

Evaluation Criteria	Advantage Behavior Health Inc	Compsych Corporation	CorpCare Associates, Inc.	Deer Oaks EAP Services, LLC	Ulliance
Contract Exceptions – No Score	Accepted	Minimal Exceptions	Accepted	Accepted	Accepted
Business Plan – 10 Points	9	9	6	9	9
Experience and Qualifications – 10 Points	9	9	7	9	9
Utilization, Trends, and Plan – 10 Points	8	8	6	10	9
The Direct Services to Employees and Those in Their Household – 35 Points	25	30	23	33	30
Past Performance and References – 5 Points	5	5	4	5	4
Diversity Plan – 5 Points	2	2.5	.5	2.6	2.3
Cost – 25 Points	15.59	22.11	23.10	25.00	21.01
TOTAL POINTS:	73.59	85.61	69.60	93.6	84.3

Strengths and Weaknesses

Advantage Behavior Health Inc.

Strengths – Experience of similar size, scope, and complexity, particularly in Government. The business plan was far reaching. Clear and concise business plan. Offeror included Masters level clinicians. Experience and goals were clear. Offeror showed community involvement and advocacy within the Middle TN Community. Clear presentation of facts and approach. Utilization, trends and plan included the use of an App for tracking daily activity. The direct services section included good examples.

Weaknesses – While utilization, trends, and plan provided concrete examples it lacked creativity. With regard to staffing levels, The Director of EAP services required full time on-site office space and lacked information as to how the position would be staffed. Offeror limits employees to six sessions per issue.

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Compsych Corporation

Strengths – Offeror is an established company with over a 98% satisfaction rate. Experience and qualifications included an HR expertise component. Utilization, trends and plan included clear information with concrete examples and Metro specific information. The Utilization, trends and plan included sleep coaching and PTSD counseling. The direct services included health and wellness coaching. Offeror had access to more providers. Offeror specifically mentioned the warm transfer of calls. Offeror provides a wide scope of services to Metro employees. Offeror included references of similar size, scope and complexity.

Weaknesses – Offeror did not propose adequate time for the management of Metro’s account.

CorpCare Associates, Inc.

Strengths – Offer includes access to Masters level clinicians.

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Weaknesses – Offer does not include telephonic counseling services but only after-hours telephonic stabilization. The work-life and wellness programs are not included in the standard EAP package as offered but would instead be add-ons at an additional cost. Unlimited sessions are per case is not included in the offer. The plan for disseminating information to Metro employees lacked detail and included minimal promotion. There was no clear indication that a customized EAP website would be provided. The current provider network is small in comparison to other Offerors and network growth will only be attempted once an employee location survey is completed. The proposed team is comprised of the CEO and two Vice Presidents and may lack adequate time for the management of Metro’s account. While the references were large, they were predominantly in the private sector.

Deer Oaks EAP Services, LLC

Strengths – Offeror included information on Work life services and mediation. The business plan includes follow up with EAP users. The Business plan included very specific information and total numbers of providers in specific areas. Offeror included information about the in house development of HighTouch. The Director has twenty years of experience. Each of the professionals listed to do business with Metro have some type of certification and EAP experience. Offeror delineated the tasks for each of the proposed professionals. The Utilization included a clear outline of their plan, examples from previous contracts, and specifics on utilization and

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frequency. The direct services included positive and clear information. Offeror includes post-employment eligibility for six months. Offer includes access to Masters level clinicians. Offeror provides a wide scope of services to Metro employees.

Weaknesses – The proposed account representative is not a clinician and has many responsibilities outside of account management and may lack adequate time for the management of Metro’s account.

Ulliance

Strengths – Offer includes access to Masters level clinicians. The proposed account representative is a clinician.

Weaknesses – Past performance has been mixed with Metro. Past performance and references were not as strong as other Offerors. Plan does not include follow up with employees using the EAP. Offer lacked innovation and creativity with regard to utilization and plans. The services offered were not as robust as other offers.

