



Missouri Consolidated Health Care Plan
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www.mchcp.org

John D. Wiemann, *Executive Director*

February 24, 2026

TO: Invited Vendors

FROM: John D. Wiemann, Executive Director

RE: Request for Proposals for EAP Services

Missouri Consolidated Health Care Plan (MCHCP) will use Optavise, an online request for proposal (RFP) system, to solicit proposals for the MCHCP Employee Assistance Program (EAP), effective January 1, 2027. Interested vendors are invited to submit a proposal for these services.

By Missouri statute, MCHCP purchases health insurance benefits for most State of Missouri employees, retirees and their dependents, and offers similar services on an elective basis to participating public entities. This contract provides a free-standing, fully insured EAP benefit to eligible State of Missouri and participating public entity employees and members of their households. An active employee is eligible for EAP services if the employee is in a MCHCP covered benefit-eligible position. Approximately forty-one thousand (41,000) eligible active state employees and nine hundred (900) public entity employees are currently covered under the EAP program.

The selected Contractor must also make the EAP program available, under separate contracts, to the following state departments at their sole option:

- Missouri Department of Transportation (MoDOT) – approximately 4,500 employees.
- Missouri State Highway Patrol (MSHP) – approximately 2,100 employees.
- Missouri Department of Conservation (MDC) – approximately 1,500 employees.

All three additional departments are currently utilizing the existing EAP contract for their EAP services. For purposes of this RFP, the term “Combined MCHCP” shall refer collectively to MCHCP and the three (3) additional state departments listed above that are eligible to elect to contract under this proposal.

Only bidders that meet all the following minimum requirements will be considered. Proposals that do not meet these requirements will not be considered for the contract:

- Licensure – Must be licensed to do business in the State of Missouri to perform the duties described in this RFP and be in good standing with the Missouri Secretary of State.
- Size and Experience - Must have a minimum five (5) years’ experience in administering and providing EAP services, with at least three (3) current clients having more than 50,000 employees. The bidder must currently offer at least one (1) free standing program.
- Business Size - Combined account (MCHCP and the additional 3 state departments who are eligible to elect to contract under this proposal), as measured by total employees covered for

EAP services, may represent no more than 15 percent of the bidder's total current EAP business. The bidder must currently cover approximately 335,000 employees for EAP services.

- Call Center and Staff – Centralized referral call center based in the United States, staffed 24 hours a day, 7 days a week by licensed mental health professionals. A core team of professionals shall be consistently assigned to the MCHCP account.
- Account Management - Must identify MCHCP's proposed account manager(s), their experience and geographic location. Account manager(s) must be available for an interview and/or site visit during the bid evaluation process and be permanently assigned to the combined MCHCP account.
- Network – Must demonstrate a broad Missouri statewide network of licensed mental health professionals for face-to-face counseling sessions:
 - Ninety percent (90%) of the combined MCHCP population in Missouri and adjacent states in the Kansas City and St. Louis metropolitan areas must have access to one (1) provider practice accepting new patients throughout the term of the contract within twenty-five (25) miles.
 - Ninety percent (90%) of the combined MCHCP population in Boone, Cole, Callaway, St. Louis, St. Louis City, St. Charles, Jackson, and Greene counties must have access to five (5) provider practices accepting new patients within twenty-five (25) miles.

Intent to Bid

Following release of this RFP, vendors who are interested in submitting a proposal shall complete and submit the Intent to Bid, which is available as a Response Document within the Optavise system.

The completed Intent to Bid is due at 5:00 p.m. Central Time on Tuesday, March 24, 2026.

Use of Optavise

During this RFP process, Optavise's internet-based application will be used to facilitate and streamline the exchange of information. MCHCP is confident your organization will find the process straightforward and user-friendly. Optavise will contact you within two to three business days to establish a primary organizational contact and to schedule a training session, if necessary. The information below outlines important details to assist you in preparing for the online proposal process.

General Instructions

Your proposal will be submitted electronically through the Optavise application using an online bidding process. Optavise will assign a unique username that allows access to information related to the RFP, submission of response documents, communication with MCHCP through the application's messaging feature, and completion of online required questionnaires. Optavise will also provide a user guide with instructions for setting up and using the account.

You may designate additional members of your organization to assist with preparation and submission of the RFP response. Each member of your response team must obtain a unique username and password from Optavise. Access will be granted through a provider contact spreadsheet that will be emailed directly to you by Optavise. There is no cost to use the Optavise system.

System Training

Optavise offers all participants of an Optavise-hosted event access to their downloadable *User Guides* and *Pre-Recorded Training Sessions*. These guides are located on the homepage of the *vendor-user* view and provide an overview of the application's functionality. We recommend that you and your response team take advantage of this opportunity to realize the full benefit of the application. In addition to this self-help option, Optavise's experienced support personnel will offer an application overview via a webcast session.

Optavise Support is also available Monday through Friday from 8:30 a.m. to 5:00 p.m. ET to help with any technical or navigation issues that may arise. The toll-free number for Optavise is 800-979-9351. Support can also be reached by email at systemsupport@optavise.com.

Key Event Information

Online RFP Released	Tuesday, March 17, 2026 8:00 a.m. CT (9:00 a.m. ET)
Intent to Bid Document Due (uploaded as a response document within online event)	Tuesday, March 24, 2026 5:00 p.m. CT (6:00 p.m. ET)
Contractor Question Submission Deadline (via Optavise's messaging system)	Tuesday, March 24, 2026 5:00 p.m. CT (6:00 p.m. ET)
MCHCP Response to Submitted Questions (via Optavise's messaging system)	Tuesday, March 31, 2026 5:00 p.m. CT (6:00 p.m. ET)
All Proposals Due	Tuesday, April 14, 2026 5:00 p.m. CT (6:00 p.m. ET)
Final Contractor Selection/Contract Award	Late June, 2026
Contract Effective Date	January 1, 2027

If this notice should have been sent to a different individual within your organization, please contact Tammy Flaughner at 573-526-4922 or by email at tammy.flaughner@mchcp.org.

MCHCP looks forward to working with you throughout this procurement process.