



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
Human Resources



Date: November 6, 2012

Board Meeting Date: December 11, 2012

Special Notice / Hearing: None

Vote Required: Majority

To: Honorable Board of Supervisors

From: Donna Vaillancourt, Human Resources Director
Rey Guillen, Interim Benefits Manager

Subject: Agreement with CONCERN:EAP for Employee Assistance Program Services

RECOMMENDATION:

Adopt a Resolution waiving the RFP process and authorizing an agreement with CONCERN:EAP as the County's Employee Assistance Program (EAP) vendor to provide work-life benefits and resources to County employees and their dependents for the term of January 1, 2013 through December 31, 2015 with the aggregate amount not to exceed \$415,000

BACKGROUND:

The County's EAP program offers counseling services and resources to help employees and their family members manage problems related to work, personal relationships, stress, finances, substance abuse and other life concerns. The EAP program also offers job performance referrals, management consultations, critical incident debriefings and training programs to enhance workplace health and employee effectiveness. The EAP benefit is fully paid for by the County.

CONCERN:EAP is the current provider of EAP services and the County's agreement with CONCERN:EAP expires on December 31, 2012.

DISCUSSION:

In 2009, a Request for Proposals (RFP) was issued and a labor-management committee evaluated proposals for EAP providers to ensure the County was receiving the best plan benefits currently available in the marketplace. The committee interviewed three RFP finalists and ranked each of their proposals on the following criteria: breadth of services; account management; public sector experience; provider network; intake/referral process; and fees. Based on these criteria, the committee recommended that the County replace its then incumbent vendor, Managed Health Network (MHN) effective March 1, 2010.

CONCERN:EAP is a stand-alone, full-service EAP provider based locally in Mountain View and has earned a reputation for quick and easy access to licensed clinical providers, specialized training and comprehensive work/life resources and referrals. CONCERN:EAP provides a flexible and “hands on approach to meeting the personal needs of employees and has been an effective partner in the County’s efforts to promote the optimal health and well-being of its employees.

Waiver of the RFP process is in the best interest of the County because no new, less costly employee assistance plan vendors have arisen. Based upon the results of the RFP completed in 2009; the fact that CONCERN:EAP is proposing to continue the same level of service with no increase in cost; and the positive customer satisfaction reviews of CONCERN:EAP from employees; it is being recommended that the County continue the relationship with CONCERN:EAP for an additional three years. The County is planning on conducting an RFP for EAP providers in 2015.

The Human Resources Department requests your Board to authorize the Human Resources Director or the Director's designee to execute amendments to the agreement which modify the County's maximum fiscal obligation by no more than \$25,000 (in aggregate), and/or modify the agreement term and/or services so long as the modified term or services is/are within the current or revised fiscal provisions.

The Contractor has assured compliance with the County’s Contractor Employee Jury Service Ordinance, as well as all other agreement provisions that are required by County ordinance and administrative memoranda, including but not limited to insurance, hold harmless, non-discrimination and equal benefits. County Counsel has reviewed and approved the Resolution and Agreement as to form.

Approval for this Agreement contributes to Shared Vision 2025 outcome of Collaborative Community by developing and fostering partnerships that promote regional solutions to enhance organizational efficiencies and effectiveness.

PERFORMANCE MEASURE(S):

Measure	2010	2011	2012 Projected
Timeliness of urgent appointments (within 48 hours)	100%	100%	100%
Member satisfaction	99%	95%	95%
Number of EAP cases	269	322	248

FISCAL IMPACT:

There is no impact to Net County Cost. The cost remains at \$2.09 per employee per month (approximately \$415,000 for the 36-month contract period) and is guaranteed for the duration of the contract. All costs associated with this contract are fully covered by the Benefits Trust Fund.