

JGR Manager (Initial)



Notice of Intent to Award

Solicitation Number	RFQ400527	Award Date	12/19/2025 8:23 AM CST
Solicitation Title	Employee Assistance Program (EAP) Administrator Services		
Buyer Name	Grace Wichert	Buyer Email	Grace.Wichert@nashville.gov
BAO Rep	Christopher Wood	BAO Email	Christopher.Wood@nashville.gov

Awarded Supplier(s)

In reference to the above solicitation and contingent upon successful contract negotiation, it is the intent of the Metropolitan Government of Nashville and Davidson County to award to the following supplier(s):

Company Name	Ulliance, Inc.	Company Contact	Kent Sharkey
Street Address	900 Tower Dr., Suite 600		
City	Troy	State	MI
		Zipcode	48098

Company Name		Company Contact	
Street Address			
City		State	
		Zipcode	

Company Name		Company Contact	
Street Address			
City		State	
		Zipcode	

Certificate of Insurance

The awarded supplier(s) must submit a certificate of insurance (COI) indicating all applicable coverage required by the referenced solicitation. The COI should be emailed to the referenced buyer no more than 15 days after the referenced award date.

Equal Business Opportunity Program

Where applicable, the awarded supplier(s) must submit a signed copy of the letter of intent to perform for any and all minority-owned (MBE) or woman-owned (WBE) subcontractors included in the solicitation response. The letter(s) should be emailed to the referenced business assistance office (BAO) rep no more than two business days after the referenced award date.

☐ Yes, the EBO Program is applicable.

☒ No, the EBO Program is not applicable.

Monthly Reporting

Where applicable, the awarded supplier(s) will be required monthly to submit evidence of participation and payment to all small (SBE), minority-owned (MBE), women-owned (WBE), LGBT-owned (LGBTBE), and service-disabled veteran owned (SDV) subcontractors. Sufficient evidence may include, but is not necessarily limited to copies of subcontracts, purchase orders, applications for payment, invoices, and cancelled checks.

Questions related to contract compliance may be directed to the referenced BAO rep.

☐ Yes, monthly reporting is applicable.

☒ No, monthly reporting is not applicable.

Public Information and Records Retention

Solicitation and award documentation are available upon request. Please email the referenced buyer to arrange. A copy of this notice will be placed in the solicitation file and sent to all offerors.

Right to Protest

Per MCL 4.36.010 – any actual or prospective bidder, offeror, or contractor who is aggrieved in connection with the solicitation or award of a contract may protest to the purchasing agent. The protest shall be submitted in writing within ten (10) days after such aggrieved person knows or should have known of the facts giving rise thereto.

A valid protest must demonstrate that the purchasing agent did not follow the law, the regulations, or the dictates of the solicitation. Protests based upon subjective scoring are not appropriate and may be grounds for placing the actual or prospective bidder, offeror, or contractor on the list of suspended or debarred persons.

Dennis Rowland

Dennis Rowland

Purchasing Agent & Chief Procurement Officer

ZAK (Initial)

Zak Kelley



RFQ 400527- Employee Assistance Program (EAP) Administrator Services

Company Name	Business Plan (15 Points)	Experience & Qualifications (10 Points)	Direct Services (25 Points)	Utilization Trends & Plan (10 Points)	Cost Criteria (40 Points)	Total Points (100)
All One Health	13	7	22	9	40	91
Lyra Health	8	3	15	5	4.04	35.04
Ulliance	14	9	22	8	39.71	92.71

Enter Solicitation Title & Number Below		
RFQ400527- EAP Administrator Services	Minimum SBE/SDV Participation	RFP Cost Points
	0.0%	40
Offeror's Name	Bids	RFP Cost Point Distribution
AllOne Health	\$ 123,082.10	40.00
Lyra Health	\$ 1,218,478.55	4.04
Ulliance	\$ 123,986.25	39.71

Company Name- AllOne Health	
Strengths	Weaknesses
Solid, complete proposal that met requirements.	Proposal was not correctly numbered in all sections as requested, which fell below expectations.
Whole-health approach with a clear description of services across a variety of delivery methods (i.e., chat, email, in-person & via telephone) that meet expectations.	Some responses were high-level, standard language and fell below expectations.
Provided a detailed quality assurance plan, grievance procedures, and clear internal processes that met expectations.	List of previous customers noted only one previous client of similar scope and size, falling below expectations.
Provided strong staffing information, including resumes, a clear org structure, and defined roles and meets expectations.	The use of “unlimited” sessions was not clearly defined leaving questions on what unlimited means.
Solid promotional materials including examples, mention of a mobile app, and links to promotional toolkits that exceeded expectations.	Certain services noted they would be available in-person when appropriate and local provider availability “aligns with employee location” which is below expectations.
Strong reporting capabilities and provided clear utilization reporting samples and met expectations.	Implementation and risk mitigation sections lacked task-level detail and were below expectations.
Utilization is only counted if delivery of direct services occur (i.e., appointments scheduled).	Anticipated response time for on-site Critical Incident Stress Debriefing was noted at 24-72 hours or “faster when urgent needs arise” was below expectations.
Ability to support critical incident response, mandatory referrals, SAP/DOT compliance, and first-responder–specific services met expectations.	Customizable reporting was noted as available but would require additional fees.
Demonstrated ability to support language access and accessibility needs through a wide language network and assistive services that met expectations.	
20 hours of training included annually as well as unlimited access to full-suite digital learning tools, on demand EAP orientation, 2/ month webinars, 2 self-guided assessment, 200+ integrated soft skills courses.	

Company Name- Lyra Health	
Strengths	Weaknesses
Generally responsive and addressed most required sections that met expectations. Demonstrated experience providing EAP services and confirmed compliance with core service requirements met expectations. Met expectation with acceptable responses related to on-site meetings, mandatory referrals, and SAP services. Included quarterly utilization reporting and standard reporting packages which meet expectations. Ability to provide language line services and accessibility accommodations which meets expectations. Identified communication as a key implementation risk and acknowledged the need for coordination with Metro.	Proposal was not numbered to correspond with the questions or descriptions making it difficult to locate information which was below expectations. Proposal relied heavily on generic, boilerplate responses and lacked Metro-specific customization and were below expectations. Several responses were incomplete or missing, including Quality Assurance planning, hours by personnel, financial health, and utilization calculations and were significantly below expectations. Key roles were not clearly identified, staffing information lacked clarity and resumes were missing and response was significantly below expectations. Limited detail was provided regarding direct services, session limits, and service delivery methods and fell below expectations. Promotional materials and implementation plans were minimal and underdeveloped and significantly below expectations. Did not fully meet reference requirements for clients of similar size and scope.

Company Name- Ulliance	
Strengths	Weaknesses
Well-organized, thorough, and detailed proposal that exceeded requirements. Clearly articulated program philosophy, supported by current data, structured frameworks, and outcome-focused methodologies that exceeded expectation. Strong implementation, Quality Assurance, and risk mitigation plans, including clearly defined models and performance measures that exceeded expectations. Provided staffing details, resumes, credentials, estimated dedicated hours by personnel, and organizational structure that met expectations. Excellent experience and qualifications, including multiple comparable clients and large provider network meets expectations. Detailed privacy and security policies, including additional client-facing procedures. Strong responses across direct services, including flexible service delivery, CISD response, SAP/DOT compliance, and first-responder–specific programming (U*FRST). Included clear samples of utilization reports, noting that customizable reports are available upon request at no additional fee which met expectations. Demonstrated an understanding of workforce trends and how services would adapt over time. 25 hours of training included annually with an extensive list of training courses and meets expectations.	Proposal was not correctly numbered in all sections as requested, which fell below expectations. Promotional samples were referenced but not fully integrated into the proposal narrative. The previous customer list included inaccurate contact information which fell below expectations. Clarification is required regarding cost responsibility for certain SAP-related services and specialized emergency services. Utilization reports did not clearly define how utilization is being calculated which fell below expectations.