



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 18-878

Board Meeting Date: 9/25/2018

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Rocio Kiryczun, Human Resources Director
Subject: Agreement with Zomo Health for Wellness Programs

RECOMMENDATION:

Adopt a resolution authorizing an agreement with Zomo Health LLC to provide wellness program services for the County for the term of September 25, 2018 through December 31, 2021, in an amount not to exceed \$1,948,375.

BACKGROUND:

The County has an approved Wellness Policy and offers a recognized Wellness Program as a key component of its strategy to be a competitive employer that attracts and retains a skilled and productive workforce. As it exists today, the Wellness Program utilizes a two-person staff plus a number of individual contractors to offer a diverse range of programs, services, and activities including wellness screenings, work-life programs, and educational classes.

A request for proposals (RFP) process was initiated in 2017 that had two primary goals:

1. Consolidate all vendor contracts (wellness screening, health coaching, and health education) into a sole provider who would bring cohesiveness and efficiency to those contracted programs.
2. Introduce an engagement platform that could be used to maximize participation among County employees, dependents, and retirees (if feasible).

The RFP Selection Committee, consisting of a subcommittee of the County Wellness Committee and Human Resources staff and supported by Alliant Employee Benefits (the County's benefits broker/consultant) selected Zomo Health as the sole provider of all contracted services, including the engagement platform.

DISCUSSION:

As the wellness vendor marketplace is large, diverse, expanding rapidly, and transitioning from service-based to technology based, the County provided Alliant with initial parameters and asked them to conduct an initial search and screening. The RFP yielded nine proposals of which four

finalists were selected by the panel.

Through the finalist interviews and a one-month period during which selection committee members tested user experiences, Zomo Health’s proposal was deemed to be superior to the other finalists primarily for the following reasons:

- Its web portal was simple yet robust-easy to navigate through lots of content.
- Its pricing included incentives that would be paid directly to employees. Those incentives would not need to be funded by the County, as is the case today and as proposed by other RFP finalists.
- Its resources for the development and printing of communications would be unlimited. Other finalists capped the amount of allocated time and volume available to the County.
- Its fees included program participation by spouses.

The Zomo Health agreement will be for \$599,500 per year. The net cost includes savings from the consolidation of multiple existing vendor contracts. The total also includes the new engagement platform, which will increase the effectiveness of the Wellness program in the following ways:

- It uses a website and mobile devices to continuously engage employees in programs such as health challenges, on-line risk assessments, digital health coaching, activity device (e.g., Fitbit) integration and tracking, etc.
- It enhances the program’s ability to communicate with and send reminders to participants about upcoming events, appointments, etc.
- It enhances program reporting and analytics in a way that is reliable, valid, and HIPAA compliant so that the County and all stakeholders can make informed decisions about future directions and strategies.

The accompanying resolution contains the County’s standard provision allowing amendments of the County’s fiscal obligations by a maximum of \$25,000 (in aggregate).

County Counsel has reviewed and approved the Resolution and Agreement as to form.

Approval of this Agreement contributes to Shared Vision 2025 of a Prosperous Community by providing an attractive employee benefits program to County employees and families.

PERFORMANCE MEASURES:

Measure	FY 2017 - 18 Actual	FY 2018-19 Projected
Percent completion rate of employees who participated in high-risk Wellness Coaching services	60%	60%

FISCAL IMPACT:

The County’s cost for the Zomo Health agreement is covered by the Benefits Trust Fund. These costs are included in the medical insurance rates and are shared between the County and employees.