



**READY
REBOUND**

We protect those who protect us

**Statement of Work
Village of Lombard**

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1. Statement of Work

This Statement of Work ("SOW") is limited to the implementation of Ready Rebound Recover as defined in the Ready Rebound Responsibilities section of this document. Any additional services or support will be considered out of scope.

This SOW identifies services that Ready Rebound, Inc. ("Ready Rebound" or "we") will perform for the Village of Lombard ("Customer" or "City").

This SOW is governed by Ready Rebound's MSA: <https://readyrebound.com/terms-and-conditions-102dn3>

1.1 Project Scope

Under this project, Ready Rebound will deliver the Ready Rebound Recover services as defined in the Responsibilities section of this document.

Ready Rebound Recover provides an end-to-end concierge service that connects injured first responders and their families with its elite orthopedic specialist network.

Ready Rebound's estimated charges and schedule are based on the assumptions listed in 1.3 Key Assumptions, and the activities listed in the 1.4 Ready Rebound Responsibilities section below. Deviations that arise during the project will be managed through the procedure described in 1.5, and may result in adjustments to the Project Scope, Estimated Schedule, Charges, and other terms.

1.2 Facilities and Hours of Coverage

Ready Rebound will perform the work under this SOW remotely, except for any project-related activity which Ready Rebound determines would be best performed at your facility in order to complete its responsibilities under this SOW.

1.3 Key Assumptions

The SOW and Ready Rebound pricing are based on the following key assumptions. Deviations that arise during the proposed project will be managed through the project Change Order Process (see 1.5), and may result in adjustments to the Project Scope, Estimated Schedule, Charges, and other terms.

- A. The number of sworn members covered by this agreement is as follows:
 - a. Fire Department: 63
 - b. Police Department: 64
 - c. Department of Public Works: 50
- B. The Customer shall make available appropriate resources to enable the completion of implementation activities.
- C. The Customer shall satisfy its responsibilities for implementation in the timeframe listed in the Estimated Schedule.

1.4 Responsibilities

Activity 1 – Integration and Onboarding

Ready Rebound Responsibilities:

- Ready Rebound will schedule an onboarding, review, and planning meeting (ORP) for project overview and team introductions. Following the ORP call, there will be an in depth review of the integration action items that need to be completed. We will send a outlined list of the integration action items and links to the online forms that need to be completed.

Customer Responsibilities:

- Customer will need to work with Ready Rebound to schedule the ORP meeting, complete the integration forms, collect the needed integration documents, and submit them to their integration specialist.

Completion Criteria:

- Customer team members attend ORP call with Ready Rebound
- Gather, complete, and send integration action items

Deliverable Materials:

- Customer to complete both integration forms (city and department)
- Customer to send job descriptions
- Customer to send return to work form (if applicable)
- Customer to send standard operating procedures for reporting injuries and any injury reporting forms
- Customer to send list of employee zip codes
- Customer to send department logo

Anticipated Time Allocation from Customer:

- 45-minute ORP call – 15 minute in depth integration call following the kick off with the integration POC
- 2-3 hours for completing integration forms and gathering documents

Activity 2 – Education of Members and Families:

Ready Rebound Responsibilities:

- Phase 1 – Ready Rebound will provide an introductory video about our program.
- Phase 2 – Ready Rebound will then provide the Customer either in-person training for its members, virtual training sessions for members, or some combination of both.

Customer Responsibilities:

- Disperse Phase 1 training video to Customer employees.
- Schedule 25-35 minute blocks of training time for Ready Rebound instructors to educate the employees
- Provide dedicated training time for Ready Rebound with all relevant Police, Fire, and Public Works personnel to allow for sufficient member education about the Ready Rebound Recover program and process.
- The City must require relevant personnel to attend trainings.

Completion Criteria:

- Ready Rebound delivers Phase 1 and Phase 2 of Activity 2 – Education of Members and Family

Deliverable Materials:

- Video recorded trainings and education flyers for Customer to disperse to their staff.

Anticipated Time Allocation from Customer:

- 1-2 hours maximum of training time coordination for the main point of contact in Administration.
- 30 minutes for each individual member.

Activity 3 – Managing Network of Provider Specialists:

Ready Rebound Responsibilities:

- Identify, vet and onboard orthopedic physicians, therapists and imaging facilities to provide expedited care for covered employees of Customer

Customer Responsibilities:

- Provide information and preferences for clinicians and or practices that are currently being used (or not used) so that we can incorporate into our network for continuity of care.
- Provide a list of employee zip codes to ensure the most convenient provider options available
- Provide specifics regarding major medical insurance plans for off-duty and courtesy appointments

Completion Criteria:

- Onboarding and education of providers and staff participating in the provider network
- Agreements and protocols for providers participating in the provider network

Deliverable Materials:

- Ready Rebound can provide a list of provider options available to the City (if needed)

Anticipated Time Allocation from The City:

- No active participation is needed from the City for this section of the Ready Rebound Recover program.
- This section is typically completed by Ready Rebound Provider Network Specialists in 2-4 weeks.

Activity 4 – Navigators Manage Individual Injury Cases:

Ready Rebound Responsibilities:

- Conduct the intake process – dependent on the Member and their injury
- Expedite care throughout the injury recovery process.
- Set up appointments (Initial and 2nd Opinions), PT/OT, Surgery, Imaging, etc.
- Send Department / Stakeholder updates for on-duty injuries
- Ensure expedited flow of authorization process and communication with all entities invested in the Member’s medical care.
- Check-in with members on a regular interval to ensure their needs are being met and treatment plan is progressing as it should.
- Address any concerns or questions the Member may have with their treatment plan.
- Address any questions or concerns the department may have regarding a member’s care.

Customer Responsibilities:

- Ongoing utilization of the hotline for injury recovery services.

Completion Criteria:

- These activities will be considered complete at the end of the contracted period.

Activity 5 –Account Manager Assigned to Customer

Ready Rebound Responsibilities:

- Periodically check in to ensure satisfaction.
- Help drive utilization.
- Contract renewals
- Educate client on additional service lines if necessary

Customer Responsibilities:

- Respond to “check in” emails and phone calls.
- Collaborate to help drive utilization.
- Participate in Contract renewal process.

Completion Criteria:

- These activities will be considered complete at the end of the contracted period.

Deliverable Materials:

- Savings Dashboard Access
- Marketing materials such as posters
- Pricing proposals and contracts; hardcopy and digital

Anticipated Time Allocation from Customer:

- Minimal time

1.5 Change Order Process

This SOW and related efforts are based on the information provided and gathered by Ready Rebound. Customers acknowledge that changes to the scope may require additional effort or time, resulting in additional cost. Any change to scope must be agreed to in writing or email, by both Customer and Ready Rebound, and documented as such via a:

- Change Order – Work that is added to or deleted from the original scope of this SOW. Depending on the magnitude of the change, it may or may not alter the original contract amount or completion date and cost to the Customer. All changes must be approved by both parties. Changes might include:
 - Timeline for completion
 - Additional members added to the contract
 - Amending the SOW to correct an error
 - Extension of work as the complexity identified exceeds what was expected
 - Additional changes not covered above