

CONTRACTOR: AON Consulting, Inc.
CONTACT PERSON: Mike Berry
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Seattle, WA 98101
TELEPHONE/FAX NUMBER: 847-442-2080
COUNTY DEPT.: Finance
DEPT. CONTACT PERSON: Debbi Mock
TELEPHONE/FAX NUMBER: 425-388-3450
PROJECT: RFP for Employee Assistance Program
AMOUNT: Not to exceed \$45,000
FUND SOURCE: 508-5127304621
CONTRACT DURATION: Upon execution through 12/31/2024

AMENDMENT NO. 10 TO AGREEMENT FOR PROFESSIONAL SERVICES

This Amendment No. 10 shall modify the Agreement for Professional Services (the "Agreement") by and between AON Consulting, Inc. ("Contractor") and Snohomish County ("County"), dated September 21, 2020, and as amended by Amendments 1- 9.

In consideration of the covenants hereinafter set forth and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the County and Contractor agree that the Agreement shall be amended as follows:

1. Section 1, Purpose of Agreement; Scope of Services, is hereby amended by adding the following language:

Schedule A-10 attached hereto and by this reference made a part hereof is additional work to be performed by Contractor under the terms of the Agreement.

2. Section 2, Term of Agreement; Time of Performance, is hereby amended to include the following language:

The Contractor shall complete the work required under Schedule A-10 by December 31, 2024.

3. Section 3, Compensation, is hereby amended add the following language:

The County will pay the Contractor for those services required by Schedule A-10 as and when set forth in Schedule B-10, which is attached hereto and by this reference made a part of this Agreement.

4. Except as expressly modified by this Amendment No. 10, all provisions of the Agreement, as amended, shall remain in full force and effect.

IN WITNESS WHEREOF, the duly authorized representatives of the parties to the Contract for Professional Services have executed this Amendment.

“County”

SNOHOMISH COUNTY:

By: _____

Title: Executive Director

Date: _____

“Contractor”

AON CONSULTING, INC.:

DocuSigned by:
Jane Rozina
By: _____

DS
MT

Title: West Region Health Solutions Practice Leader

Date: July 1, 2024

Schedule A-10
Scope of Services

Project Description: AON Consulting, Inc., is to provide professional services to prepare a request for proposals (RFP), as well as analyze responses for the Snohomish County Employee Assistance Program.

AON will work with the County to outline the specific requirements for the RFP and assist the County through the RFP process outline in the work plan below. Work to begin upon contract execution and end no later than December 31, 2024.

Aon process will include the following:

- Kickoff meeting.
- Review and modification recommendations of Snohomish County's EAP Request for Proposal (RFP).
- Evaluation of RFPs
- Finalist meetings with up to 2 vendors (if necessary)

A Project Plan & Scope of Services is attached on the following page.

Project Objective Setting

We will begin with a joint kickoff call to arrive at a set of objectives. Aon will provide an overview of the current trends and innovations in the EAP industry. We will conduct a high-level analysis of Snohomish County's current EAP program design. Aon will offer insight into best practices and prevalence data and will offer recommendations on program components Snohomish County may want to incorporate into the program requirements and vendor evaluation process.

Development of Snohomish County Program Requirements

The initial step in this process is critical to the overall success of this endeavor. During our initial meeting, we will have the opportunity to develop the elements of the program that Snohomish County determines are essential to the comprehensive program Snohomish County would like to provide to its employees. We anticipate these requirements may include items related, but not limited, to:

- Program design, such as number of visits included in the program, intake staffing and model, service hours for education and training, scope of services.
- Management consultation services.
- Critical incident response, such as process for resource deployment, quality, and responsiveness.
- Communication and promotion, including customization and requirements related to Snohomish County's new benefit portal.
- Website content, functionality, and customization.
- Account servicing.
- Reporting.

Aon will document all program requirements and utilize that information to develop the RFP.

Evaluation of RFP

The Aon team will partner with Snohomish County to produce an RFP that reflects Snohomish County's program requirements. The sections within the RFP will consist of Program Requirements, Questionnaire, Financials, Performance Guarantee and Network Analysis. The RFP will be developed in conjunction with Snohomish County Purchasing and will utilize the County's RFP template. The vendors will be asked to submit a proposal. Once submitted, Aon will conduct an analysis of the vendor's financial offer, ability to meet program requirements and performance guarantees along with capabilities compared to Snohomish County's current program and will present the results to the Snohomish County evaluation team for scoring.

Aon will work with Snohomish County Purchasing to request each vendor to conduct a network access analysis that will determine how well the vendors' existing networks align with Snohomish County's population.

This analysis will allow Snohomish County to identify the vendor they would like to move forward with, any necessary follow-up and best-and-final requests.

Vendor Finalist Meetings

Aon will work with Snohomish County Purchasing to facilitate virtual finalist meeting with up to 2 vendors plus the incumbent if requested. Meetings will be an opportunity to understand each vendor's

capabilities to determine which is best suited to administer Snohomish County's program. There will be a 30 minute debrief call after each vendor presentation to discuss their capabilities.

Aon will work with Snohomish County to develop a detailed agenda that provides each vendor with an overview of Snohomish County's current program, detailed description of Snohomish County's program requirements, and key questions/topics that each vendor will be required to respond to during the interview.

Some topics for discussion during the vendor interviews can include:

- Ability to meet Snohomish County's program requirements.
- Scope and delivery of services.
- Intake and assessment process.
- Qualifications and credentials of the intake and management consultation staff.
- Emergency response capabilities.
- Alternative counseling and access modalities.
- On-site education for employees and managers.
- Coordination with medical, wellness, disability, and other Snohomish County program vendors.
- Network access results and network development plan (if needed).
- Promotion and communication plan to make members aware of available EAP and WL services.

Aon will assist the County in developing a scoring matrix that can be used during the interview process. This scoring matrix will allow Snohomish County to identify vendor strengths and weaknesses and determine which vendor best meets Snohomish County's needs.

Roles and Responsibilities

Task	Responsible Party
Client EAP Kick Off Call	Aon Health Transformation Team
Develop EAP RFP Questionnaire	Aon Health Transformation Team
Release/Post RFP	Snohomish County
Answer Vendor RFP Questions	Snohomish County / Internal Aon Client Team
RFP and Financial Analysis w/ high-level scoring (red, yellow, green)	Aon Health Transformation Team
Analysis Presentation to Client	Aon Health Transformation Team
Vendor Finalist Meetings (if needed)	Snohomish County/Internal Aon Client Team
Facilitate Best and Final Offering	Snohomish County
Project management - Send meeting invites - Peer review to include formatting	Internal Aon Client Team

Schedule B-10

Compensation

- a. Services. The County will pay the Contractor for services performed pursuant to Schedule A-10:
 - \$17,500 upon publication of the RFP
 - \$17,500 upon vendor selection
 - \$10,000 upon vendor interviews, if necessary

- b. Invoices. Upon completion of the work pursuant to Schedule A-10, the Contractor shall submit to the County a properly executed invoice indicating work has been performed and the amount due from the County. The County will pay the invoice within thirty (30) calendar days of receipt.