THE CITY OF ASHEVILLE

Staff Report

Council Meeting Date: March 24, 2026

Subject: Contract with Responder Support Services, LLC (RSS) to provide embedded and individualized behavioral health counseling services to City public safety employees and their eligible family members.

Staff Resource(s): Emily Provance, Director of Human Resources

Action Requested: Adoption of a resolution authorizing the City Manager to enter into a contract with Responder Support Services to provide embedded and individual counseling services to public safety employees and their family members.

Background:

- The City of Asheville released an RFP soliciting proposals from licensed behavioral service providers to offer embedded and individual counseling services to City employees and their eligible family members.
- RSS, the City's current provider of these services, was again selected as the most qualified pursuant to City contracting and RFP policies.
- The City's current contract for these services with RSS expires 3/31/2026.
- The new contract would begin 4/1/2026 and remain in place through 3/31/2027, with two (2) one-year optional renewal periods, for a total of 3 years of service, if exercised.
- The initial term is priced at $339,440. The amount for the first renewal term, if exercised, is capped at $397,144, and the second renewal term, if exercised, is capped at $464,658, bringing the contract total to an amount not to exceed $1,201,242 for all 3 years.

Vendor Outreach Efforts:

- Funding for these services is available through the City's general fund and all outreach guidelines were followed and completed per ABI requirements.

Council Vision 2036 Focus Area(s):

- Clean, Safe & Healthy Environment

Council Priority Recovery Area(s):

- People and Environment

Committee(s):

- N/A

Pro(s):

- Supports employee and employee family benefit needs.

Con(s):

- None

Fiscal Impact:

- Funding for this contract is available in the Health Fund operating budget.

Suggested Motion:

- Motion to adopt a resolution authorizing the City Manager to execute a contract with Responder Support Services, LLC (RSS) to provide embedded and individual counseling services to City public safety employees and their family members.

Attachment(s):

- Resolution

RESOLUTION NO. 26-____

RESOLUTION AUTHORIZING THE CITY MANAGER TO EXECUTE A CONTRACT WITH RESPONDER SUPPORT SERVICES, LLC TO PROVIDE EMBEDDED AND INDIVIDUAL COUNSELING SERVICES TO CITY PUBLIC SAFETY EMPLOYEES AND THEIR FAMILY MEMBERS.

WHEREAS, the City of Asheville has authority pursuant to Article 3 of Chapter 160A of the North Carolina General Statutes to enter into contracts for services with other entities; and

WHEREAS, pursuant to the City's Procurement, Purchasing and Contracting policy, general services contracts valued at $90,000 or more require City Council approval; and

WHEREAS, the City has a need to enter into a contract to provide individual behavioral health services to City public safety employees and their families; and

WHEREAS, the City issued an RFP and Responder Support Services, LLC (RSS) was selected as the vendor most qualified to offer these services to City public safety employees and their family members; and

WHEREAS, City staff recommends the execution of a one-year contract beginning April 1, 2026 and ending March 31, 2027 in the amount of $339,440, with two (2) one-year optional renewal periods for a total contract amount not to exceed $1,201,242.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF ASHEVILLE THAT:

The City Manager is hereby authorized to execute a one-year contract with Responder Support Services, LLC beginning April 1, 2026 and ending March 31, 2027 to provide behavioral health services to public safety employees and their families in the amount of $339,440, with two (2) one-year optional renewal periods for a total contract amount not to exceed $1,201,242 and to execute any documents necessary to give effect to this resolution.

Read, approved and adopted this the 24th day of March, 2026.

_____ _____

City Clerk Mayor

Approved as to form:

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City Attorney