

Test

Contract #ALH-2026-000002 · Metropolitan Library

Contract Type: New

Term Start: Aug 3, 2026

Term End: Aug 3, 2027

Pricing: 1000 a month

1. Renewal Terms

This renewal confirms the 2026-27 Wellness Program renewal for Metropolitan Library Commission of Oklahoma County, provided by Allura Health, under the Wellness-Connect platform.

Term: October 1, 2026 to September 30, 2027

Program: Wellness Program (full service)

Annual Rate: \$25,000

Payment Schedule: First payment due by September 1, 2026: \$25,000.

This renewal is subject to the same terms and conditions as the initial Wellness Program Service Agreement between Allura Health and Metropolitan Library Commission of Oklahoma County, as further detailed in Exhibit A (Benefits Summary and Terms and Conditions) below.

2. Health and Lifestyle

Health Assessment: Online via any device and mobile app. Individual member report with health insights and score. Company aggregate report with annual review. Available in over 120 languages.

Biometric Screenings: Onsite screening coordination with vetted biometric vendor partners. Third party data import and export available. Biometric screening results integrated into Health Assessment results.

Biometric Data Import: Allura Health supports all third-party biometric data integration at no cost if the file is in one of Allura Health's many standard formats. A minimum fee of \$1,000 per file will apply if formatting is required.

Biometric Data Export: Allura Health can export all biometric data captured and received to a third-party per the client's request at no cost if the export file is in Allura's recommended format. A minimum fee of \$1,000 per file will apply if formatting is required.

Physician Form Screenings: Fully supported Physician Form screening process. Biometric screening results integrated into Health Assessment results. Physician Form completion report and annual aggregate biometrics report and analysis provided. Allura Health will charge for all uploaded physician forms whether the form is accepted or rejected. Allura will not charge for duplicate forms.

Tobacco-Free Program: Custom online tobacco declaration, custom tobacco-free program design with communication, reasonable alternative program design and support, and Tobacco-Free Program reports. Allura Health is not responsible or liable for any tobacco cessation aids or products provided to employees to help quit.

3. Portal Features

Portal Customization: Custom portal URL, co-branding with custom logo and colors, custom homepage banners, and custom pop-up notifications. Client will have the option to create a custom Wellness-Connect portal URL at no cost (e.g. <http://metro.wellness-connect.net/>). White-label portal URL is available at a pass-through cost. Custom logo and colors must be approved by Allura Health to maintain product integrity.

Incentive Management System: Points & incentives tracking and reporting, dashboard of member incentives/rewards/campaigns, integrated Rewards Mall system with e-gift card redemptions, and Wellness Medallions engagement program. A point program structure and recommended template is provided; the My Wellness Goals dashboard can be fully customized.

Rewards Mall: Client is responsible for funding the rewards mall and e-gift card purchases and may customize the point-to-token conversion and mall access requirements. E-gift cards are delivered electronically. All e-gift card sales are final; no refunds or exchanges are available (terms may apply to certain e-gift cards).

Exam & Event Tracking: Tracking options include self-report, upload required, or code word; integrated carrier file transfer for preventive care; onsite and offsite event tracking; and incentivizing use of additional employee well-being benefits. Manual incentive uploads are limited to 1 file per month at no cost (Allura preferred format/template); additional uploads within the same month are \$25 per additional file.

Event Scheduler: Unlimited custom company or wellness-related events with live registration, sign-up confirmations/reminders via email and text, personal calendar integration, and on-demand event registration reports via the Allura Director's Portal.

Activity Tracking Device Integration: Compatible with all major activity tracking devices and apps (Fitbit, Apple Health, Apple Watch, Garmin, Samsung Health, Google Fit, and more). Members are subject to the manufacturer's/supplier's warranties and terms of use; Allura Health is not responsible for product defects or resulting damage, and is solely responsible for the functionality of Wellness-Connect (not third-party hardware).

COVID-19 Resource Center: General information and educational tools, latest health articles, coping resources, product locator, and outside resources (WHO, CDC state-by-state info).

4. Member Tools

Challenges: Interactive and engaging individual or team-based challenges (step/active minutes, nutrition, hydration, social, gratitude, self-care, general wellness, weight loss), with digital marketing, weekly updates, and leaderboard reporting. Challenge details and rules are customizable at no cost; custom graphics/design requests are \$500 per request. Allura Health is not responsible for monitoring individual self-reported activity on an ongoing basis where self-reporting is allowed.

Physical Activity: Gym check-in with geo-location technology, Activity Tracker Converter (80+ workout types converted to steps), step/active minutes self-report tracker, and real-time workout counters.

Social: Personal avatar/alias, secure message center, friends directory, program leaderboard, and interactive social/gamification challenge features.

Health Education and Self-Help Tools: Health Library (A-Z), personalized health recommendations, wellness quizzes, latest health articles, and health tips from certified health coaches.

Health & Lifestyle Trackers: Active minutes, calories, distance, fruits & veggies, hydration, mood, sleep, steps, weight, and Activity Tracker Converter; plus a S.M.A.R.T. Goals Tracker with coach supervision and accountability.

Quizzes: Up to 4 quarterly quizzes per program year included; custom company- or health-related quizzes available at an additional cost.

Wellness Lessons: A series of self-directed, coach-assigned, or reasonable-alternative lifestyle and behavioral-change lessons covering topics such as hypertension, sleep, nutrition, weight management, tobacco cessation, stress, financial wellness, and more.

Webinars: Up to 2 recorded webinars included per program year. Additional webinars beyond the 2 included are \$150 per webinar. Live webinars/Lunch-and-Learns are available at \$500 per request (travel fees and incidental expenses apply).

5. Health & Lifestyle Coaching

Coaching Program Benefits: Certified health coaches provide support and accountability on sleep, physical activity, nutrition, stress, and more, including S.M.A.R.T. goals training/supervision, preventive care education, and a dedicated coach that develops rapport with the member.

Telephonic, Video, Live Chat and Email Sessions: Telephonic, video, and live chat sessions are up to 20 minutes each, once per week maximum. Email sessions are once per week with session guidelines. Live online scheduling with appointment reminders via email and text.

No-Show / Cancellation Policy: Cancellations made within 24 hours of the scheduled session are billed at \$10 per session (member must cancel via their account at least 24 hours in advance to avoid the charge). No-shows/missed sessions are billed at \$10 per session. Telephonic sessions are considered no-shows if the member does not answer or return the coach's call within the designated call-back window (coach attempts contact at the scheduled time and once more five minutes after). Live chat sessions are no-shows if the member is not logged on within five minutes of the session start. Email sessions are no-shows if the member does not respond within three business days of receipt. Members who miss three sessions within the same program period will be flagged and the client notified.

Group Coaching: Virtual group coaching sessions are available at \$250 per one-hour session. Live group coaching sessions are available at \$300-\$500 per one-hour session depending on location and coach type (travel fees and incidentals apply). Outreach campaigns to targeted groups/locations are available at an additional fee depending on scope.

Health Assessment Sessions: Coaches guide members through the Health Assessment telephonically (English and Spanish only); scheduled online or by phone via the Wellness-Connect Support line.

Tobacco Cessation Coaching: Allura Health coaches provide support, guidance, and motivational techniques to quit tobacco use (English and Spanish only, scheduled online only). Allura Health is not responsible or liable for any tobacco cessation aids or products provided to employees.

Coaching Reporting: Quarterly coaching activity/engagement report analysis and annual aggregate coaching outcomes report analysis, available on-demand via the Allura Director's Portal.

6. Communication & Marketing

Portal Communication Tools: 2 custom homepage banners per month and 1 custom employee survey per program year are included. Additional banners beyond the 2 included per month are \$50 per banner. Additional surveys beyond the 1 included per program year are \$500 per survey. Custom text messages are \$25 per text (limited to 160 characters each). Custom pop-up notifications are unlimited and can be set up by the client in the Allura Director's Portal.

Email Campaign Tool: Up to 4 standard e-blast communications per month (one per week) are included, with a custom communication calendar, preferred weekly delivery date/time, custom footer messages, and administrator review/approval via the Allura Director's Portal. Additional e-blasts beyond the 4 included per month, and custom email filters, are available at an additional fee.

Digital Marketing Library: Co-branded digital flyers and posters, a Spanish marketing library at no cost, 2 custom homepage banners per month, and monthly Wellness Minute Newsletters/Wellness Lesson Awareness materials. Standard flyer images/text are not editable; only instructions/activity details may be modified. Up to 2 rounds of marketing revisions are included per request; additional rounds are \$25 per round. Custom marketing requests outside the library are available at a minimum fee of \$250 per request depending on scope. White-label marketing is available at an additional \$500 per month.

7. Reporting

Allura Health provides 20+ turnkey reports available upon program launch via the Allura Director's Portal, exportable as CSV, XLS, PDF, etc. with custom date ranges and filters. Quarterly reporting frequency is standard. Monthly progress reports are available at an additional fee of \$250 per month. Most common and mildly customized and/or ad-hoc reports are provided at an hourly rate of \$100 per hour, not to exceed \$1,000 per file. Quarterly program progress reports, annual program review, annual aggregate reports, and cumulative/filtered/itemized reports are included.

8. Client Support

Account Management Support: Client is supported by a dedicated account management team (Account Executive/Manager, Account Coordinator, Marketing, Tech Support, and Member Support), with unlimited phone and email access, scheduled recurring planning/review meetings, on-demand reports, quarterly report review, and annual program review to evaluate effectiveness.

Incentive Program Design: Allura's implementation team collaborates with the client, broker, and any third-party vendors to design a custom incentive program (participatory, physical-activity, and/or outcomes-based) aligned with a strategic wellness roadmap, including EEOC compliance guidance where applicable and Wellness Medallions engagement program design.

Program Design Support: Collaborative design of a wellness calendar of events aligned with the organization's internal calendar and long-term business goals, plus guidance on establishing and leading a quarterly Wellness Champions committee.

9. Client Admin Portal

Allura Director's Portal: Client can have an unlimited number of program administrators with access to the Allura Director's Portal, including a program dashboard with participation/engagement stats, employee management tools, 20+ on-demand turnkey wellness program reports (custom/ad-hoc requests available at minimal cost), custom views per administrator, a two-way email campaign review/approval tool with open-rate tracking, secure company-wide messaging, targeted pop-up notifications, and a secure file uploader.

10. Implementation Support

Implementation: Allura Health prefers a 30-90 day implementation timeline depending on the scope of program design and third-party integrations, including a white-glove process, implementation checklist, and pre-implementation surveys. Rapid implementations under 30 days are available by request (pre-implementation surveys required).

Kick-Off Support: Onsite kick-off events or orientations are available at on-site fee pricing (travel and incidental fees apply, minimum two hours per event, quote provided upon request).

Third-Party Integrations: Single Sign-On (SSO) set-up from the client's intranet or to third-party partners is available. Standard SSO requests are \$2,500 per request; non-standard SSO protocols can be accommodated with pricing that varies based on scope of work.

File Feed Integrations: Allura Health will work with the client's eligibility/HR vendor to set up a custom eligibility file if Allura's standard file cannot be used, and will set up SFTP file transfer (preferred) at no cost. Eligibility updates may be sent at the client's preferred frequency, up to once per week, as full files or changes-only (new hires, terminations, plan changes, etc.). Eligibility file reconciliations or full roster modifications made during a program year are billed at an additional \$500 per occurrence. Allura Health can import legacy biometric screening results in standard formats at no cost; non-standard formats can be accommodated with variable pricing based on the data manipulation required (see Biometric Data Import above).

11. Allura Health Proposal Fee Summary

Number of Eligible Employees: Up to 500 employees. If annual pre-payment is selected, Allura will send a true-up notification at the end of each quarter to account for any user count fluctuations above 500 users. The true-up will be an invoice to account for an increase in user count above 500 users at \$4.75 PEPM (per employee per month).

Implementation & Portal Set-Up Fees: N/A.

Wellness Program Fees: \$25,000 annual fee (one-year contract).

Coaching Fees: Pool of 400 coaching sessions included. Additional sessions beyond the included pool: \$30 per phone or live chat session, \$15 per email session, \$10 per missed session.

Invoicing: Annual invoicing for program fees; monthly invoicing for coaching fees. Payment methods: ACH transfer, credit card, or check. Payment due within 30 days of invoice receipt.

12. Most Frequently Added Program Enhancements (Optional)

The following optional enhancements are available and billed separately if elected by the client:

Rewards Mall (E-Gift Cards): \$0.25 PEPM - WAIVED. E-gift card catalog of over 175 name-brand, nationwide gift cards; points system integrated with the Rewards Mall; auto-pay or mall retainer required to fund the mall.

SSO (Single Sign-On): \$2,500 for standard SSO protocols from the client intranet; non-standard protocols priced based on scope.

Allura Health Physician Forms: \$15 per form submitted (dynamic form for annual physical/blood draw to satisfy biometric screening requirements).

Lifestyle Management Programs: Charged per coaching session; 6-week coaching course with weekly grading, report card, and certification of completion (topics: cholesterol, tobacco cessation, hypertension, diabetes, musculoskeletal issues).

Onsite Biometric Screenings: Priced per the Biometric Screenings scope of services; legacy data import in standard formats at no cost, non-standard formats priced by scope.

On-Demand Fitness Classes and Channels: \$500 per month (500+ classes; SSO to workout platform available for \$1,500; one-year contract required).

Mental Health & Lifestyle Video Courses: \$250 per month (one-year contract required).

Onsite Attendance: \$150 per hour for kick-off events, health fairs, orientations, workshops, etc. (two-hour minimum per event; travel and incidental fees apply).

Joseph Burello
Client Signer

Joseph Burello
Allura Countersigner