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04-151

ACCEPT PROPOSAL/AWARD CONTRACT FOR  
EMPLOYEE ASSISTANCE PROGRAM SERVICES TO  
CASCADE CENTERS, INC.

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FINANCIAL  
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REPORT: The College's Human Resource Department released a Request for Proposal (RFP) to select a vendor for the College's Employee Assistance Program (EAP). This program provides a wide range of confidential counseling and assistance for employees as well as a set of comprehensive resources to assist employees with life management challenges and problems. The previous five (5) year contract with the current provider, Managed Health Network (MHN), has expired. The College currently has approximately 2600 employees who are eligible for the employee assistance program benefit. Spouses, dependents, COBRA participants, and retirees under age 65 who qualify for the College's enhanced retirement program are also eligible. The EAP consists of, but is not limited to, the following services: five (5) hours counseling on family care related issues; orientation addressing the scope of services and how to access EAP; supervisory training and consulting in monitoring and identifying types of problems encountered by EAP, and to provide a telephone crisis line.

A Request for Proposals (RFP) was released on March 16, 2004. It was advertised in the Daily Journal of Commerce, State of Oregon VIP system and on the PCC Procurement Website. The RFP was developed to establish a new five (5) year contract. A total of twelve (12) service providers received copies of the RFP document, and a total of six (6) proposals were received. The proposals were evaluated and scored by committee members based on the following criteria:

Qualifications and Reputation, Scope of Service, Quality of Written Proposal and Cost. Below are the list of proposals received and their total weighted scores. Recommendation for award will be to the proposal with the highest total scores.

<b>Top Three finalists:</b>	<b>Scores (oral/written)</b>
<b>Cascade Centers, Inc</b>	<b>175.22</b>
MHN, Inc	172.31
Walker Group	164.42
Other proposals:	Scores (written)
Life Era Working	81.64
Reliant Behavioral	74.25
VMC Behavioral Health	67.03

Note: None of the proposers are certified M/W/ESB firms.

For the past fourteen (14) years, MHN, Inc provided the EAP Program for the College. The HR Department has been very satisfied with their service and grateful for the assistance they provided to the employees. However, after intensive review of all the proposals received the committee felt that Cascade Centers offers more services, at a much lower rate of \$2.20 per eligible employee. The rate with Cascade Centers is valid for the initial two (2) years of the contract with slight increases in third (3rd) through fifth (5th) year, if the contract is continued. This will result in an approximate annual cost of \$72,000 per year based on projected employee headcount. It also represents a savings of over \$43,000 per year in relation to the current provider's fee structure. The current provider, MHN offered \$3.83 per eligible employee.

**RECOMMENDATION:** That the Board of Directors accept the proposal from, and award a contract to, Cascade Centers, Inc., to provide employee assistance program services to College employees and their eligible family members. The contract will be valid for a not-to-exceed period of five (5) years. Based on current and projected increases in the rate and employee population, the estimated annual rate is \$72,000 and will not exceed \$360,000 over a total five (5) year contract period.