

City Council – Action Request Form

Date: September 14, 2020

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager

Council Action Requested:

Resolution Authorizing the City Manager to Enter into an Agreement with Reach EAP, LLC to Administer the City of Winston-Salem’s Employee Assistance Program

Strategic Focus Area: Service Excellence

Strategic Objective: Maintain City’s Financial Strength

Strategic Plan Action Item: No

Key Work Item: Yes



Summary of Information:

Currently, the City of Winston-Salem contracts with Reach EAP, LLC to administer the City’s Employee Assistance Program (EAP). The program provides comprehensive services to meet the various needs of City employees, including mental health solutions (counseling and crisis calls), resources and referrals for work-life needs (e.g., parenting, elder care, legal, and financial), trainings, and crisis incident services. Employees and their family members can call to request assistance 24/7/365, with the program providing assistance from licensed specialists and other services at no cost to the employee.

The City and Willis Towers Watson, the City’s employee benefits and wellness consultant, issued a request for proposals for EAP services, with proposals due July 21, 2020. The following firms submitted proposals: Reach EAP, LLC, Employee Network, Inc., and McLaughlin Young, Inc.

The proposals were reviewed and evaluated by a team consisting of the following staff members: Ben Rowe, Assistant City Manager; Lisa Saunders, Chief Financial Officer; Kemberly Ewing, Deputy Human Resources Director; Brenda Holmes, Training and Development Coordinator; Natoshia Miles, Assistant Police Chief; and Trace Wooten, Police Department.

Committee Action:

Committee	<u>Finance 9/14/2020</u>	Action	<u>Approval</u>
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For	<u>Unanimous</u>	Against	<u></u>
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Remarks:

The evaluation team used the following criteria to evaluate the proposals. The weights for the criteria are noted in parentheses. Exhibit B provides the combined scores of the evaluation panel for the each Proposal received.

- **M/WBE Commitment (20%):** Proposer’s efforts to comply with all the terms and conditions of the City of Winston-Salem’s Minority and Women Business Enterprise (M/WBE) Program through award of subcontracts to minority and women-owned business enterprises and utilization of minority and women owned business enterprise suppliers to the fullest extent consistent with the efficient performance of this contract.
- **Location of Business (20%):** Proposer’s location: (A) Presence in Winston-Salem: Proposer must have a physical office within the corporate limits of Winston-Salem. (PO Box does not qualify.) and (B) Presence in North Carolina: Proposer or at least one of the proposer’s employees must have a physical office location in North Carolina, and the proposer must provide evidence that it has paid payroll taxes in North Carolina for at least one employee.
- **Qualifications and Experience (20%):** Proposer describes relevant experience and demonstrated ability to fulfill the requirements of the proposal as listed in the scope of work and clearly describes the relevant qualifications and experience of the personnel who will be assigned to the project.
- **Cost Effectiveness/Price Value (20%):** Reasonableness/competitiveness of proposed fee and/or benefits to the City of Winston-Salem, although the evaluation team is not bound to select the firm that proposes the lowest fee or most benefits for services.
- **Reference List of Governmental Clients (10%):** The number of governmental clients, including organizations similar in size, operations, and needs to the City of Winston-Salem. Proposer must provide at least three references for similar services performed within the past five years.
- **Quality of Proposal (10%):** Proposal demonstrates proposer’s responsiveness and compliance with RFP requirements, terms, and conditions and demonstrates the ability, capacity, and skill to fully and satisfactorily provide the service required in the RFP.

The contract period provides for an initial term of one year with options to extend the agreement for two additional twelve-month periods. Based on a three-year commitment, the following table provides a comparison of the fees proposed by the firms.

	Year 1	Year 2	Year 3	Total
McLaughlin Young, Inc.	\$54,924	\$54,924	\$54,924	\$164,772
Reach EAP, LLC	\$59,340	\$59,340	\$59,340	\$178,020
Employee Network, Inc.	\$69,000	\$69,000	\$69,000	\$207,000

Based on the evaluation of the proposals, the evaluation team recommended that the City enter into a one-year agreement, with options to extend the agreement for two additional twelve-month periods, with the City's current provider, Reach EAP, LLC, at an annual cost not to exceed \$59,340 for a potential three-year cost of \$178,020. The current cost of the program totals \$64,860, so the cost of the new contract will result in an annual savings of \$5,520. Reach EAP, LLC will subcontract 25% of the contract to Eagle Corporate Training, a woman-owned business, to provide training on a variety of topics. Eagle Corporate Training is not a HUB-certified business. Reach EAP, LLC has a local office at 453 West End Blvd.

Reach EAP, LLC's Total Well-Being model will include new offerings such as medical advocacy, personal assist, life coaching, and an upgraded website. Reach EAP, LLC also provides on-demand access to their services via telephone, mobile app, web portal, video counseling, and chat functionality.

The attached resolution authorizes the City Manager to execute an agreement with Reach EAP, LLC to administer the City's Employee Assistance Program for an initial term of one year, with options to extend the agreement for two additional twelve-month periods at an annual cost of \$59,340.

M/WBE comment: This Bid was posted on the City's and State's purchasing websites, and notifications were sent to all local M/WBE and area HUB businesses on a weekly basis. See Exhibit A for a complete list of businesses notified and the workforce demographics form for Reach EAP, LLC.