

City of Fort Worth, Texas

Mayor and Council Communication

DATE: 09/16/25 M&C FILE NUMBER: M&C 25-0846

LOG NAME: 13P RFP 25-0144 EMPLOYEE ASSISTANCE PROGRAM JC HRD

SUBJECT

(ALL) Authorize Execution of an Agreement with Keystone Peer Review Organization, LLC, d/b/a Acentra Health for an Employee Assistance Program in an Amount Up to \$250,000.00, for a Three-Year Initial Term and Authorize Two One-Year Renewal Options in the Same Amount for the Human Resources Department

RECOMMENDATION:

It is recommended that the City Council authorize the execution of an agreement with Keystone Peer Review Organization, LLC, d/b/a Acentra Health for an employee assistance program in an amount up to \$250,000.00, for a three-year initial term and authorize two one-year renewal options in the same amount for the Human Resources Department.

DISCUSSION:

The purpose of this M&C is to secure an agreement for an employee assistance program for the Human Resources Department. The employee assistance program delivers confidential counseling and support services to City of Fort Worth employees and their eligible dependents on an as needed basis. To procure these services, Purchasing issued Request for Proposal (RFP) 25-0144, which outlined detailed responsibilities and comprehensive services for the employee assistance program.

The RFP was advertised in the *Fort Worth Star-Telegram* every Wednesday on May 14, 2025, May 21, 2025, May 28, 2025, June 4, 2025, and June 11, 2025. The City received sixteen (16) responses. Back to Eden Fellow Program, Journey Meditation, Inc (dba Journey), and MINES and Associates were deemed non-responsive for failing to submit the required documentation. MCH International LLC was deemed non-responsive for not meeting the requirements listed in the bid.

An evaluation panel, made up of staff from the Human Resources and Police Department, reviewed and scored the submittals using Best Value criteria. Scores were averaged for each of the criteria and the top five Proposers were invited for interviews. Final scores are shown in the table below.

Proposer	Evaluation Factors				Total
	a	b	c	d	
Keystone Peer Review Organization, LLC, d.b.a Acentra Health	13.09	17.50	31.50	25.50	87.59
Spring Care Inc. DBA Spring Health	7.997	18.00	33.25	26.25	85.497
Alliance Work Partners	13.33	16.00	28.00	24.75	82.08
Magellan Health, Inc.	15.00	14.00	24.50	21.00	74.50
Lyra Health	3.821	14.00	25.38	19.50	62.701

The RFP outlined the following evaluation factors:

- a. Cost
- b. Qualifications and Experience
- c. Value Added and Innovative Services
- d. Drug and Alcohol Support Program

After completing the evaluation, the panel concluded that Keystone Peer Review Organization, LLC, d/b/a Acentra Health offered the best value to the City. As a result, the panel recommends that City Council authorize an agreement with Keystone Peer Review Organization, LLC, d/b/a Acentra Health. No guarantee was made that a specific amount of these services would be purchased and Staff certifies that the recommended vendor’s proposal meets all required specifications.

FUNDING: The maximum annual amount allowed under this agreement will be \$250,000.00; however, the actual amount used will be based on the needs of the department and available budget. Funding is budgeted in Group Health Insurance Fund for the Human Resources Department.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval as long as sufficient funds have been appropriated.

AGREEMENT TERMS: Upon City Council approval this agreement shall begin January 1, 2026 and expire three years from that date.

RENEWAL TERMS: This Agreement may be renewed for two additional one-year terms. This action does not require City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal terms.

This project will serve ALL COUNCIL DISTRICTS.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that upon approval of the above recommendation and adoption of the Fiscal Year 2026 Budget by the City Council, funds will be available in the Fiscal Year 2026 operating budget, as appropriated, in the Group Health Insurance Fund. Prior to an expenditure being incurred, the Human Resources Department has the responsibility to validate the availability of funds.

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