

Agenda Report

March 25, 2019

TO: Honorable Mayor and City Council

FROM: Human Resources Department

SUBJECT: CONTRACT AWARD TO HOLMAN PROFESSIONAL COUNSELING CENTERS FOR EMPLOYEE ASSISTANCE PROGRAM/BEHAVIORAL WELLNESS SERVICES

RECOMMENDATION:

It is recommended that the City Council:

1. Find that the proposed action is exempt from the California Environmental Quality Act ("CEQA") pursuant to State CEQA Guidelines Section 15061(b)(3) the General Rule that CEQA only applies to projects that may have an effect on the environment; and
2. Authorize the City Manager to enter into a contract, based on a competitive selection process pursuant to the Pasadena Municipal Code Section 4.08.047, with Holman Professional Counseling Centers, for an Employee Assistance Program in an amount not to exceed \$95,760 for a period of three years with two one-year option renewals in an amount of \$31,920 per year.

BACKGROUND:

As part of the City employee wellness initiative, the City of Pasadena provides an Employee Assistance Program (EAP) to eligible employees and their immediate family members. The EAP is a voluntary, confidential program that helps employees and their families work through various life challenges that may adversely affect health and personal well-being as well as overall job performance by providing services that include assessments, counseling, and referrals for additional services.

Additionally, EAP providers may work with Human Resources staff or managers in response to traumatic or challenging workplace events, such as providing an on-site counselor or helping develop plans related to organizational changes or emergency planning.

In May 2017, the City's long-time provider, Community Action EAP, terminated business operations. Consequently, the City issued an informal bid for proposals to handle the City's EAP needs on an interim basis until a vendor was selected via the City's competitive selection process. Staff issued a Request for Proposal (RFP) for Employee Assistance Program/Behavioral Wellness Program in June 2017 and after receiving no responses to the first RFP, a second RFP was issued in October 2017. Both RFP's were published on Planet Bids and requested proposals for an Employee Assistance Program/Behavioral Wellness Program. The scope of work included confidential evaluation, consultation, counseling, training and referral services for eligible employees and their family members, and a minimum of three free sessions for each employee per issue.

The City received a total of two responsive proposals from Holman Professional Counseling Centers and Claremont Behavioral Services. An internal review panel comprised of four staff members from the Fire, Police, Public Health and Housing departments evaluated the proposals based on administrative approach, firm qualifications and experience, qualifications of management team, management approach, network and qualifications of providers and cost proposal. Additional preference points were available to local and small micro-businesses. Panel members independently scored the proposals in accordance with the evaluation RFP criteria and the scores of each panel member were arrived individually and then combined into a spreadsheet, which produced an overall proposal score and are ranked as follows:

Rank	Proposer	Location	Score (100 max)
1.	Holman Professional Counseling Centers	Northridge, CA	75.5
2.	Claremont Behavioral Group	Alameda, CA	74.0
N/A	The Counseling Team International	San Bernardino, CA	Non-responsive

Attachment A contains a summary of scoring for all of the proposals.

Holman Professional Counseling Centers, located in Northridge, CA, obtained the highest score of 75.5 points and staff recommends they be awarded the contract. The City has received written confirmation from Holman's president that Holman Professional Counseling Centers will honor the terms of the proposal that was submitted. Holman Professional Counseling Centers has provided EAP services to businesses since 1985 including local government agencies with public safety employees (law enforcement and fire). The proposed contract from Holman Professional Counseling Centers provides short-term in-house sessions for employees per issue/incident, management referrals and consultations, and referral services to employee health insurance plans. The proposal also meets the City's need for a Substance Abuse Professional pursuant to Department of Transportation guidelines. In addition, Holman Professional Counseling Centers has provided the City with these services on an interim basis since July 1, 2017 after successfully completing an informal bid.

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The second qualified proposal was from Claremont Behavioral Services, located in Alameda, CA. The proposal from Claremont Behavioral Services included services that were similar and as comprehensive as Holman, but were offered at a higher rate and they received a lower scores than Holman on administrative approach and management approach. The third proposal was from the Counseling Team International, located in San Bernardino, CA. This proposal was deemed non-responsive because the vendor did not meet the licensing requirements described in the RFP.

COUNCIL POLICY CONSIDERATION:

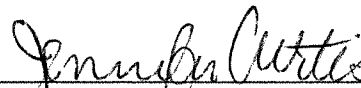
This action supports the City council's strategic planning goals of supporting and promoting the quality of life and the local economy and ensuring public safety.

FISCAL IMPACT:

The cost of this action will not exceed \$95,760 for the initial three-year term. Additional one-year options will cost \$31,920 for each year. Funding for this action is available through existing budget in the Human Resources-Benefits Administration account 50417004-811400.

Contract Summary	
Base Contract Amount (3 years)	\$ 95,760.00
Optional Year 1	\$ 31,920.00
Optional Year 2	\$ 31,920.00

Respectfully Submitted,



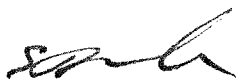
JENNIFER CURTIS
Director of Human Resources

Prepared by:



Vanna R. Lesh
Benefits Supervisor

Approved by:



STEVE MERMELL
City Manager

Attachments:

Attachment A – RFP Evaluation Scores

Attachment B – Holman Professional Counseling Centers TPA