

**REQUEST FOR
QUALIFICATIONS**

**Monroe County
Water Authority**



**Employee Assistance Program /
Substance Abuse Professional**

May 15, 2026

Monroe County Water Authority
475 Norris Drive
Rochester, New York 14610

SECTION 1 - INVITATION TO PARTICIPATE

1.1 Purpose

The Monroe County Water Authority (MCWA) is soliciting proposals from providers for the purpose of selecting a provider to handle the Employee Assistance Program for MCWA.

Prospective Proposers must offer a proposal that will meet the scope of services, qualifications and general description of work activities identified in Section 2 of this document.

In responding to this RFQ, Proposers must follow the prescribed format as outlined in Section 3. By so doing, each Proposer will be providing MCWA with comparable data submitted by other Proposers and, thus, be assured of fair and objective treatment in the MCWA review and assessment process.

1.2 RFQ Procurement Officer

The RFQ Procurement Officer identified below is the sole point of contact regarding this RFQ from the date of issuance until the selection of the successful Proposer.

Diane Hendrickson
Monroe County Water Authority
475 Norris Drive
Rochester, New York 14610-0999
Email: diane.hendrickson@mcwa.com
Phone: (585) 442-2001 x215

1.3 Presentation and Clarification of MCWA's Rights and Intentions

MCWA intends to select a Proposer as its provider to supply the services described in Section 2. However, this intent does not commit MCWA to award a contract to any responding Proposer, or to pay any costs incurred in the preparation of the proposal in response to this request, or to procure or contract for any services. MCWA reserves the right, in its sole discretion, to (a) accept or reject in part or in its entirety any proposal received as a result of this RFQ if it is in the best interest of MCWA to do so; (b) award one or more designations of broker of record, albeit without overlapping business segments, to one or more qualified Proposers if necessary to achieve the objectives of this RFQ if it is in the best interest of MCWA to do so.

The Monroe County Water Authority will be offering its Employee Assistance Program with an effective date of June 15, 2026. If you are interested, your response to the following questions should be directed to Diane Hendrickson and received no later than 12:00 p.m. EST on Monday, May 29, 2026.

Your response to the following questions should apply to the local office that will be servicing the Monroe County Water Authority.

1. How many employees are in your office?
2. What is the annual premium of the Employee Assistance Program handled by your office?
3. Provide a list of other authorities or major municipalities that your office currently handles and identify which one is your largest.
4. Name(s) of person(s) who will handle the Employee Assistance Program as follows and a brief resume of his or her qualifications.
 - a. Individual responsible for entire account
 - b. Individual(s) who will handle day-to-day account activities
 - c. Individual responsible for billing
5. Provide at least two (2) references (name, organization and telephone number) from the above list of authorities or major municipalities that your office handles.
6. Any other qualifications or pertinent information that you feel distinguishes your Company above all others.
7. Provide the locations of your office where employees may schedule appointments

Please refer to the included Scope of Services, Section 2, for an outline of the services expected by the Authority. Please provide a brief summary of your organization's capabilities in meeting or exceeding the Authority's expectations.

Your responses should be by separate attachment, with the Company clearly identified and the respondent's signature, title and date affixed.

1.4 Time Line

The schedule of events for this RFQ is anticipated to proceed as follows:

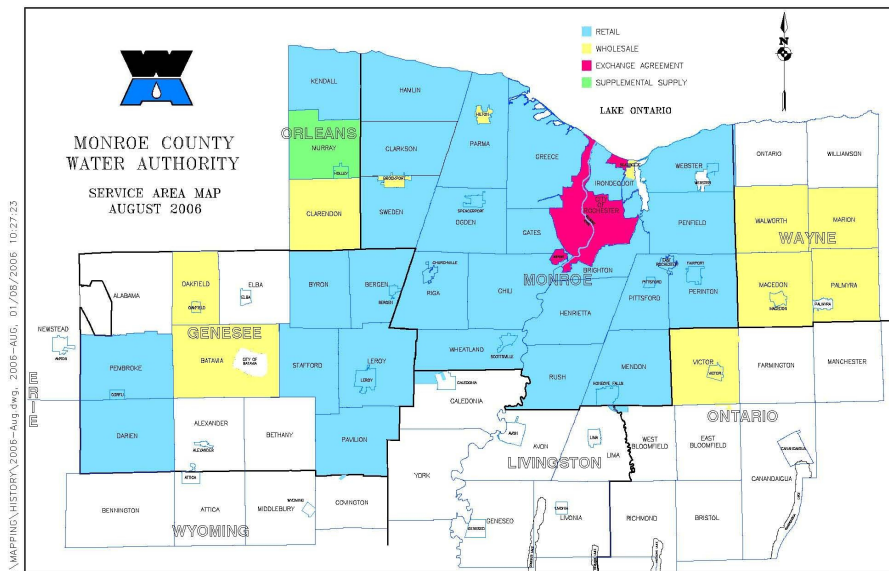
- Interviews may be scheduled, as appropriate, with MCWA the week of June 1, 2026.
- It is the intent of MCWA for the Board of Directors to select a provider at its meeting on June 11, 2026.

1.5 Overview of the Organization

MCWA provides high quality, safe and reliable water, in a financially responsible manner.

MCWA was created by State legislation in 1950 to solve the water supply needs of this community. In 1959, MCWA took over the assets of the private New York Water Service Corporation and had 27,000 retail customers, serving just portions of the County's inner ring towns and portions of the City. As surrounding towns and villages faced new water supply challenges, the MCWA service area has steadily grown. Today, MCWA serves over 191,000 customers in every town and village in Monroe County (partially in the City of Rochester) plus towns, villages and other water authorities in each of the five adjacent counties.

The MCWA system infrastructure includes the two operations centers and a meter shop; two water treatment plants, Shoremont and Corfu; 47 remote pumping stations; 51 tanks and 2 storage reservoirs; and over 3,495 miles of transmission and distribution water mains.



SECTION 2 – Scope of Services

SCOPE OF SERVICES

For Employee Assistance Program Effective: June 15, 2026

1. The selected provider must perform the services necessary to replace the Employee Assistance Program expiring on March 31, 2026.
2. The provider must provide HIPAA compliant confidential short-term counseling/assessment sessions.
3. The provider must provide Critical Incident Stress Debriefings when requested by the EAP coordinator.
4. The provider must provide orientation to employee on the benefits of an EAP program and how to use it.
5. The provider will provide referral to specialized services for employees and their family members when necessary.
6. The provider will provide promotional materials including brochures, business cards and posters to EAP coordinator.
7. The provider may provide management training on how to refer employees with workplace performance problems.
8. The provider may act as Substance Abuse Professional (SAP) when necessary.
9. The provider will provide recommendations to coordinator for any MCWA policy violation.

SECTION 3 - SPECIFIC PROPOSAL REQUIREMENTS

3.1 Submission of Proposer's Statement of Qualifications and Proposal

- A. Acceptance Period and Location:** To be considered, respondents must submit a complete response to this RFQ. Respondents not responding to all information requested in this RFQ or indicating exceptions to those items not responded to may have their submittals rejected.

Sealed Qualification submittal must be received at the address below on or before 12:00 p.m. EST on May 29, 2026

Monroe County Water Authority
Attn: Diane Hendrickson
RFP – Employee Assistance Program
475 Norris Drive – BLUE BOX @ DOOR #19
Rochester, New York 14610

There will be no public opening of the submittals.

- B. Required Copies:** Five copies of your proposal are due no later than 12:00 P.M. on **Friday, May 29, 2026**. Proposals received after the Proposal Due Date will not be considered, nor will faxed or e-mailed proposals, whenever received. **Failure to submit a proposal on time will not be waived by the Authority under any circumstances (e.g., traffic conditions, mail or courier failure, etc.).**

The MCWA reserves the right to reject any or all proposals submitted. **Requests for extension of the submission date will not be granted.**

- C. Economy of Preparation:** To be considered, Proposers must submit a complete response to this RFP. Proposers not responding to all information requested, or indicating exceptions to those items not responded to, may be rejected.
- D.** All proposals must be submitted in a sealed envelope clearly labeled “RFP – EMPLOYEE ASSISTANCE PROGRAM”. All proposals must be addressed to Diane Hendrickson and must be submitted via a delivery service, such as UPS or FedEx. Delivery service must also be instructed to “**Deliver to blue drop box located at Employee Entrance - Door 19**”. MCWA cannot accommodate deliveries requiring signatures to confirm receipt. Proposers shall have sole responsibility to contact the Diane Hendrickson to confirm receipt of proposal. Proposals hand delivered or submitted via US Postal Service will be returned unopened.

To be considered, a sealed Qualification and Format Review must arrive on or before the location, time and date specified in Section 3.1 A. **Requests for extension of the submission date will not be granted.** Respondents mailing submittals should allow ample delivery time to assure timely receipt of their responses.

3.2 Clarification of RFQ and Questions

Questions that arise prior to or during response preparation must be submitted **in writing or via email**. Questions and answers will be provided to all potential respondents who have received RFQ’s and must be acknowledged in the RFQ response. No contact will be allowed between the respondent and any other member of MCWA with regard to this RFQ during the RFQ process unless specifically authorized in writing by the RFQ Coordinator. Prohibited contact may be grounds for respondent disqualification.

3.3 Addenda to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be provided to all that received the basic RFQ. An acknowledgment of such addenda, if any, must be submitted with the RFQ response.

3.4 Organization of Qualification and Proposal Statement

This section outlines the information that must be included in your Qualifications Statement. Please respond with your information in the same order as the items in the section.

- A. Table of Contents:** Include a Table of Contents at the beginning, which clearly outlines the contents of your submittal.
- B. Company Information:** Provide a brief history of your company including the number of years in business, identification of company ownership, and the number of employees.
- C. Project Team:** List the specific project team members, including resumes. Please note MCWA places great importance on the individual team members. Those proposed should be available if selected. If in doubt, listing “alternatives” is acceptable.
- D. Scope of Services:** Certify compliance with the scope of services as listed in section 2, nine items.
- E. References:** Provide a minimum of two clients for whom your company has provided similar services. Include the following information for each client:
 - i. Name and address of the client;
 - ii. Name and telephone number of contact person;
 - iii. Summary of the services provided.
- F. Procurement Form:** Include the procurement disclosure form contained in Section 4.15

3.5 Organization of Fee Structure Response

This section outlines the information that must be included in your Fee Structure Response.

- A. Fee Structure Response:** Please provide a detailed description of your fees and how they are structured, earned and charged.

3.6 Method of RFQ Evaluation

- A. **RFQ Evaluation Committee:** Selected personnel from MCWA will form the evaluation committee for this RFQ. It will be the responsibility of this committee to evaluate all properly prepared and submitted responses for the RFQ and make a recommendation for selection.
- B. **RFQ Evaluation and Selection Criteria:** All properly prepared and submitted Qualifications Statements shall be subject to evaluation deemed appropriate for the purpose of selecting the respondent to whom a selection may be made. Evaluation of the submittals will consider several factors, each of which has an impact on the relative success of the respondent to provide the services as outlined in Section 2. Responses to this RFQ will be evaluated according to, at least, the following criteria:
- ◆ Qualifications
 - ◆ Staff assigned
 - ◆ Fee structure
 - ◆ Relevant experience
- C. **Submittal Approval Process:** Respondents must be aware that any selection resulting from this Request for Qualifications is subject to approval by the MCWA Board. MCWA anticipates making a selection at the June Board meeting to be held on June 11, 2026.

3.7 Oral Presentation

Respondents who make a submittal may be invited to make a presentation of their qualifications to the evaluation committee. These presentations will provide an opportunity for the respondent to clarify their qualifications to ensure a thorough mutual understanding. At the same time, MCWA is under no obligation to offer any respondent the opportunity to make such a presentation.

3.8 Investigations

MCWA reserves the right to conduct any investigations necessary to verify information submitted by the respondent and/or to determine the respondent's capability to fulfill the terms and conditions of the scope of services that is described herein. MCWA reserves the right to visit a prospective respondent's place of business to determine the existence of the company and the management capabilities required to administer this agreement. MCWA will not consider respondents that are in arrears to MCWA, in bankruptcy, or in the hands of a receiver at the time of responding or at the time of selection.

SECTION 4 - GENERAL INFORMATION FOR THE PROPOSER

4.1 Reservation of Rights

MCWA reserves the right to refuse any and all responses, in part, or in their entirety, or select certain aspects from various respondents, or to waive any informality or defect in any response should it be deemed to be in the best interest of MCWA. MCWA is not committed, by virtue of this RFQ, to select a broker of record. The responses submitted become the property of MCWA. If it is in its best interest to do so, MCWA reserves the right to:

- A. Make selections based solely on the responses or negotiate further with one or more respondents. The respondent selected will be chosen on the basis of greatest benefit to MCWA as determined by an evaluation committee.
- B. Negotiate with the selected respondent
- C. Award contract to more than one Proposer.

4.2 Acceptance of Response Content

The contents of the response of the successful provider may become contractual obligations. Failure of a respondent to accept these obligations may result in cancellation of the award.

4.3 Property Rights

For purposes of this RFQ and for the contract, the term "Work" is defined as all data, records, files, information, work products, discs developed, produced or generated in connection with the services to be provided by the respondent. MCWA and the Respondent intend the selection to be for services, and each considers the Work and any and all documentation or other products and results of the services to be rendered by the respondent to be a work made for hire. In making a submittal in response to this RFQ, the respondent acknowledges and agrees that the Work (and all rights therein) belongs to and shall be the sole and exclusive property of MCWA.

The Respondent and the Respondent's employees shall have no rights in or ownership of the Work and any and all documentation or other products and results of the services or any other property of MCWA. Any property or Work not specifically included in the submittal as property of the respondent shall constitute property of MCWA.

4.4 Incurring Costs

MCWA is not liable for any costs incurred by respondent prior to the effective date of the selection.

4.5 Material Submitted

All right, title and interest in the material submitted by the respondent shall vest in MCWA upon submission of the response to MCWA without any obligation or liability by MCWA to the respondent. MCWA has the right to use any or all ideas presented by a responder.

MCWA reserves the right to ownership, without limitation, of all responses submitted. However, because MCWA could be required to disclose responses under the New York Freedom of Information Law, MCWA will, to the extent permitted by law, seek to protect the respondent's interests with respect to any trade secret information submitted as follows:

Pursuant to Public Officers Law § 87, MCWA will deny public access to Respondent's response to the extent the information constitutes a trade secret, which if disclosed would cause substantial harm to the respondent's competitive position, provided the respondent identified the information it considers to be a trade secret and explains how disclosure would cause harm to the respondent's competitive position.

4.6 Procurement Policy

Pursuant to State Finance Law §§ 139-j and 139-k, this Request for Qualifications includes and imposes certain restrictions on communications between a Governmental Entity (including the Authority) and Bidder/Offerer during the procurement process. A Bidder/Offerer is restricted from making contacts from the earliest notice of intent to solicit offers through final award and approval of the Procurement Process by the Authority to other than the Authority's Procurement Officers unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law § 139-j(3)(a). The Authority's Procurement Officers for this Governmental Procurement, as of the date hereof, are identified herein. Authority employees are also required to obtain certain information when contacted during the restricted period and make a determination of the responsibility of the Bidder/Offerer pursuant to these two statutes. Certain findings of non-responsibility can result in rejection for contract award and in the event of two findings within a four (4) year period; the Bidder/Offerer is debarred from obtaining government Procurement Contracts. Further information about these requirements may be obtained from the Procurement Officers.

The Authority reserves the right to terminate this contract in the event it is found that the certification filed by the Bidder/Offerer in accordance with State Finance Law § 139-k(5) was intentionally false or intentionally incomplete. Upon such finding, the

Authority may exercise its termination right by providing written notification to the Bidder/Offerer in accordance with the written notice terms of this contract.

**OFFERER/BIDDER DISCLOSURE OF PRIOR NON-RESPONSIBILITY DETERMINATION
AND AFFIRMATION/CERTIFICATION IN ACCORDANCE WITH NYS FINANCE LAW §§ 139-J
AND 139-K**

Name of Individual or Entity Seeking to Enter into the Procurement Contract:

Address: _____

Name and Title of Person Submitting this Form: _____

Contract Procurement Number: (by MCWA) _____

Date: _____

1. Has any Government Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the Procurement Contract in the previous four years?

(Circle one):

Yes No

If yes, answer the next questions:

2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law § 139-j?

(Circle one):

Yes No

3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity?

(Circle one):

Yes No

4. If you answered yes to any of the above questions, provide details regarding the finding of non-responsibility below.

Governmental Entity: _____

Date of Finding of Non-Responsibility: _____

Basis of Finding of Non-Responsibility: _____

(Add additional pages as necessary.)

5. Has any Governmental Entity or other governmental agency terminated or withheld a Procurement Contract with the above-named individual or entity due to the intentional provision of false or incomplete information?

(Circle one):

Yes No

6. If yes, provide details below:

Governmental Entity: _____

Date of Termination: _____

Basis of Determination or Withholding: _____

(Add additional pages as necessary.)

By signing below, Bidder/Offerer affirms that it understands and agrees to comply with the MCWA Water Authority's Procurement Disclosure Policy, Code of Ethics Policy and Conflict of Interest Policy as required by State Finance Law § 139-j(3) and § 139-j(6)(b) and certifies that all information provided to the Monroe County Water Authority with respect to State Finance Law § 139-k and § 139-j is complete, true and accurate.

By: _____

Date: _____
(Signature of Person Certifying)

Print Name: _____

Print Title: _____

Bidder/Offerer Name: _____
(Company Name)

Bidder/Offerer Address: _____

Bidder/Offerer Phone Number: _____