



GENERAL SERVICES ADMINISTRATION  
Federal Supply Service

Authorized Federal Supply  
Schedule Price List

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The Internet address to GSA Advantage! is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Human Resources and EEO Services**

**Federal Supply Group:** 738X, SIN: 595.28, Social Services

**Contract Number:** GS02F0037P

**Contract Period:** 11/20/13 through 11/19/18

**DUNS Number:** 60-806-9589

For more information on ordering from Federal Supply Schedules click on the FEE Schedules button at [fss.gsa.gov](http://fss.gsa.gov).

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E-mail [sales@eapconsultants.com](mailto:sales@eapconsultants.com)

**Internet address:** [www.eapconsultants.com](http://www.eapconsultants.com)

**Business size:** Small

Prices Shown Herein are Net (discount deducted)

## **About EAP Consultants, Inc.**

**Corporate History:** EAP Consultants, Inc. is an Employee Assistance Program (EAP). We are a leading provider of outstanding, comprehensive Employee Assistance Programs and Work/Life Services, and have been an innovator in the field for over twenty years. Our services are tailored to the needs of your organization, and delivered with our responsive and compassionate approach.

We have extensive experience serving Federal Government agencies internationally since 1989. This experience provides us with an in-depth knowledge of the issues that are unique to working in the Federal government, and enhances our service delivery to your employees and to the organization.

**Comprehensive services-** Our wide range of services addresses virtually all of the emotional, personal and wellness needs of your employees resulting in greater productivity, higher morale and better health. Our unlimited management, organizational and human resource consultation is a highly valued resource that will enhance your agency's success.

A sample list of our services includes:

- Assessment, Counseling, Referral, and Case Management
- Work/Life
- Wellness
- Training (live and online)
- State-of-the-art, Internet based EAP, work/life, training and wellness programs
- Management, organizational and human resource consultation
- Trauma response services
- Drug-free workplace support services
- Educational materials and resource information

**A partnership approach to our customer relationships-** EAPC makes it a point to listen and learn from our customers while designing programs that meet their unique needs, culture, and business objectives. We have over 18 years of EAP experience and make it a practice to use what we learn from customers to enhance our services.

At EAPC, we have never lost sight of the fact that every organization is unique having its own philosophy, culture, policies, and business objectives. We will become familiar with your needs to most effectively serve you. We are committed to providing operational excellence through clinically sound standards and procedures, accountable partnerships with providers and a proactive approach to customer service.

**An outstanding customer retention and satisfaction record-** Since our inception over 20 years ago, we have maintained all contracts except for such reasons as when a client company went out of business or was acquired by another company. No company has ever terminated our program because it was not satisfied with our performance or did

not recognize the value of our programs. This longevity of our business relationships is a strong indicator of customer trust in and satisfaction with EAPC's services.

EAPC has received other endorsements of our commitment to quality programs. We were honored with the "Administrator's Award for Excellence" by the U.S. Small Business Administration for providing exceptional EAP services to the Federal Government.

Our quality improvement program results continuously demonstrate nearly 100% customer and client satisfaction with our services. Over 70% of employees report that they became more effective on the job as a result of using our EAP, with a majority reporting that the EAPC program improved their productivity and reduced their work absences.

Smooth implementations, customer-focused account management, and stellar service delivery are some of the factors that contribute to our impressive record.

**Industry leading service utilization rates-** Possibly the most key metric indicating the value of an EAP is its utilization by employees, family members, and supervisors. High utilization means employees know the EAP is a confidential, acceptable and practical method of obtaining assistance with a myriad of life's problems that can distract them from work responsibilities. Appropriate use by supervisors means the EAP is a valuable management tool utilized to improve productivity, support human resource functions, and aid troubled employees. Our typical 10-15% utilization rate for core EAP services across our book of business, plus the additional utilization rate of 7% for our On-line EAP and work/life program speaks to the quality, accessibility, and promotion of our EAP. We expect to achieve similar metrics for your agency, ensuring a solid return on investment.

**Immediate response to all service requests-** EAPC has counselors immediately available 24 hours per day, 7 days a week. An answering service and voice prompt system are never used. Our counselors staff the phones around the clock. Participants can call at any time whether it is to schedule an appointment or get help with a crisis. Multilingual interpreter services are available in 140 languages.

**A specially credentialed, national EAP clinician network-** EAPC's stringent focus on EAP specialization has resulted in the development of a high quality, EAP-only network that serves our customers. They are proficient at providing accurate assessments, short-term focused counseling and proper referrals. They are committed to seeing clients in a timely fashion and offering convenient day, evening and Saturday appointments.

**A company-wide commitment to EAP core technology-** EAPC's commitment to EAP principles and best practices is demonstrated through our specialized recruitment and training of EAPC staff consultants, customer service representatives, and EAP network clinicians. Our philosophy is grounded in recognized EAP core technologies

including the provision of quality consultation and training services for managers and supervisors concerning both troubled employees and larger organizational issues, ongoing, long-term case management to ensure employees are benefiting from the EAP or treatment interventions, and timely and targeted assessment, referral and short-term counseling services.

**Attentive Account Management-** Your Account Manager serves as your single point of contact. The Account Manager assists with EAP implementation, day-to-day program management, and contract oversight.

We recognize that your organization has its own unique set of business needs and challenges. Your Account Manager will focus on getting to know your organization and will strategize with you on how the EAP can best meet your special needs. The Account Manager will work with you to ensure that our program assists in improving productivity, recruitment, retention, morale, employee relations, and supports your drug-free workplace.

Because we believe that effective account management is critical to EAP success, all Account Managers are seasoned professionals. At a minimum, they are nationally certified employee assistance professionals (CEAPs) with at least ten years EAP account management experience, a Masters degree and licensure in the mental health field.

### **EAPC- An Experienced Partner for the Long Term**

EAPC is a progressive, stable company that has been providing employee assistance programs to Federal agencies since 1989. Our performance history demonstrates resoundingly our commitment to providing the highest quality EAP services available in the industry today. We have a proven ability to deliver a highly responsive, customized, and cost-effective employee assistance program for your organization.

Our comprehensive, quality services will boost your employees' productivity, morale and retention. Both your organization and your employees will benefit from the professionalism, experience and dedication of the EAP Consultants' team.



## CUSTOMER INFORMATION

EAP Consultants, Inc. provides comprehensive employee assistance programs and work/life services that cover both employees and their family members. Below is the cost per employee per month for years 11/20/08 through 11/19/13. Prices shown herein are net (discount deducted).

<b># of Employees</b>	<b>3 sessions per problem</b>	<b>6 sessions per problem</b>	<b>8 sessions per problem</b>
1-4,999	\$1.31	\$1.85	\$2.25
5000-9999	\$0.99	\$1.44	\$1.74
10000-14999	\$0.96	\$1.39	\$1.59
15000-49999	\$0.93	\$1.35	\$1.55
50000-99000	\$0.90	\$1.29	\$1.49
100000-499000	\$0.87	\$1.20	\$1.40
500000+	\$0.71	\$0.96	\$1.16

Employees and each of their family members are entitled to the contracted number of sessions each year.

Services included in the above quote are the following:

### Counseling Services

- Face-to-face assessment, short term counseling, referral and follow-up for alcohol and drug problems, work related difficulties, marriage and family issues, emotional and psychological problems, and other personal concerns that may affect employee well-being and job performance
- Counseling offices located conveniently to your employees
- 24 hour per day, 7 day per week, toll-free telephone access to mental health professionals. Participants may also securely request all services from our website.
- Multilingual interpreter services available in 140 languages
- Case management that includes coordinating referrals to resources beyond the EAP, when needed

### Work/Life Services

- Childcare information and referrals for all types of childcare, camps and schools. Includes vacancy checks.

- Eldercare information and referrals. Elder care specialists gather information about the callers elder care situation to determine which services are needed. All resource and referral information is checked and verified prior to being sent to the employee. Sources of financing are provided.
- Adoption resources
- Legal consultation provided by attorneys. Simple Wills prepared at no cost. Clients are entitled to a complete review with comments on any legal document that is up to 6 pages. Plan attorneys will make a phone call or write a letter on behalf of a client if it will resolve the legal problem. Twenty-five percent discount off attorney's hourly rate for legal services rendered beyond the EAP is provided.
- Financial consultation by experts regarding debt matters, investment options, money management, and retirement planning.
- Academic resources, including customized profiles for k-12 schools, military schools, boarding schools and colleges. College planning guides are available.
- Tutoring referrals for academic assistance. Information available on programs that provide tutoring at a designated site or in the home.
- Pet care services that offer a customized listing of breeders, groomers, walkers, sitters, kennels, veterinarians, and pet publications.

## Online Services

- Legal/Financial on-line resource library. Provides information on numerous legal and financial matters. Includes a Legal Document Library that provides boilerplate commonly used legal documents.
- Behavioral Health on-line resource library. This service provides practical information to help with relationships, stress, depression, job issues, parenting, addictive disorders, wellness and many other topics.
- Wellness Information. Provides reliable information and resources on a wide variety of health and wellness issues.
- Smoking cessation programs. Includes comprehensive information and free resources for help with quitting smoking.
- Stress Management Course. Participants learn practical methods for managing everyday stressful situations as well as strategies for developing a “stress-resistant” lifestyle.
- Depression and Substance Abuse Screenings. Participants can confidentially take these easy to use screenings and seamlessly request a follow-up call from an EAP Counselor.
- Identity Theft. Provides extensive information on how to avoid and respond to identity theft.
- HELPNET is an optionally priced online service described further below.

## Management and Organizational Services

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- Unlimited consultation to supervisors and managers regarding employees with job performance, attendance and conduct problems
- Monitoring of progress in EAP and treatment for up to two years, when an employee is referred by management for job/substance abuse problems, by maintaining contact with the employee, treatment providers, and the employer, if appropriate
- Unlimited consultation regarding organizational issues, including sexual harassment, drug-free workplace, downsizing, conflict resolution, and workplace violence
- Crisis management to assist with emergencies in the workplace
- Unlimited critical incident stress debriefings conducted on-site for traumatic incidents

## Program Promotion

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- Promotional materials including EAP brochures and wallet cards for all employees, quarterly newsletters for all employees, quarterly posters, monthly e-mail articles and flyers, monthly newsletter for supervisors, and Supervisory Guide Books. Available in English and Spanish.

## Training

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- Internet-based employee orientation, supervisory training and drug-free workplace training (employee and supervisor versions) is available at our website at no cost.
- Financial seminars are available, at no cost in most locations on such topics as money management, credit issues, retirement planning and saving for college.
- Training seminars are available for an additional fee on such topics as:
  - EAP Employee Orientations
  - EAP Supervisory Training
  - Coping with Change
  - Managing Conflicts in the Workplace
  - Drug-Free Workplace, Employee Version
  - Drug-Free Workplace, Supervisor Version
  - Preventing Workplace Violence, Employee Version
  - Preventing Workplace Violence, Supervisor Version
  - Developing Leadership Skills

- Team Building
- Dealing With Difficult People
- Say “No” to Negativity, Say “Yes” to Positivity
- The Mood- Food Connection
- Stress Management
- Coping with Holiday Stress
- Work/Personal Life Balance Workshop
- Eldercare: What We All Need to Know
- Parenting Skills
- Caring for Your Aging Family Member
- Money Management
- Credit: Using It and Abusing It
- Social Security, Medicare, and Your Retirement
- The Essentials of Estate Planning
- Building a Strong Financial Future
- How to Finance a College Education
- Preparing a Will
- Coping with Grief
- Recovering from Trauma

## Quality Management

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- Continuous quality improvement program that evaluates all components of services.
- Monthly or quarterly utilization and quality management reports
- Dedicated Account Manager

## On-site Training

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On-site training is available at the following hourly rate:

# of Hours	
1	\$250.00
2	\$175.00
3	\$150.00
4	\$137.50
5	\$130.00
6	\$126.00

## On-site EAP Counseling

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EAP Counseling services are available at the Agency's worksite on a per hour basis at the following hourly rate:

**# of On-Site Hours Per Week:**

1 to 39 hours: \$75.00 per hour  
40 or more hours: \$47.00 per hour

At a minimum, our counselors meet the following criteria:

- Doctorate or Masters Degree in a Mental Health field from an accredited college or university
- Licensed by the State to provide mental health services
- Five years or more of postgraduate experience providing assessments, short-term solution focused counseling and referring clients with a broad range of behavioral problems, including substance abuse
- At least 2 years direct EAP experience dealing with employee work performance problems and substance abuse
- At least 3 years of practice in their community to ensure knowledge of local resources

## HELPNET

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### **HELPNET, A Premier On-Line EAP, Work/Life, Wellness and Training Program**

EAPC offers one of the most extensive on-line EAP, Work/Life, Wellness and Training services called HELPNET. Users may easily obtain expert advice and support, conveniently access community resources, learn new skills and conduct self-assessments through interactive tools and surveys. This confidential service is available on an unlimited basis, 24 hours per day. Topics include:

#### **Health**

Access a wealth of resources focused on healthy living, including over 2000 clinically reviewed health related articles and 700 videos, 13 health calculators, health risk assessments and assessments for diabetes, cardiac risk, general health and general well-being. Find articles on the latest trends in dieting, healthy recipes and fitness programs that show results. Take various health risk assessments to learn what areas of life can be improved to increase health safety.

**Balanced Life**

Conduct searches for childcare, summer camps, adoption resources and senior care. Learn about managing the demands of work, family, and personal life. Use college cost calculators and review resources for financing higher education. Obtain information on parenting, communication, pet care, aging, and planning for retirement.

**Mental Health**

Get help with stress, anger management, relationships, grief, substance abuse, depression, eating disorders, children’s behavioral problems and much more. We offer hundreds of self-assessments, videos and articles related to mental and emotional health.

**Financial**

Review a wealth of high quality resources designed to help you navigate the financial maze, including 140 financial calculators and 100s of state and federal tax forms. Obtain information on banking, budgeting, auto financing, insurance, invest and must more.

**Legal**

Access legal information on a wide variety of topics including real estate, taxes, elder care, consumer laws and more.

**Training**

Take any of our 45 professional, interactive training courses on numerous topics including Human Resources, Sexual Harassment, Diversity, Leadership, Communications, Team Building, Supervision, Business Management, Stress Management, Balancing Work and Family, Staying Positive and Personal Growth. Participants can print a certificate of completion for their personnel file.

HELPNET’s content and features are regularly updated. Promotional materials are provided bi-monthly to remind employees of the vast number of important resources available and to drive utilization.

Fee is per employee per month

# of Employees	
1-2000	\$0.20
2,001-4000	\$0.14
4,001+	\$0.11

Maximum order: \$1,000.000.00

Minimum order: \$100.00 or the lowest cost of one individual order

Geographic coverage: National and International

Points of production: N/A

Discount from list prices or statement of net price: Awarded prices

Quantity discounts: N/A

Prompt payment terms: Net 30 days

Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Accepted

Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Accepted

Foreign items: N/A

Time of delivery: Will adhere to delivery schedule as specified by the agencies purchase order

Expedited delivery: Items available for expedited delivery are noted in the price list.

Overnight and 2-day delivery: Overnight and 2-day delivery is available. Customer may contact EAP Consultants, Inc. for rates for overnight and 2-day delivery.

Urgent Requirements: Agencies may contact EAP Consultants, Inc. to effect a faster delivery.

F.O.B. point: EAP Consultants, Inc., 3901 Roswell Road, Suite 340, Marietta, GA 30062, 800-522-1073, fax 770-953-3174, e-mail [info@eapconsultants.com](mailto:info@eapconsultants.com)

Ordering address: EAP Consultants, Inc., 3901 Roswell Road, Suite 340, Marietta, GA 30062, 800-522-1073, fax 770-953-3174, e-mail [info@eapconsultants.com](mailto:info@eapconsultants.com)

Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage ([fss.gsa.gov/schedules](http://fss.gsa.gov/schedules)).

Payment address: 3901 Roswell Road, Suite 340, Marietta, GA 30062

Warranty provision: N/A

Export packing charges: N/A

Terms and conditions of Government purchase card acceptance: None

Terms and conditions of rental maintenance, and repair: N/A

Terms and conditions of installation: N/A

Terms and conditions for any other services: N/A

List of service and distribution points: N/A

List of participating dealers: N/A

Preventive maintenance: N/A

Special attributes such as environmental attributes: N/A

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. N/A

Data Universal Number System: (DUNS): 60-806 9589

EAP Consultants, Inc. is registered in the Central Contractor Registration (CCR) database.