

October 4, 2022

**C-18**

HONORABLE MAYOR AND CITY COUNCIL  
City of Long Beach  
California

**RECOMMENDATION:**

Adopt Specifications No. RFP HR22-037 and award a contract to Managed Health Network (MHN) of San Rafael, CA, for employee assistance program services, in an annual amount not to exceed \$150,000, for a period of four years, with the option to renew for two additional one-year periods, at the discretion of the City Manager; and, authorize the City Manager, or designee, to execute all documents necessary to enter into the contract, including any necessary subsequent amendments. (Citywide)

**DISCUSSION**

City Council approval is requested to enter into a contract with Managed Health Network (MHN) for providing employee assistance program services.

Employee Assistance Programs (EAP) are employer-sponsored programs designed to assist employees and family members with mental health, substance abuse, health/wellness, and work/life issues. Services offered by an EAP have become critically important as a result of the COVID-19 pandemic and the continuous impacts that the pandemic has presented to the workplace (i.e., safety concerns, repopulation, childcare, etc.). Although the foundation of most EAPs is based on an offering of employer-sponsored counseling and substance abuse monitoring programs, such as the Department of Transportation (DOT) Drug and Alcohol testing program, the standards of the City of Long Beach's (City) EAP resources also include those that address marital/family issues, elder care and childcare resources, financial planning, legal services, identity theft remediation, stress/grief counseling, and home management referrals (i.e., cleaning services, etc.). Such services are considered beneficial resources that promote employee well-being, retention, and productivity in the workplace. The City's EAP includes organizational management amenities, such as organizational development and leadership seminars, supervisor training, crisis response services, and conflict-prevention workshops. Collectively, offering a wide breadth of EAP services advances long-term organizational performance and overall employee satisfaction.

The Request for Proposals (RFP) was advertised in the Long Beach Press-Telegram on March 15, 2022, and 222 potential proposers specializing in employee assistance program services were notified of the RFP opportunity. Of those proposers, 22 downloaded the RFP via the City's electronic bid system. The RFP document was made available from the Purchasing Division, located on the sixth floor of City Hall, and the Division's website at [www.longbeach.gov/purchasing](http://www.longbeach.gov/purchasing). An RFP announcement was also included in the Purchasing Division's weekly update of Open Bid Opportunities, which is sent to 42 local, minority-owned, and women-owned business groups. There were three (3) proposals received on April 26,

2022. Of those three (3) proposers, one (1) was Minority-owned Business Enterprises (MBEs), one (1) was Women-owned Business Enterprises (WBEs), one (1) was certified Small Business Enterprises (SBEs), and none were Long Beach vendors (Local). The selection committee determined that MHN, of San Rafael, CA (not an MBE, WBE, SBE, or Local), was the most qualified firm to provide the services.

### **Request for Proposals**

The City is committed to providing comprehensive, high-quality, and cost-effective benefit plans and programs that provide optimum value to the City, its employees, and their families. In an effort to continue offering a comprehensive, full-service program, an RFP for employee assistance services was developed in accordance with Procurement guidelines. The scope of services in the RFP was based on existing service levels and practices, in addition to industry-standard services.

The selection committee determined that the incumbent, MHN of San Rafael, CA (not an MBE, WBE, SBE, or Local), was the most qualified firm and that their solution provided the best overall value for the City. MHN's comprehensive response demonstrated high-level competencies in the core functions of these services, which are critical to the City's commitment to offering behavioral health and work/life balance support tools to its diverse workforce. MHN's responses in the Proposer interview further demonstrated their strong qualifications and professional approach to developing long-term EAP solutions for employers.

### **Program Enhancements**

In addition to current provisions, MHN's proposal includes the following enhancements:

- Expanded telehealth (virtual) network allows employees to choose a provider that fits their needs in terms of choosing a behavioral health provider.
- Upgrade to Premium Legal Services – up to 60-minute complimentary consultation with a qualified attorney; eligible to receive a 30 percent discount if employee hires the consulting attorney.
- Implementation of two (2) new six (6)-session “Aware Mindfulness” and Life Coaching Programs – the sessions are separate from clinical counseling.
- Expansion of available training hours included in the contractual agreement.
- First Responder Counseling Network, Specialty Workshops for Law Enforcement and First Responders, and Specialized Management Consultation services – these services would complement provisions offered under the City's Sworn Critical Incident Services contractual agreement and offer another layer of support to the City's First Responders (i.e., Police, Fire, Marine Safety, 911 Dispatchers).

To align with the City's outreach goal, Long Beach businesses are encouraged to submit proposals for City contracts. The Purchasing Division also assists businesses with registering on the PlanetBids (now Long Beach Buys) database to download RFP specifications. Through

outreach, 15 Long Beach vendors were notified to submit proposals, of which two (2) downloaded and none submitted a proposal. The Purchasing Division is committed to continuing to perform outreach to local vendors to expand the bidder pool.

This matter was reviewed by Principal Deputy City Attorney Richard Anthony and Purchasing Agent Michelle Wilson on September 14, 2022, and by Budget Management Officer Nader Kaamouh on September 15, 2022.

TIMING CONSIDERATIONS

City Council action to adopt Specifications No. RFP HR22-037 and award a contract concurrently is requested on October 4, 2022, to allow continued EAP services without interruption. The Human Resource Department is planning to utilize the month of October to relaunch existing and new provisions of the City's EAP program to employees during the open enrollment period and thereafter via various mediums.

FISCAL IMPACT

The total annual amount of the contract will not exceed \$150,000 for a period of four years, with the option to renew for two additional one-year periods, at the discretion of the City Manager. The Employee Assistance Program will be funded within current resources appropriated in the Employee Benefits Fund Group in the Citywide Activities Department. This recommendation has no staffing impact beyond the normal budgeted scope of duties and is consistent with existing City Council priorities. There is no local job impact associated with this recommendation.

SUGGESTED ACTION:

Approve recommendation.

Respectfully submitted,



JOE AMBROSINI  
HUMAN RESOURCES DIRECTOR

APPROVED:



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THOMAS B. MODICA  
CITY MANAGER