



City of Arts & Innovation

# City Council Memorandum

TO: HONORABLE MAYOR AND CITY COUNCIL DATE: JUNE 25, 2024

FROM: HUMAN RESOURCES WARDS: ALL

SUBJECT: REQUEST FOR PROPOSAL NO. 2312 – APPROVAL OF PROFESSIONAL CONSULTANT SERVICES AGREEMENT WITH NANCY K. BOHL, INC., DBA THE COUNSELING TEAM INTERNATIONAL, TO PROVIDE EMPLOYEE ASSISTANCE PROGRAM SERVICES TO ALL CITY EMPLOYEES AND OTHER RELATED SERVICES FOR SWORN FIRE AND POLICE PERSONNEL IN AN AMOUNT NOT TO EXCEED \$216,833.97 ANNUALLY PLUS \$86,000 FOR ADDITIONAL SERVICES AS NECESSARY WITH AN AGGREGATE AMOUNT OF \$2,119,837.79 THROUGH THE TERM OF THE CONTRACT TERM FROM JULY 1, 2024 – JUNE 30, 2029, WITH AN OPTION TO EXTEND FOR TWO ADDITIONAL ONE-YEAR RENEWAL TERMS NOT TO EXCEED SEVEN (7) YEARS. STARTING WITH FISCAL YEAR THREE, FOUR AND FIVE ANNUAL FEE WILL HAVE A 3% INCREASE EACH YEAR EFFECTIVE ON JULY 1, 2026, JULY 1, 2027, AND JULY 1, 2028.

**ISSUE:**

The issue for City Council consideration is the approval of the proposed Professional Consultant Services Agreement with Nancy K. Bohl, Inc. The Counseling Team International (TCTI) to provide Employee Assistance Program services to City employees in the amount of \$216,833.97 annually and \$86,000 for additional services, not to exceed a total of \$302,833.97 annually with an aggregate amount of \$2,119,837.79 through the term of the contract term from July 1, 2024 – June 30, 2029, with an option to extend for two additional one-year renewal terms not to exceed seven (7) years. Starting with fiscal year three, four and five annual fee will have a 3% increase each year effective on July 1, 2026, July 1, 2027, and July 1, 2028.

**RECOMMENDATIONS:**

That the City Council:

1. Approve the Professional Consultant Services Agreement with Nancy K. Bohl, Inc. DBA The Counseling Team International (TCTI) to provide Employee Assistance Program services for the term July 1, 2024, through June 30, 2029 in the amount of \$216,833.97 per year and \$86,000 for additional services, not to exceed a total of \$302,833.97 annually with an aggregate amount of \$2,119,837.79 through the term of the contract term from July 1, 2024 – June 30, 2029, with an option to extend for two additional one-year renewal terms not to exceed seven (7) years. Starting with fiscal year three, four and five annual fee will have a 3% increase each year effective on July 1, 2026, July 1, 2027, and July 1, 2028; and
2. Authorize the City Manager or their designee to execute the Professional Consultant

Services Agreement with Nancy K. Bohl, Inc. DBA The Counseling Team International (TCTI), including making minor and non-substantive changes and executing contract extensions as provided for in the agreement.

**BACKGROUND:**

In the interest of meeting our employees' psychological counseling needs, crisis management and family support needs, the City instituted an Employee Assistance Program (EAP) in 1983. Since 2013, The Counseling Team International (TCTI) has provided contracted EAP services to the City. The current agreement between the City and TCTI will expire June 30, 2024. All benefited City employees and their eligible family members are able to have access to the services provided by TCTI.

**DISCUSSION:**

On October 27, 2023, Request for Proposal (RFP) No. 2312 was posted on Planet Bids seeking competitive solicitations for an Employee Assistance Program (EAP) provider.

Upon release of RFP No. 2312, there were 42 vendors notified and of the 42, 22 were registered in Planet Bids as prospective bidders. On December 18, 2023, two proposals were received for RFP 2312 – Employee Assistance Program.

Staff evaluated the proposals based on the evaluation criteria developed for the RFP, including consultant's qualifications, approach and methodology, pricing, experience with projects of similar size and scope, and professional references. After the evaluation of the two proposals, the Purchasing Division determined that the proposal received by Nancy K. Bohl, Inc. DBA The Counseling Team International (TCTI) of San Bernardino, California ranked the highest amongst all other proposers.

Consultant	Total Points Received	Rank
TCTI	881.00	1
Spring Care, Inc	670	2

\*Spring Care, Inc was deemed non-responsible due to low score.

Per the City of Riverside Purchasing Resolution 24101, Article Five, Section 508 (d): "Contracts for Professional Services procured through Formal Procurement shall be awarded by the City Council."

The Purchasing Manager concurs that the recommendation to award complies with Purchasing Resolution 24101, Article Five, Section 508 (d).

**STRATEGIC PLAN ALIGNMENT:**

This item contributes to **Strategic Priority 5 – High Performing Government and Goal 5.1 – Attract, develop, engage and retain a diverse and highly skilled workforce across the entire City organization.**

This item aligns with each of the five Cross-Cutting Threads as follows:

1. **Community Trust** – Providing an Employee Assistance Program for City employees and their families ensures employees have access to essential emotional support tools and resources that contribute to the employee’s mental and emotional well-being and leads to a more productive and effective workforce.
2. **Equity** – An Employee Assistance Program allows for fair and equitable access to tools and resources for all eligible City employees and their families.
3. **Fiscal Responsibility** – The Human Resources department follows established purchasing and procurement processes to ensure a fair and cost-efficient service is negotiated with consultants/contractors.
4. **Innovation** – the Program allows for utilization of various tools and resources, including highly specialized and qualified Professionals to assist with counseling and critical intervention needs.
5. **Sustainability & Resiliency** – Through the Employee Assistance Program, the City is able to continue to offer attractive benefit programs and plans to employees, to ultimately attract and retain employees and avoid creating a gap in City services.

**FISCAL IMPACT:**

The total fiscal impact for FY 2024/25 is \$216,833.97 plus \$86,000 for additional services as needed. Sufficient funds are included in proposed FY 2024-2026 budget scheduled for Council adoption on June 25, 2024, as presented in the table below. Appropriations for future fiscal years will be included in the department’s budget submissions for those fiscal years to be presented to the City Council for approval.

<b>Fund</b>	<b>Program</b>	<b>Account</b>	<b>Amount</b>
Workers Comp Trust	HR-Workers Comp, Professional Services	2115100-421000	\$146,569.98
General Fund	Police-Admin Services, Professional Services	3105000-421000	\$22,600.24
	Fire-Admin, Professional Services	3500000-421000	\$47,663.75
<b>Total</b>			<b>\$216,833.97</b>
<b>Additional Services</b>			
Workers Comp Trust	HR-Workers Comp, Professional Services	2115100-421000	\$15,000
General Fund	Police-Admin Services, Professional Services	3105000-421000	\$50,000
	Fire-Admin, Professional Services	3500000-421000	\$21,000
<b>Total</b>			<b>\$86,000</b>

Prepared by:  
 Certified as to  
 availability of funds:  
 Approved by:

Rene Goldman, Human Resources Director  
 Kristie Thomas, Finance Director/Assistant Chief Financial Officer  
 Edward Enriquez, Assistant City Manager/CFO/City Treasurer

Approved as to form: Phaedra A. Norton, City Attorney

Attachments:

1. Professional Consultant Services Agreement with The Counseling Team International
2. RFP Award Recommendation