

M Management Committee
For the Metropolitan Council meeting of January 27, 2010

ADVISORY INFORMATION

Date Prepared: January 19, 2010

Subject: Authorization to Award Contract for Employee Assistance Program Services

Proposed Action:

That the Metropolitan Council authorize the Regional Administrator to execute a contract with DOR & Associates, Inc. to provide Employee Assistance Program Services for a term of four (4) years at a cost not to exceed \$275,000.

Summary of Committee Discussion / Questions:

The committee asked about utilization of the employee assistance program and any correlation with the health plan utilization for mental health services. Ms. DeVolder indicated that Metropolitan Council employees utilize the in-person and online EAP almost twice the national average for most employers. There has been no analysis of correlation with the health plan utilization. There was also discussion of the various ways employees access EAP; Ms. DeVolder indicated there are multiple access points including supervisor referral, self referral as there are brochures, flyers and post-cards sent to employees notifying them of the available resource.

M Management Committee
Meeting date: January 13, 2010

ADVISORY INFORMATION

Date: December 30, 2009
Subject: Authorization to Award Contract for Employee Assistance Program Services
District(s), Member(s): ALL
Policy/Legal Reference: Council Policy 3-3 Expenditures – Procurement of Goods and Services over \$250,000
Staff Prepared/Presented: Gloria Heinz, 602-1398/Connie DeVolder, 612-349-7668
Division/Department: Regional Administration, Human Resources

Proposed Action:

- That the Metropolitan Council authorize the Regional Administrator to execute a contract with DOR & Associates, Inc. to provide Employee Assistance Program Services for a term of four (4) years at a cost not to exceed \$275,000.

Background:

- Proposals were solicited to provide an Employee Assistance Program for Metropolitan Council employees and their dependent family members. Typical services to be provided include personal consultation and referral services for chemical and alcohol abuse; child and elderly care demands; relationship problems/couples communication; domestic abuse; workplace pressures; depression and anxiety; family/life adjustments; financial problems and legal issues.
- A formal, advertised Request for Proposals was issued October 7, 2009 and proposals were received November 3, 2009. One addendum was issued on October 23, 2009 answering prospective proposer questions.
- There were four planholders of record, three of which submitted proposals.
- Proposals were submitted by the following firms:
DOR & Associates (DOR)
Total Employee Assistance Management (TEAM)
Optum Health

Rationale:

- The proposal submitted by DOR (incumbent provider) was the most responsive and comprehensive proposal and was rated Excellent by the panel. DOR's price proposal was also the lowest cost submitted and represented a price reduction of 4.5% from the Council's 2009 rates.
- DOR has also set themselves apart from the other proposers by demonstrating a clear understanding of the requirements of the Scope of Work and the needs of the Council. Their competitive pricing (4.5% decrease), qualified personnel (low turnover and Master's level staff), detailed reports, and responsiveness to Council needs all make the proposal from DOR the most advantageous to the Council.

Funding:

- Funding is available through the Human Resources Annual Operating Budget.

Known Support / Opposition:

- None