GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

On-line access to contract ordering information, terms and conditions, and up-to-date pricing are available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: http://www.gsaadvantage.gov

Human Resources &
Equal Employment Opportunity (EEO) Services

Schedule Number: 738 PART X

Product/Service Codes: R799

Contract Number: GS-02F-0004T; Modification No. PO-0013; Date: 7/21/2016

Contract Period: October 10, 2016 through October 9, 2021

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.fss.gsa.gov.

ComPsych® Corporation
Employee Assistance Program, Inc.

NBC Tower, 455 North Cityfront Plaza Drive, 13th Floor, Chicago, IL 60611-5322
Telephone 312-595-7460  Fax 312-660-7596
Jason Pagels, Director - Business Development
E-mail jpagels@compsych.com
www.compsych.com

Large Business Classification
**About ComPsych®**

ComPsych® Corporation is the world’s largest provider of employee assistance programs (EAP) and is the pioneer and worldwide leader of fully integrated EAP, behavioral health, wellness, work-life, HR, FMLA and absence management services under its GuidanceResources® brand. ComPsych provides services to more than 31,000 organizations covering more than 82 million individuals throughout the U.S. and over 130 countries. By creating “Build-to-Suit” programs, ComPsych helps employers attract and retain employees, increase employee productivity and improve overall health and well-being. For more information, visit [www.compsych.com](http://www.compsych.com).

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**CUSTOMER INFORMATION FOR ORDERING ACTIVITIES**

1a. **Table of Awarded Special Item Number(s):** SIN 595-28 Employee Assistance Program (EAP)

1b. **Identification of the lowest priced service for each special item number awarded in the contract.** This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price.

<table>
<thead>
<tr>
<th>Employee Assistance Program (EAP) Model</th>
<th>Government Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of in-person sessions with a local EAP counselor, per person, per issue, per year</td>
<td>Years 1 – 5</td>
</tr>
<tr>
<td>Domestic EAP</td>
<td></td>
</tr>
<tr>
<td>1- 3 Session</td>
<td>$0.92 PEPM*</td>
</tr>
<tr>
<td>Domestic EAP</td>
<td></td>
</tr>
<tr>
<td>1 – 5 Sessions</td>
<td>$1.01 PEPM</td>
</tr>
<tr>
<td>Domestic EAP</td>
<td></td>
</tr>
<tr>
<td>1 – 8 Sessions</td>
<td>$1.08 PEPM</td>
</tr>
<tr>
<td>Domestic EAP</td>
<td></td>
</tr>
<tr>
<td>1- 3 Sessions with Resources and Referrals</td>
<td>$1.26 PEPM</td>
</tr>
<tr>
<td>Domestic EAP</td>
<td></td>
</tr>
<tr>
<td>1 – 5 Sessions with Resources and Referrals</td>
<td>$1.37 PEPM</td>
</tr>
<tr>
<td>Domestic EAP</td>
<td></td>
</tr>
<tr>
<td>1 – 8 Sessions with Resources and Referrals</td>
<td>$1.44 PEPM</td>
</tr>
<tr>
<td>International EAP</td>
<td></td>
</tr>
<tr>
<td>1- 3 Sessions</td>
<td>$2.83 PEPM</td>
</tr>
<tr>
<td>International EAP</td>
<td></td>
</tr>
<tr>
<td>1 – 5 Sessions</td>
<td>$3.15 PEPM</td>
</tr>
<tr>
<td>Service</td>
<td>Price</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>International EAP 1 – 8 Sessions</td>
<td>$3.76 PEPM</td>
</tr>
<tr>
<td>On-site Critical Incident Stress Debriefings</td>
<td>$190.00 per hour</td>
</tr>
<tr>
<td>On-site Seminars</td>
<td>$150.00 per hour</td>
</tr>
<tr>
<td>On-site Counseling Staff</td>
<td>$67.00 per hour</td>
</tr>
</tbody>
</table>

* Per Employee Per Month  
All prices in $USD.

**ComPsych Domestic/International EAP and Work-Life Services**

Our suite of services, called GuidanceResources®, are designed to provide employees with immediate access to information, resources, and creative solutions to address personal life challenges. Our EAP, up to an 8-session model, is customized to help your employees address a wide range of issues, from stress and marital/family conflicts, balancing work and family, to major life changes.

Clients access ComPsych’s GuidanceResources Unit via a 24-hour toll-free line. Callers speak immediately with GuidanceConsultants, masters level intake counselors, who listen to clients’ issues, assess their needs, make initial recommendations, and refer them to internal ComPsych resources or the local specialists required to resolve the issue.

In clinical cases, GuidanceConsultants match clients with a local provider using our automated system that pinpoints providers within close proximity. Our local EAP providers are state-licensed, clinical professionals who understand the workplace-related EAP service delivery model. With over 50,000 EAP providers nationally, ComPsych has one of the largest networks in the industry which helps assure easy access for your employees and their family members. Providers typically spend the first and second sessions evaluating clients. Then, they facilitate treatment within the remaining sessions. If necessary, providers may recommend ongoing treatment under the medical plan or with community resources—assisting in the client’s transition.

**EAP Network Management**

ComPsych’s strength lies in the quality and breadth of our provider network. We build our network to mirror customer needs, adding providers where our customers’ employees reside and work.

ComPsych’s provider network includes only fully credentialed, state-licensed clinicians. More than 70 percent of our providers have more than 10 years of clinical experience and 17 percent have more than 20 years of experience. Additionally, over 20% of our providers are women-owned small businesses.
**Performance measured against quality standards** ComPsych’s high-touch, treatment care review plays an important part in our provider monitoring practices—we contact providers directly, unlike most health plans that have downgraded this process to a low-touch Web or interactive voice response process. We review our providers regularly through quality assurance monitoring and care review interactions.

**Biannual re-credentialing** To ensure high quality care and integrity, ComPsych’s Network Services Department re-credentials all providers every two years. *Our practice exceeds the NCQA requirements of every three years.* Only providers who possess satisfactory results and qualifications are re-credentialled and extended referrals.

**Client Follow Up and Satisfaction Surveys**

We take responsibility for client satisfaction throughout the life of the case. Within 48 hours and then again 10 days after a referral, **ComPsych follows up with the client** to ensure that the services and information met or surpassed expectations. Collecting feedback ensures our referral integrity.

**Management Consultation and Referrals**

When an agency needs to refer an employee to the EAP, ComPsych’s management referral specialists assist your agency’s managers/supervisors or HR professionals throughout the process. Referrals can be either informal or formal.

An *informal referral* occurs when an employee comes to his or her manager with an issue, or when a manager identifies an issue during initial performance and disciplinary discussions. The manager reminds the employee that the EAP can assist him or her. The employee can choose to use the EAP service or not.

In a *formal referral*, a manager/supervisor directs the employee to utilize EAP services after informing the employee that performance or behavior issues are impacting productivity or when a policy such as drug-free workplace has been violated. Managers/supervisors formally refer employees after taking disciplinary steps.

**Detailed Quarterly Utilization Reports**

Your agency will receive reports including data on utilization and presenting issues with valuable metrics for your evaluation. ComPsych reports contain the following information:

- All cases seen
- Organizational trends
- Demographic data
- Utilization trends
- Intervention and promotion strategies
- Recommendations for program direction

**Promotional Communications Materials**

We are committed to maintaining high awareness of the GuidanceResources program so employees receive the most benefit from our services. We will develop a new employee communication package that includes launch letters, brochures, wallet cards, posters, flyers,
and other materials you may need. As your provider of EAP services, ComPsych will provide promotional posters and reminders to increase program awareness and utilization. These tools routinely result in increases of up to 5-7% additional program utilization over previous EAP provider’s programs.

- **Brochures**—Outline all program services and provide information on how to access them.

- **Wallet Cards**—At a glance, wallet cards inform employees on how to contact the GuidanceResources program, and they are easily accessible in a purse, wallet, or desk drawer.

- **Posters**—Promote various topics within behavioral health and wellness, such as work-life balance and healthy communication, while serving as a reminder of ComPsych’s services. Our posters are imaginative and eye-catching, perfect for displaying in high traffic areas such as employee lunchrooms. We update posters on a semiannual basis to provide a refreshing view on program benefits.

- **Flyers**—As an easy avenue of program communication, flyers are topical and encourage program access to deal with the challenges of daily life. We update flyers on a semiannual basis to remind employees of our valuable program.

- **Email**—As an informative communication tool, ComPsych provides email messages to enhance awareness. Emails summarize program benefits and promote utilization. Employees can store the message for easy reference.

- **Topical Articles**—ComPsych tracks current issues in employment, behavioral health, and work-life balance to identify interesting wellness topics. We author informative, relevant articles and distribute them to our customers. Organizations with intranets use the articles as content on their internal websites, adding value to the employee benefits pages. Many organizations also use our articles as content for their internal newsletters. Articles also advertise the toll-free number and other program access information.

### Training Sessions

To further our communications objective, ComPsych has included employee and managerial orientation sessions (one employee session annually for every 250 employees; one managerial session annually for every 500 employees) within our program pepm.

Orientation sessions are fundamental in fostering employee awareness. We offer separate orientation sessions for employees and management—as their interactions with our service are different. Employee orientation sessions focus on program benefits and features, while we add to management orientation information about our referral processes and using the EAP to complement management strategies.

- The *employee* orientation sessions introduce the GuidanceResources concept and program, covering the following topics:
  - Information on history, background, and purpose of the GuidanceResources program
  - Explanation of how to access the benefit
  - Description of employer-specific services
• Reminder that the program is offered at no cost to employees and their family members
• Examples of issues for which the EAP and work-life services can help
• Assurance of program confidentiality

ComPsych employee orientation sessions adapt to a wide variety of audiences, including all ages, sexes, ethnicities, and varying work environments.

The manager/supervisor orientation sessions discuss how to use the EAP to support employees and maximize their productivity. ComPsych’s unique, copyrighted program helps managers/supervisors identify troubled employees and encourage them to seek help.

The one-hour session:
• Outlines the types of issues and problems addressed by the EAP
• Coaches managers and supervisors on how to recognize issues that may be impacting an employee’s productivity and assists them in staying focused on the employee’s behavior and performance, as opposed to personal issues
• Reviews the process for accessing critical incident response services
• Explains the difference between formal and informal referrals and discusses how to make a timely and tactful referral

**Critical Incident Response—Management Consultation**

When managers and supervisors are concerned about an employee situation or see their teams impacted by a traumatic event, the ComPsych Critical Incident Response Unit is available immediately. After a manager calls the EAP intake toll-free number, a ComPsych staff CISD coordinator gathers information about the incident and provides phone intervention. If the situation requires on-site intervention, the CISD coordinator sends a provider to address the situation on-site. ComPsych is an industry leader in the provision of CISD response and has its own proprietary network nationwide to promote onsite counseling unlike other EAP vendors who contract these services out. (Onsite CISD services are discussed on page 8.)

**Online Information and Tools**

Secure, password-protected access to GuidanceResources® Online, ComPsych’s award-winning Internet site that offers helpful information, advice and interactive tools covering thousands of topics on subjects such as health and wellness, family, relationships, career, education, personal finances, laws and regulations, leisure, home and auto. GuidanceResources Online includes the following features:
• Interactive tools and assessments such as financial calculators, budgeting spreadsheets, language translator and personal issue quizzes
• Customized child care provider/facility lookup and mapping for more than 500,000 resources by location and preference, availability verification based on specific criteria
• Comprehensive elder care facility lookup by location, with ratings and rankings research, and current availability and information on more than 100,000 providers
• Information regarding colleges and universities, career schools, graduate programs, scholarships and testing information; searchable by detailed criteria
• Attorney resource lookup and mapping by ZIP code and proximity for more than 6,300 firms and 15,000 practitioners
• Link to economically create simple, legally binding wills
• Financial planner lookup and mapping by ZIP code and proximity for more than 18,000 financial professionals
• Discounts through partners such as DirectTV and VPI Pet Insurance, as well as access to a robust, members-only discount portal, Working Advantage.
• On-demand training modules that are an alternative to traditional full-length training sessions. These online learning modules are brief in length and include audio, video and interactive components. Examples of on-demand training topics include Stress - A Way of Life or Fact of Life?, Managing Personal Finances, and Time Management Tools & Principles.
• Special Condition Portals and Communities for issues such as autism, elder care, healthy habits, bullying, maternity and more. These community hubs include “Resources for Caregivers and Loved Ones”; Videos, HelpSheets and Links to External Resources. For example, the autism hub includes topics such as: “What are Some Common Signs of Autism Spectrum Disorder?” and “Is Autism Spectrum Disorder Inherited.”

ComPsych’s in-house GuidanceResources Online team creates a wide variety of proprietary content and leverages partnerships with key industry leaders to populate the site with current news stories, expert articles, and other valuable information for our customers. ComPsych’s award-winning website offers employees and family members a best-of-class user experience.

Resources and Referrals for Legal, Financial, and Family Issues

LegalConnect®—Provides unlimited telephone access to our expert staff attorneys who are experienced in handling both the practical and emotional side of legal concerns. Access to LegalConnect includes the following:
• Free 30-minute assessment and 25 percent discount off fees when in-person representation is necessary. ComPsych’s proprietary network is over 13,000 strong and not contracted out like other EAP vendors.
• Post-referral support for additional questions
• Referrals to self-help resources, legal aid organizations, government resources, and other low cost or free legal provider options
• Articles applicable to the caller’s issue

FinancialConnect®—Provides unlimited telephone access to Certified Public Accountants (CPA), Certified Financial Planners® (CFP®), and other financial experts on staff at ComPsych for financial and insurance issues. FinancialConnect also includes:
• Referrals to self-help resources, financial aid organizations, government resources, other low cost or free financial provider options, as well as to a network of CFPs
• Articles applicable to the caller’s issue

FamilySource®—Provides unlimited help for child-care, adoption, education, elder-care, pet care, and personal convenience needs. FamilySource has these features:
• Customized research, tailored educational materials, referrals and vacancy checks
• Consultation, coaching, and qualified referrals regarding parenting, child care, and aging concerns
• Education regarding the adoption process and referrals to qualified agencies
• Assistance identifying pre-schools, elementary schools, high schools, colleges, and graduate and professional programs
• Support addressing pet care needs
• Resources and referrals for personal convenience service providers including event planning, home improvement, moving, and shopping
• Information regarding general health and wellness topics

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

ComPsych offers on-site critical incident providers, on-site seminar facilitators, and on-site counselors on an hourly, fee-for-service basis. The following descriptions summarize their experience, responsibilities and education.

On-site Critical Incident Providers

On-site critical incident providers are responsible for conducting Critical Incident Stress Debriefings (CISDs). A CISD is a group or individual meeting session organized for people affected by a critical event. CISDs aim to reduce the likelihood of long-term psychological consequences for individuals exposed to the critical event. The session offers support, normalizes trauma responses and helps clients manage the symptoms.

ComPsych delivers CISD services through our fully credentialed proprietary network of specialists whose training and experience has emphasized crisis intervention in response to traumatic events. Not only do these providers meet rigorous credentialing and liability requirements but they are also expert in CISD services and contractually agree to specific response time frames. We are regarded as the industry leader in critical incident response, with the nation’s most comprehensive critical incident stress debriefing (CISD) network. Our CISD coordinators and providers use their advanced education in the behavioral health field, clinical experience, and crisis intervention to address issues for our customers.

ComPsych’s on-site critical incident providers meet the following minimum criteria:

Before being credentialed into our CISD network, providers must complete a focused questionnaire tailored to assess their experience and training relevant to crisis intervention. To assure a consistently professional approach to CISDs by all providers, ComPsych extends training materials to all specialists. And in specific instances, providers are required to pass a written test before being accepted into our network to assess their understanding and preparedness to conduct a CISD. CISD providers are also required to have the following:

• Master's degree in a behavioral health-related field or PhD/PsyD (for psychologists)
• License to practice within the state at the highest level of independent license granted by the appropriate state licensing board
• Three years’ post-graduate experience
• Malpractice insurance ($1 million per occurrence/$3 million aggregate)
- Certification or advanced education in critical incident support
- Willingness to participate in ComPsych’s quality oversight and assurance programs

ComPsych’s credentialing process includes verifying malpractice claims, researching pending legal cases, documenting license actions and investigating sanctions by Medicare/Medicaid.
On-site Seminar Facilitators

On-site seminar facilitators lead EAP orientations and work-life workshops for employees, supervisors and managers. EAP orientations serve the purpose of educating staff on how to access the EAP and explain to them its confidentiality. Work-life workshops educate staff on topics of interest in balancing the demands of work and life, while reminding staff of the availability of the EAP.

ComPsych’s on-site seminar facilitators meet the following minimum criteria:

- An academic degree in a field such as training, HR, social work or psychology
- A demonstrated ability to conduct EAP orientations and workshops on work-life topics
- An expertise in an EAP or work-life specialty such as substance abuse or anger management

On-site Counselors

On-site counselors work at ComPsych customer locations and are dedicated to the needs of the organization. On-site counselors are available for one-on-one EAP sessions with individual employees, and in addition, they support the human resources function in the organization with services such as management referral.

ComPsych’s on-site counselors are fully credentialed, state-licensed clinicians. They possess a master’s degree in a behavioral health-related field or PhD/PsyD (for psychologists), a license to practice within the state at the highest level of independent license granted by the appropriate state licensing board, and a minimum of three years’ post-graduate experience.

In addition, on-site counselors are certified or have completed advanced education in specialization areas such as substance abuse, stress management and other specializations that support their corporate EAP and work-life goals and objectives.

ComPsych’s credentialing process includes verifying malpractice claims, researching pending legal cases, documenting license actions, and investigating sanctions by Medicare/Medicaid.

2. **MAXIMUM ORDER:** $1,000,000

3. **MINIMUM ORDER LIMITATION:** $100.00

4. **GEOGRAPHIC COVERAGE (DELIVERY AREA):**
The 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and international.

5. **Points of Production:** Chicago, Cook County, Illinois, USA

6. **Discount from list prices or statement of net prices:**
Prices shown here are net (discount included)
7. **Quantity/Volume Discounts:** Insert discounts only if they were negotiated in the contract.

   1. Volume discount of 10% on orders of $700,000 to $1,000,000
   2. Volume discount of 5% on orders of $500,000 to $699,999
   3. Volume discount of 3% on orders of $200,000 to $499,999

8. **Prompt Payment Terms:** Net 30 days

9a. Government purchase cards are accepted up to the micro-purchase threshold of $2,500.00.

   Accepted

9b. Government purchase cards are accepted OR are not accepted above the micro-purchase threshold of $2,500.00.

   Accepted

10. **Foreign Items:** None

11a. **Time of Delivery:** Within required timeframes as established by Government regulations and/or within the period specified in the ordering agency’s performance-based statement of work and the order.

   Will adhere to delivery schedule as mutually agreed upon.

11b. **Expedited Delivery:** Expedited deliver is available as mutually agreed upon.

11c. **Urgent Requirements:** Contact the Contractor for the purpose of obtaining accelerated delivery pursuant to Clause No. I-FSS-140-B, Urgent Requirements.

   **Agencies with urgent requirements should contact:**

   Jason Pagels
   Director, Business Development
   312-595-7460
   jpagels@compsych.com

12. **F.O.B Point(s):** Destinations

13. **Ordering Address(es):** ComPsych Corporation
    NBC Tower
    455 North Cityfront Plaza Drive, 13th Floor
    Chicago, IL 60611-5322
    Telephone 312-595-7460
    Fax 312-660-7596
    E-mail jpagels@compsych.com
    www.compsych.com
14. **Payment address(es):**
ComPsych Corporation  
NBC Tower  
455 North Cityfront Plaza Drive, 13th Floor  
Chicago, IL 60611-5322

15. **Warranty Provision:** The contractor warrants and implies that the services rendered under the contract are merchantable and fit for the particular purpose described in the contract.

ComPsych warrants that the services rendered under the contract are fit for the particular purpose described in the contract.

16. **Data Universal Number System (DUNS) number:** 77-993-5295

17. **We are registered in the System for Award Management (formerly CCR) database.**

18. **Terms and conditions of rental, maintenance, and repair (if applicable).** Not applicable

19. **Terms and conditions of installation (if applicable).** Not applicable

20. **Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable).** Not applicable

20a. **Terms and conditions for any other services (if applicable).** Not applicable

21. **List of service and distribution points (if applicable).** Not applicable

22. **List of participating dealers (if applicable).** Not applicable

23. **Preventive maintenance (if applicable).** Not applicable

24a. **Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).** Not applicable

24b. **If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor’s website or other location.)** The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/). GuidanceResources Online (GRO) is currently an accessible web-based Internet Application. ComPsych continues to audit the site for accessibility quarterly and apply enhancements to make GRO more accessible. Currently, GRO is fully or partially complaint on roughly 80% of applicable Section 508, Subpart B, Section 1194.22 provisions for Web-based Intranet and Internet Information and Applications. GRO is compliant for all HelpSheets and Q&As. GRO web pages are organized and designed, so they are readable without requiring an associated style sheet, and so all information is conveyed without color. GuidanceResources Online does not use image maps; and, for most multi-media presentations, provides HelpSheets with equivalent information. After redesign initiatives continue throughout 2016, GuidanceResources Online will be even more accessible. The redesign will take into consideration W3C standards for Web Content Accessibility (WCAG) and Accessible Rich Internet Applications (WAI-ARIA).
25. **Data Universal Number System (DUNS) number.** 77-993-5295

26. **Notification regarding registration in Central Contractor Registration (CCR) database.** We are registered in the System for Award Management (SAM) (formerly CCR) database.

Please see 1b. above for pricing on special items for SIN 595-28 Employee Assistance Program. Pricing is stable in years 1 through 5 of the contract, which is the period October 10, 2016 – October 9, 2021.