



CITY OF HAMILTON
City Manager's Office
Human Resources Division

TO:	Chair & Members Audit, Finance and Administration Committee
COMMITTEE DATE:	June 2, 2022
SUBJECT/REPORT NO:	Extension of Employee and Family Assistance Program Contract (HUR22006) (City Wide)
WARD(S) AFFECTED:	City Wide
PREPARED BY:	Matthew Sutcliffe (905) 546-2424 Ext. 2655 David Lindeman (905) 546-2424 Ext. 5657
SUBMITTED BY:	Lora Fontana Executive Director Human Resources
SIGNATURE:	

RECOMMENDATION

That Council approve the single source procurement, pursuant to Procurement Policy #11 – Non-competitive Procurements, for the extension of Contract C1-02-15 for the Provision of the Employee and Family Assistance Program to City Employees from July 1, 2022 to an end date no later than July 1, 2023 and that the City Manager be authorized to negotiate and execute an amendment to the Contract and any ancillary documents required to give effect thereto with Homewood Health Inc. in a form satisfactory to the City Solicitor.

EXECUTIVE SUMMARY

The City of Hamilton has received Employee and Family Assistance Program (EFAP) services from Homewood Health since January 1, 2016, as the successful proponent for a Request for Proposals (RFP) for the Provision of the Employee and Family Assistance Program to City for 5 years.

Release of a new RFP was delayed and the current contract with Homewood Health was extended by the City Manager for a total of 18 months through a Policy #11 Non-Competitive Procurements due to the demands placed on Human Resources staff by the pandemic that took them away from issuing the RFP and to provide uninterrupted access to the EFAP services by employees and their families during the emergency response and recovery. The extension will end on June 30, 2022. As per Policy #11 under By-law No. 21-215, Council must approve any further extension.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Human Resources intends to issue an RFP for EFAP services as soon as possible but, depending on availability staff resources and other factors, Human Resources may need to the end of June 2023 to complete the RFP process and select a successful bidder.

Alternatives for Consideration – See Page 3

FINANCIAL – STAFFING – LEGAL IMPLICATIONS (for recommendation(s) only)

Financial: EFAP services are budgeted for 2022

Staffing: none

Legal: none

HISTORICAL BACKGROUND (Chronology of events)

The EFAP service is available 24/7 and provides short-term counselling and health and wellness services to staff and their dependents. Services include consultation and access to resources on topics such as:

- Parent support
- Elder Care
- Finances
- Legal Advice
- Relationships
- Grief and Loss
- Stress Solutions
- Nutrition
- Career Coaching

Homewood Health was the successful bidder on a Request for Proposals (RFP) for the provision of Employee and Family Assistance Program services for the period of January 1, 2016 to December 31, 2020.

The contract with Homewood Health was extended for 12 months in 2021 and a further 6 months in 2022. The extensions were made due to staff being unavailable to issue a new RFP for EFAP service. These staff members were assigned to duties related to the pandemic response, including managing employees COVID-19 absences and developing new policies and procedures. It was also beneficial to provide uninterrupted access to EFAP services during our emergency response by continuing with the current service provider and not have to potentially change to a different provider of these services.

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Our pandemic response continues but demands on staff have lessened and resources can now be assigned to issue a new RFP, review bid submissions and select a successful bidder.

Human Resources intends to issue an RFP for EFAP services as soon as possible but, depending on availability staff resources and other factors, Human Resources may need to the end of June 2023 to complete the RFP process and select a successful bidder.

POLICY IMPLICATIONS AND LEGISLATED REQUIREMENTS

By-law 21-215 City's Procurement Policy – Policy #11 Non-Competitive

RELEVANT CONSULTATION

Procurement has provided guidance as to adherence to the Procurement Policy.

ANALYSIS AND RATIONALE FOR RECOMMENDATION

The Employee and Family Assistance Program is an important component of the employee health and well-being benefits offered by the City to its employees. The utilization rate is a healthy 14.27% (2021). Employees and their dependents will need access to these services and resources while a RFP for EFAP services is being processed and a successful bidder awarded with a new contract.

It is not likely that a successful provider will be identified, and a contract secured for EFAP services before the current contract expires on June 30, 2022. Approval of the recommendation in this report will guarantee uninterrupted access to critical EFAP supports during the RFP period.

ALTERNATIVES FOR CONSIDERATION

1. Proceed with issuing a RFP for EFAP Services as soon as possible and pay the existing EFAP provider on a month-to-month basis past June 30, 2022 without Council approval. This is not recommended as it does not comply with the Procurement Policy and will require a notification to Council of the non-compliance under Policy #19 - Non-compliance with the Procurement Policy.
2. Allow current contract to expire and stop providing EFAP services to staff until new contract is put in place. This is not recommended as it will remove a critical component of our mental health and well-being resources and leave staff and their dependents without access to these supports.

ALIGNMENT TO THE 2016 – 2025 STRATEGIC PLAN

Our People and Performance

Hamiltonians have a high level of trust and confidence in their City government.

APPENDICES AND SCHEDULES ATTACHED

Not applicable