

Oldham County Board of Education

EAP Services — Vendor Proposal Response Template

RFP #: 2026-04 | **Due:** May 5, 2026 by 12:00 PM EST

Instructions: Complete all sections in full. Do not alter the template structure. Attach additional pages as needed, labeled by section number. Incomplete responses may be deemed non-responsive.

SECTION 1 — QUALIFICATIONS & BACKGROUND

1.1 Provide a brief company overview, including experience with K-12 or public sector organizations and any prior relationship with Oldham County Schools.

Response:

1.2 List relevant certifications, accreditations, or professional affiliations.

Response:

1.3 Identify any subcontractors involved in service delivery (name, services provided, contact info).

Response:

SECTION 2 — COMPLETE SERVICE OFFERING & COST

Instructions: List EVERY service your company offers, including all services outlined in the RFP as well as any additional services not listed. For each service, provide the delivery method and the associated cost. If a service is included at no additional cost within a package, note that in the cost column. Use additional rows as needed.

2A — Counseling Services

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
<i>In-Person Counseling</i>			

<i>Phone Counseling</i>			
<i>Online/Video Counseling</i>			
<i>24-Hour Crisis Hotline</i>			
<i>Fitness for Duty Referrals</i>			

Minimum sessions per employee per year: _____ Average appointment wait time: _____

2B — Legal Services

<i>Service</i>	<i>Offered? (Y/N)</i>	<i>How Delivered</i>	<i>Cost Per Employee / Per Use / Included</i>
<i>Divorce</i>			
<i>Landlord/Tenant Issues</i>			
<i>Real Estate Transactions</i>			
<i>Wills and Power of Attorney</i>			

<i>Civil Lawsuits and Contracts</i>			
<i>Identity Theft Recovery</i>			

2C — Financial Services

Service	Offered? (Y/N)	How Delivered	Cost Per Employee / Per Use / Included
<i>Saving for College</i>			
<i>Debt Consolidation</i>			
<i>Mortgage Issues</i>			
<i>Estate Planning</i>			
<i>General Tax Questions</i>			
<i>Retirement Planning</i>			
<i>Family Budgeting</i>			

2D — Online Resources

Topic	Offered? (Y/N)	Description	Cost Per Employee / Per Use / Included
<i>Depression</i>			
<i>Marriage and Relationships</i>			
<i>Stress Management</i>			
<i>Anxiety</i>			
<i>Conflict Management</i>			
<i>Weight Management</i>			
<i>Communication</i>			

Platform access (web/app/other): _____ Content update frequency: _____

2E — Additional Services Not Listed Above

Use this section to list any services your company offers that are not captured above.

Service	Category	How Delivered	Cost

SECTION 3 — PRICING SUMMARY

	Cost
<i>Cost Per Employee Per Year (Full Package)</i>	
<i>Cost Per Employee Per Year (Basic Package, if applicable)</i>	
<i>One-Time Setup / Implementation Fee</i>	
<i>Any Additional or Overage Fees</i>	
<i>Estimated Total Annual Cost (___ employees)</i>	

Multi-year or volume discount available? ☐ Yes ☐ No — If yes, describe:

Response:

Contract Term Acknowledgment: The initial contract period is three (3) years from the date of signing, with up to two (2) optional one-year renewals at OCBE's discretion.

☐ We acknowledge and agree to the contract term as stated above.

If your pricing varies by contract year, please detail below:

Year	Cost Per Employee Per Year	Estimated Total Annual Cost
<i>Year 1</i>		
<i>Year 2</i>		
<i>Year 3</i>		
<i>Year 4 (Optional Renewal)</i>		
<i>Year 5 (Optional Renewal)</i>		

SECTION 4 — CUSTOMER SERVICE & EMPLOYEE ACCESSIBILITY

This section is a priority area for evaluation. OCBE is committed to ensuring employees feel supported and can easily access the services they need.

4.1 *Describe how employees access EAP services (e.g., phone, web portal, app, direct scheduling). How many ways can an employee reach your company?*

Response:

4.2 *What are your hours of availability for employee-facing support (not including crisis hotline)?*

Response:

4.3 *What is your average response time when an employee reaches out for the first time?*

Response:

4.4 *Describe your process for following up with employees after initial contact to ensure their needs are being met.*

Response:

4.5 *How are employees made aware of available services (onboarding materials, digital resources, employer communications, etc.)?*

Response:

4.6 *Is communication and support available in languages other than English? If yes, list languages available.*

Response:

4.7 *Describe the dedicated point of contact or account manager your company provides for OCBE as the employer. How quickly can OCBE administrators expect a response when reaching out?*

Response:

4.8 *How do you measure and report on employee utilization and satisfaction? How often are these reports provided to OCBE?*

Response:

SECTION 5 — REFERENCES

	Reference 1	Reference 2	Reference 3
<i>Organization</i>			
<i>Contact Name & Title</i>			
<i>Phone / Email</i>			
<i>Services Provided</i>			
<i>Length of Relationship</i>			

SECTION 6 — CERTIFICATION & SIGNATURE

By signing below, the authorized representative certifies that all information is accurate, the proposal is valid for 90 days from submission, and the company agrees to comply with all terms of RFP #2026-04, including KRS 424, Board Policy 03.23251, KRS 45A, and all applicable federal laws.

Signature

Name/Time

Date

Questions: Kate Luxemburger | kate.luxemburger@oldham.kyschools.us | Deadline: April 24, 2026