

## ITEM 13 TENDER T20/33 - EMPLOYEE ASSISTANCE PROGRAM

This report recommends acceptance of a tender for an Employee Assistance Program in accordance with the requirements of the Local Government Act 1993 and the Local Government (General) Regulation 2005.

This service provides assistance to employees who experience personal and work-related problems that affect their performance at work. It is recognised that the operation of an effective employee assistance program provides direct benefits to Council employees and consequently to the productivity of Council.

### RECOMMENDATION

- 1 In accordance with clause 178(1)(a) of the Local Government (General) Regulation 2005, Council accept the tender of Mentor Services for the provision of an employee assistance program in the sum of \$174,000 excluding GST for a term of 3 years with 2 x 1 year extension options.
- 2 Council delegates to the General Manager the authority to finalise and execute the contract and any other documentation required to give effect to this resolution.
- 3 Council grant authority for the use of the Common Seal of Council on the contract and any other documentation, should it be required, to give effect to this resolution.

### REPORT AUTHORISATIONS

Report of: Shaun Martin, Work Health + Safety Manager  
Authorised by: Renee Campbell, Director Corporate Services - Connected + Engaged City

### ATTACHMENTS

There are no attachments for this report.

### BACKGROUND

Council has offered an Employee Assistance Program (EAP) to its employees since 1984. This program provides assistance to employees who have experienced personal and work-related problems affecting their performance at work. It is recognised that the operation of an effective EAP program provides direct benefits to Council employees and consequently to the productivity of Council.

Tenders were invited for this program by the open tender method with a close of tenders of 10.00 am on 22 September 2002.

Nine (9) tenders were received by the close of tenders. Tenders have been scrutinised and assessed by a Tender Assessment Panel constituted in accordance with Council's Procurement Policies and Procedures that comprised of representatives from the Governance and Customer Service, Regulation and Enforcement and Safety and Workplace Services Divisions.

The Tender Assessment Panel assessed all tenders in accordance with the following assessment criteria and weightings as set out in the formal tender documents:

#### **Mandatory Criteria**

- 1 Satisfactory references from referees
- 2 Location in Wollongong City

#### **Assessable Criteria**

- 1 Cost to Council (30%)
- 2 Methodology for service delivery (20%)
- 3 Prior Experience (20%)

- 4 Staff quals and experience (10%)
- 5 WHS & Risk (10%)
- 6 Demonstrated Strengthening of Local Economic Capacity (10%)

The mandatory assessment criteria have been met by the recommended tenderer.

The Tender Assessment Panel utilised a weighted scoring method for the assessment of tenders which allocates a numerical score out of 5 in relation to the level of compliance offered by the tenders to each of the assessment criteria as specified in the tender documentation. The method then takes into account pre-determined weightings for each of the assessment criteria which provides for a total score out of 5 to be calculated for each tender. The tender with the highest total score is considered to be the tender that best meets the requirements of the tender documentation in providing best value to Council. Table 1 below summarises the results of the tender assessment and the ranking of tenders.

TABLE 1 – SUMMARY OF TENDER ASSESSMENT

Name of Tenderer	Ranking
Mentor Services	1
Access EAP	2
SMG Health Pty Ltd	3
Benestar	4
Converge International	5
Acacia EAP	6
Prima Career Pty Ltd	7
MYEAP Pty Ltd	8
Pinnacle Health group	9

## PROPOSAL

Council should authorise the engagement of Mentor Services to carry out the EAP Services in accordance with the scope of works.

The recommended tenderer has satisfied the Tender Assessment Panel that it is capable of undertaking the works to Council’s standards and in accordance with the technical specification.

Referees nominated by the recommended tenderer have been contacted by the Tender Assessment Panel and expressed satisfaction with the standard of work and methods of operation undertaken on their behalf.

## CONSULTATION AND COMMUNICATION

- 1 Members of the Tender Assessment Panel
- 2 Nominated Referees

## PLANNING AND POLICY IMPACT

This report contributes to the delivery of Our Wollongong 2028 goal “We are a connected and engaged community”. It specifically delivers on the following:

Community Strategic Plan	Delivery Program 2018-2022	Operational Plan 2020-21
Strategy	4 Year Action	Operational Plan Actions
4.3.1 Positive leadership and governance, values and culture are built upon	4.3.1.2 Build a workplace culture that is safe, engaged, responsive and professional	Develop the WHS behaviour strategy and program to enhance our WHS culture through the application of identified constructive behaviour

## RISK ASSESSMENT

The risk in accepting the recommendation of this report is considered low on the basis that the tender process has fully complied with Council's Procurement Policies and Procedures and the Local Government Act 1993.

The risk of the project work or services is considered low based upon Council's risk assessment matrix and appropriate risk management strategies will be implemented.

## SUSTAINABILITY IMPLICATIONS

This program supports the provision of a positive, productive, caring and innovative work environment that maintains and enhances our employees' health and well-being. This demonstrates Council's commitment and investment to its most valuable assets, our employees.

## FINANCIAL IMPLICATIONS

It is proposed that the total project be funded from the following source/s as identified in the Human Resources Service Plan – Employee Assistance Counselling.

## CONCLUSION

An employee assistance program is an important component of the support offered to employees.