



Request for Waiver of Bid Procurement

I. Program Description and Current Operations

Date: 04/04/18

Service or Goods to be Purchased: Employee Assistance Program for the Dane County Sheriff's Office and the Public Safety Communications Center

Estimated Expenditure Amount: 5-Year Total \$144,200

Vendor Name: FEI Behavioral Health, Inc.

Department: Dane County Sheriff's Office and Public Safety Communications Center

Name of Contact Person: Captain David Dohnal

Name of Program: EAP

Requisition Number:

- II. Chapter 25 of Dane County Ordinance codifies the County's purchasing and contracting process. Included in this chapter, 25.11(20) allows for exceptions to the competitive bidding process for a variety of reasons.

Below is a list of exceptions specified in the ordinance. Choose the one most appropriate to your request.

Emergency procurement

Only one vendor possesses the unique and singularly available ability to meet the Department's requirements

When unique and specific technical qualifications are required

When special adaptation for a special purpose is required

When a unique or opportune buying condition exists

- III. State your rationale for request for waiver. Please be specific.

Request a waiver of bid procurement for FEI Behavioral Health, Inc. (FEI), in the total amount of \$144,200, over 5-years, to provide the Dane County Sheriff's Office (DCSO) and the Dane County Public Safety Communications Center (PSC) with an Employee Assistance Program (EAP) including Critical Incident Stress Management (CISM) and Critical Incident Stress Debriefing (CISD) services, to provide psychological counseling and assessment services to employees and members of their immediate families for problems, concerns, and needs related to employment, marriage, families, substance abuse, stress, grief, or related matters, and to provide onsite training, orientation and outreach.

Background:

Currently, DCSO and the PSC contract with FEI to provide Employee Assistance Program services including CISM and CISD assistance. FEI's contract term is for 3-years with two 1-year renewal options with the last 1-year renewal option expiring June 30, 2018. Current contract cost is \$20.26 per person, per year (574 DCSO employees and 81 PSC employees) or approximately \$1.69 per person, per month.

Only one vendor possesses the unique and singularly available ability to meet the Department's requirements:

FEI possesses the unique a singularly ability to meet Department requirements. Job stressors inherent in the law enforcement and public safety communications professions put staff at risk for a variety of personal and mental health related concerns. Historically, law enforcement and public safety communications professions have avoided seeking mental health services and professional counseling due to personal attitudes, stigma, and perceptions of how their organizations will react. This mistrust has resulted in underutilization of EAP services resulting in unaddressed and untreated personal and mental health concerns which impact job performance, and is a safety concern.

Since July of 2013, FEI has developed a level of trust and competency with DCSO and PSC that cannot be easily duplicated. During the length of the past contract, EAP case utilization averaged between 8% - 9% annually, which was almost twice the rate of FEI's overall book-of-business. In addition, request for and attendance at CISM services increased over the course of the contract. Almost 70% of Sheriff's Office deputies recently surveyed at the end of 2017 reported having attended a CISM debriefing, with most finding it helpful to them. This uncommon level of trust takes time to build with employees and organizations and has been a consistent goal of FEI since 2013. Due to the stigma of seeking help in the law enforcement community, changing to a new and unfamiliar EAP provider could threaten this hard-earned trust and ultimately decrease utilization of valuable, life supporting services.

FEI is experienced in designing and implementing operational programs for DCSO and PSC and has developed familiarity, knowledge of experience, and built strong relationships of trust by providing the following:

- Developing and managing a network of professional counselors in the Dane County area educated and competent to work with law enforcement and public safety communications professionals.
- Providing a familiar and consistent EAP consultant to respond 24/7 to critical incidents and other events in a timely and competent manor.
- Working closely with the Sheriff's Office Peer Support Team as a trusted advisor and clinical liaison.

FEI is available 24 hours a day and has been critical in building bridges between FEI staff and Dane County employees when responding to critical incidents to provide immediate assistance to employees involved. This assistance has included critical incident debriefings the day of the incident as well as group debriefings after the incident. These debriefings have allowed employees to meet and get to know FEI staff, which is significant in maintaining a comfort level with employees and their families as they move forward from the initial incident. These relationships impact the mental and physical health of employees and are critical for building trust, reliability and consistency for future mandated follow up counseling.

FEI has demonstrated the following qualifications in this partnership:

- Trust
- Reliability
- Competence in the industry
- Cultural competence when working with First Responders
- Prompt response
- Organizational presence and familiarity via branding and proven professional service delivery
- Collaboration with the internal program professionals

- Expertise in organizational development, workgroup intervention, conflict mediation and crisis response
- Established relationships
- Confidential employee assistance

When unique and specific technical qualifications are required and special adaptation for a special purpose is required:

Members of the law enforcement community have increasing demands and stressors placed on them given the current police climate in the US. These stressors intensify the already arduous and hazardous nature of law enforcement jobs.

The Sheriff’s Office is tasked with ensuring that Deputies are medically and psychologically fit to perform the full range of their duties without undue risk of injury to themselves, co-workers, and/or the public. Over the past five years FEI has helped satisfy these requirements effectively and efficiently through counseling and specialized training including training for the Sheriff’s Office Peer Support Program.

Further, the City of Madison has utilized FEI for eleven years. The Dane County Sheriff’s Office, being of similar size and servicing the same demographic areas, experiences the same type of calls and critical incidents and stressors. Also, The Dane County Communications Center works jointly with the City of Madison and the Sheriff’s Office and many times resources cross over during critical incidents. Having the same EAP provider makes debriefings more efficient and consistent for all involved, continuity of service is maintained and trust is retained.

When a unique or opportune buying condition exists:

EAP services provided by FEI are cost effective and beneficial to the County and to County employees in many ways. Costs associated with hiring, firing, and training are increasing and it is often more cost-effective to retain current employees than to hire and train new ones. The cost associated with unproductive employees include the liability incurred from increased overtime, sick time, tardiness, accidents, and time spent counseling unproductive/problematic employees. Having employees, who could be helped by and utilize EAP service, could potentially reduce operating costs.

The cost estimate for this bid waiver is \$144,200 over five years. Attached is FEI’s EAP proposal and cost estimate for onsite training, orientation, and outreach. The PEPY rate quoted by FEI in their proposal is very reasonable compared to the national average industry rate. The average annual per-employee cost of an EAP ranges from \$12 to \$40 according to reports by the Employee Assistance Society of North America and the Kaiser Family Foundation. Further a current example, referenced below, is the cost structure for EAP Service in Washington DC; for 500 - 1,000 employees, the PEPY cost per employee is \$21 - \$36.

Annual EAP Costs per Number of Company Employees					
Number of Employees	Cost Range	Cost Mean	Number of Employees	Cost Range	Cost Mean
More than 5,000	\$14-25	\$20.29	100-250	\$24-60	\$32.70
1,000-5,000	\$17-39	\$20.42	26-100	\$29-75	\$36.70
500-1,000	\$21-36	\$25.00	Fewer than 25	\$30-100	\$50.00
250-500	\$23-45	\$27.31	Consortium	\$10-25	\$18.00

Estimates are from Corporations Against Drug Abuse, a Washington, DC, consortium and nonprofit organization.