purchasing Department
309 N. Washington Square, Suite 202, Lansing, MI 48933
517-483-1785 · lcc.edu/purchasing · B-Ops-Purchasing@lcc.edu

Attachments

The following attachments will be issued with this RFP:

- Attachment A – Price Proposal Form
- Attachment B – Standard Terms and Conditions
- Attachment C – EAP Background

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