

**CITY OF SANTA ROSA
PROFESSIONAL SERVICES AGREEMENT
WITH WORKCARE, INC.
AGREEMENT NUMBER _____**

This "Agreement" is made as of this ____day of_____, 2026 by and between the City of Santa Rosa, a municipal corporation ("City"), and WorkCare, Inc. a California Corporation ("Consultant").

R E C I T A L S

- A. City desires to provide a comprehensive wellness program for the Police Department.
- B. City desires to retain a qualified firm to conduct the services described above in accordance with the Scope of Services as more particularly set forth in Exhibit A to the Agreement.
- C. Consultant represents to City that it is a firm composed of highly trained professionals and is fully qualified to conduct the services described above and render advice to City in connection with said services.
- D. The parties have negotiated upon the terms pursuant to which Consultant will provide such services and have reduced such terms to writing.

AGREEMENT

NOW, THEREFORE, City and Consultant agree as follows:

1. SCOPE OF SERVICES

Consultant shall provide to City the services described in Exhibit A ("Scope of Services") Consultant shall provide these services at the time, place, and in the manner specified in Exhibit A. Exhibit A is attached hereto for the purpose of defining the manner and scope of services to be provided by Consultant and is not intended to, and shall not be construed so as to, modify or expand the terms, conditions or provisions contained in this Agreement. In the event of any conflict between this Agreement and any terms or conditions of any document prepared or provided by Consultant and made a part of this Agreement, including without limitation any document relating to the scope of services or payment therefor, the terms of this Agreement shall control and prevail.

2. COMPENSATION

a. City shall pay Consultant for services rendered pursuant to this Agreement at the rates, times and in the manner set forth in Exhibit B. Consultant shall submit monthly statements to City which shall itemize the services performed as of the date of the statement and set forth a progress report, including work accomplished during the period, percent of each task completed, and planned effort for the next period. Invoices shall identify personnel who have worked on the services provided, the number of hours each worked during the period covered by the invoice, the hourly rate for each person, and the percent of the total project completed, consistent with the rates and amounts shown in Exhibit B.

b. The payments prescribed herein shall constitute all compensation to Consultant for all costs of services, including, but not limited to, direct costs of labor of employees engaged by Consultant, travel expenses, telephone charges, copying and reproduction, computer time, and any and all other costs, expenses and charges of Consultant, its agents and employees. City shall pay sales, use, and value added taxes, if any, in connection with the provision of Services under this Agreement.

c. City will have thirty (30) days following receipt of an invoice to dispute, in good

faith, a charge or charges on an invoice by providing Consultant the reason(s) for the objection(s) and shall pay the undisputed amount in accordance with payment terms. City will pay the disputed amount within ten (10) business days of resolution. If no dispute is raised within thirty (30) days, the parties agree that City has accepted the charges, and all objections will be deemed waived.

d. City will remit the full amount due, without offset or reduction (unless a good faith dispute is raised), within thirty (30) days from the date of receipt of the invoice. Any undisputed amounts that remain unpaid sixty (60) days from the date of invoice receipt, a late fee of one and one-half percent (1.5%) per month will apply until such balance is paid. Payments received will be applied first to late fees and then to outstanding charges for Services rendered. City shall remit payment in U.S. dollars. Consultant reserves the right, at its option and upon notice to City, to suspend performance of Services hereunder until payment has been received, and account is considered current. Consultant also reserves the right to terminate this Agreement for failure to make such payment(s). Suspension or termination of services for non-payment shall not be deemed, construed or interpreted as a breach of this Agreement. As a result, City agrees it will not raise any claim resulting from such action by Consultant.

e. Notwithstanding any other provision in this Agreement to the contrary, the total maximum compensation to be paid for the satisfactory accomplishment and completion of all services to be performed hereunder shall in no event exceed the sum of nine-hundred eighty-five thousand dollars and no cents (\$985,000). The City's Chief Financial Officer is authorized to pay all proper claims from Charge Number various charge numbers.

3. DOCUMENTATION; RETENTION OF MATERIALS

a. Consultant shall maintain adequate documentation to substantiate all charges as required under Section 2 of this Agreement.

b. Consultant shall keep and maintain full and complete documentation and accounting records concerning all extra or special services performed by it that are compensable by other than an hourly or flat rate and shall make such documents and records available to authorized representatives of City for inspection at any reasonable time.

c. Consultant shall maintain the records and any other records related to the performance of this Agreement and shall allow City access to such records during the performance of this Agreement and for a period of four (4) years after completion of all services hereunder.

4. INDEMNITY

a. Consultant shall, to the fullest extent permitted by law, indemnify, protect, defend and hold harmless City, and its employees, officials and agents ("Indemnified Parties") from all claims, demands, costs or liability (including liability for claims, suits, actions, arbitration proceedings, administrative proceedings, regulatory proceedings, losses, expenses or costs of any kind, interest, defense costs, and expert witness fees), that arise out of, pertain to, or relate to the negligence, recklessness, or willful misconduct of Consultant, its officers, employees, or agents, in said performance of professional services under this Agreement, excepting only liability arising from the sole negligence, active negligence or intentional misconduct of City.

The existence or acceptance by City of any of the insurance policies or coverages described in this Agreement shall not affect or limit any of City's rights under this Section 4, nor shall the limits of such insurance limit the liability of Consultant hereunder. This Section 4 shall not apply to any intellectual property claims, actions, lawsuits or other proceedings subject to the provisions of Section 17(b), below. The provisions of this Section 4 shall survive any expiration or termination of this Agreement.

5. INSURANCE

a. Consultant shall maintain in full force and effect all of the insurance coverage described in, and in accordance with, Attachment One, "Insurance Requirements." Maintenance of the insurance coverage set forth in Attachment One is a material element of this Agreement and a material part of the consideration provided by Consultant in exchange for City's agreement to make the payments prescribed hereunder. Failure by Consultant to (i) maintain or renew coverage, (ii) provide City notice of any changes, modifications, or reductions in coverage, or (iii) provide evidence of renewal, may be treated by City as a material breach of this Agreement by Consultant, whereupon City shall be entitled to all rights and remedies at law or in equity. Notwithstanding the foregoing, any failure by Consultant to maintain required insurance coverage shall not excuse or alleviate Consultant from any of its other duties or obligations under this Agreement. In the event Consultant, with approval of City pursuant to Section 6 below, retains or utilizes any subcontractors or subconsultants in the provision of any services to City under this Agreement, Consultant shall assure that any such subcontractor has first obtained, and shall maintain, all of the insurance coverages set forth in the Insurance Requirements in Attachment One.

b. Consultant agrees that any available insurance proceeds broader than or in excess of the coverages set forth in the Insurance Requirements in Attachment One shall be available to the additional insureds identified therein.

c. Consultant agrees that the insurance coverages and limits provided under this Agreement are the greater of: (i) the coverages and limits specified in Attachment One, or (ii) the broader coverages and maximum limits of coverage of any insurance policy or proceeds available to the name insureds.

6. ASSIGNMENT

Neither Party shall assign any rights or duties under this Agreement to a third party without the express prior written consent of the other Party, which shall not be unreasonably withheld. As an exception to this requirement, that a Party may assign all of its rights and obligations to an Affiliate or to a third party who has acquired all or substantially all of the business or assets of such party related to the performance of this Agreement through a sale, merger, consolidation, reorganization, or similar transaction. Except as set forth above, this Agreement shall inure to the benefit of and be binding upon the parties, their successors, and their assigns.

a. Right to Subcontract. Consultant reserves the right to subcontract any of its duties under this Agreement and will require subcontractors to comply with the applicable terms and conditions of this Agreement.

b. Notwithstanding anything to the contrary in this Agreement, all references to Subcontractor, Representative, Agent or the like, shall exclude independently owned and operated clinics and laboratories which Consultant may utilize to provide any portion of its duties relating to medical exams and testing. Consultant shall not assume any responsibility or provide indemnification for any willful misconduct or negligent acts committed by any independently owned clinic or laboratory utilized to provide service under this Agreement.

7. NOTICES

Except as otherwise provided in this Agreement, any notice, submittal or communication required or permitted to be served on a party, shall be in writing and may be served by personal delivery to the person or the office of the person identified below. Service may also be made by mail, by placing first-class postage, and addressed as indicated below, and depositing in the United States mail to:

City Representative:

Pam Lorence
Administrative Services Officer
Santa Rosa Police Department
965 Sonoma Avenue
Santa Rosa, CA 95404
707-543-3577, plorence@srcity.org

Consultant Representative:

WorkCare, Inc.
Attn: CFO
1100 W. Town & Country Rd.
Orange, CA 92868

With a copy to:
Contracts.Team@workcare.com

8. INDEPENDENT CONTRACTOR

a. It is understood and agreed that Consultant (including Consultant's employees) is an independent contractor and that no relationship of employer-employee exists between the parties hereto for any purpose whatsoever. Neither Consultant nor Consultant's assigned personnel shall be entitled to any benefits payable to employees of City. City is not required to make any deductions or withholdings from the compensation payable to Consultant under the provisions of this Agreement, and Consultant shall be issued a Form 1099 for its services hereunder. As an independent contractor, Consultant hereby agrees to indemnify and hold City harmless from any and all claims that may be made against City based upon any contention by any of Consultant's employees or by any third party, including but not limited to any state or federal agency, that an employer-employee relationship or a substitute therefor exists for any purpose whatsoever by reason of this Agreement or by reason of the nature and/or performance of any services under this Agreement.

b. It is further understood and agreed by the parties hereto that Consultant, in the performance of Consultant's obligations hereunder, is subject to the control and direction of City as to the designation of tasks to be performed and the results to be accomplished under this Agreement, but not as to the means, methods, or sequence used by Consultant for accomplishing such results. To the extent that Consultant obtains permission to, and does, use City facilities, space, equipment or support services in the performance of this Agreement, this use shall be at the Consultant's sole discretion based on the Consultant's determination that such use will promote Consultant's efficiency and effectiveness. Except as may be specifically provided elsewhere in this Agreement, the City does not require that Consultant use City facilities, equipment or support services or work in City locations in the performance of this Agreement.

c. If, in the performance of this Agreement, any third persons are employed by Consultant, such persons shall be entirely and exclusively under the direction, supervision, and control of Consultant. Except as may be specifically provided elsewhere in this Agreement, all terms of employment, including hours, wages, working conditions, discipline, hiring, and discharging, or any other terms of employment or requirements of law, shall be determined by Consultant. It is further understood and agreed that Consultant shall issue W-2 or 1099 Forms for income and employment tax purposes, for all of Consultant's assigned personnel and subcontractors.

d. The provisions of this Section 8 shall survive any expiration or termination of this Agreement. Nothing in this Agreement shall be construed to create an exclusive relationship between City and Consultant. Consultant may represent, perform services for, or be employed by such additional persons or companies as Consultant sees fit.

9. ADDITIONAL SERVICES

Changes to the Scope of Services shall be by written amendment to this Agreement and shall be paid on an hourly basis at the rates set forth in Exhibit B, or paid as otherwise agreed upon by the parties in writing prior to the provision of any such additional services.

10. SUCCESSORS AND ASSIGNS

City and Consultant each binds itself, its partners, successors, legal representatives and assigns to the other party to this Agreement and to the partners, successors, legal representatives and assigns of such other party in respect of all promises and agreements contained herein.

11. TERM, SUSPENSION, TERMINATION

a. This Agreement shall become effective on the date that it is made, set forth on the first page of the Agreement, and shall continue in effect until both parties have fully performed their respective obligations under this Agreement, unless sooner terminated as provided herein.

b. City shall have the right at any time to temporarily suspend Consultant's performance hereunder, in whole or in part, by giving a thirty (30) days' written notice of suspension to Consultant. If City gives such notice of suspension, Consultant shall immediately suspend its activities under this Agreement, as specified in such notice.

c. Either Party shall have the right to terminate this Agreement for convenience by giving a ninety (90) days' written notice of termination to the other Party. Upon such termination, Consultant shall submit to City an itemized statement of services performed as of the date of termination in accordance with Section 2 of this Agreement. These services may include both completed work and work in progress at the time of termination. City shall pay Consultant for any services for which compensation is owed; provided, however, City shall not in any manner be liable for lost profits that might have been made by Consultant had the Agreement not been terminated or had Consultant completed the services required by this Agreement. Consultant shall promptly deliver to City all documents related to the performance of this Agreement in its possession or control. All such documents shall be the property of City without additional compensation to Consultant.

d. Either Party may terminate this Agreement at any time if (i) the other party materially breaches any of its obligations hereunder and such breach has not been cured within thirty (30) days following written notice specifying the nature of the breach (or a longer period if non-breaching party consents, so long as the breaching party provides substantiation that it is diligently working to cure the breach).

e. Continued failure to pay undisputed amounts when due is considered a material breach of this Agreement. Consultant reserves the right to terminate the relevant Services and this Agreement hereunder for continued failure to pay fees. Suspension or termination of Services for non-payment shall not be deemed, construed, or interpreted as a breach of this Agreement. As a result, City agrees it will not raise any claim resulting from such action by Consultant.

f. This Agreement will automatically terminate (i) any assignment is made of the either party's business for the benefit of its creditors, or (ii) if a petition in bankruptcy is filed by either party, or (iii) if either party:

- is convicted of a felony, or
- allows an involuntary petition of bankruptcy to remain for a period of more than ninety (90) days, or
- files a petition or answer seeking reorganization or arrangement with its creditors, or
- admits in writing its inability to pay its debts when due, or
- suffers any order, judgment or decree to be entered by any court of competent

jurisdiction enjoining such party from the conduct of all or substantially all business operations for a period in excess of sixty (60) calendar days, or

- is adjudicated as bankrupt by any court of competent jurisdiction or
- approved a petition seeking its reorganization or
- if a receiver, trustee, liquidator or similar officer is appointed to take charge of all or substantially all of such party of all or of that party's property or assets.

12. TIME OF PERFORMANCE

The services described herein shall be provided during the period, or in accordance with the schedule, set forth in Exhibit A. Consultant shall complete all the required services and tasks and complete and tender all deliverables to the reasonable satisfaction of City, not later than July 1, 2031.

13. STANDARD OF PERFORMANCE

Consultant shall perform all services performed under this Agreement in the manner and according to the standards currently observed by a competent practitioner of Consultant's profession in California. All products of whatsoever nature that Consultant delivers to City shall be prepared in a professional manner and conform to the standards of quality normally observed by a person currently practicing in Consultant's profession, and shall be provided in accordance with any schedule of performance. Consultant shall assign only competent personnel to perform services under this Agreement. Consultant shall notify City in writing of any changes in Consultant's staff assigned to perform the services under this Agreement prior to any such performance. In the event that City, at any time, desires the removal of any person assigned by Consultant to perform services under this Agreement, because City, in its sole discretion, determines that such person is not performing in accordance with the standards required herein, Consultant shall remove such person immediately upon receiving notice from City of the desire of City for the removal of such person.

14. CONFLICTS OF INTEREST

Consultant covenants that neither it, nor any officer or principal of its firm, has or shall acquire any interest, directly or indirectly, that would conflict in any manner with the interests of City or that would in any way hinder Consultant's performance of services under this Agreement. Consultant further covenants that in the performance of this Agreement, no person having any such interest shall be employed by it as an officer, employee, agent or subcontractor, without the written consent of City. Consultant agrees to avoid conflicts of interest or the appearance of any conflicts of interest with the interests of City at all times during the performance of this Agreement.

15. CONFLICT OF INTEREST REQUIREMENTS

a. **Generally.** The City's Conflict of Interest Code requires that individuals who qualify as "consultants" under the Political Reform Act, California Government Code sections 87200 *et seq.*, comply with the conflict of interest provisions of the Political Reform Act and the City's Conflict of Interest Code, which generally prohibit individuals from making or participating in the making of decisions that will have a material financial effect on their economic interests. The term "consultant" generally includes individuals who make governmental decisions or who serve in a staff capacity.

b. **Conflict of Interest Statements.** The individual(s) who will provide services or perform work pursuant to this Agreement are "consultants" within the meaning of the Political Reform Act and the City's Conflict of Interest Code:

☐ yes ☒ no (check one)

If "yes" is checked by the City, Consultant shall cause the following to occur within 30 days after

execution of this Agreement:

- (1) Identify the individuals who will provide services or perform work under this Agreement as "consultants"; and
- (2) Cause these individuals to file with the City Clerk the assuming office statements of economic interests required by the City's Conflict of Interest Code.

Thereafter, throughout the term of the Agreement, Consultant shall cause these individuals to file with the City Clerk annual statements of economic interests, and "leaving office" statements of economic interests, as required by the City's Conflict of Interest Code.

The above statements of economic interests are public records subject to public disclosure under the California Public Records Act. The City may withhold all or a portion of any payment due under this Agreement until all required statements are filed.

16. CONFIDENTIALITY OF CITY INFORMATION

During performance of this Agreement, Consultant may gain access to and use City information regarding inventions, machinery, products, prices, apparatus, costs, discounts, future plans, business affairs, governmental affairs, processes, trade secrets, technical matters, systems, facilities, customer lists, product design, copyright, data, and other vital information (hereafter collectively referred to as "City Information") that are valuable, special and unique assets of the City. Consultant agrees to protect all City Information and treat it as strictly confidential, and further agrees that Consultant shall not at any time, either directly or indirectly, divulge, disclose or communicate in any manner any City Information to any third party without the prior written consent of City. In addition, Consultant shall comply with all City policies governing the use of the City network and technology systems. A violation by Consultant of this Section 16 shall be a material violation of this Agreement and shall justify legal and/or equitable relief.

17. CONSULTANT INFORMATION

a. City shall have full ownership and control, including ownership of any copyrights, of all information prepared, produced, or provided by Consultant pursuant to this Agreement. In this Agreement, the term "information" shall be construed to mean and include: any and all work product, submittals, reports, plans, specifications, and other deliverables consisting of documents, writings, handwritings, typewriting, printing, photostatting, photographing, computer models, and any other computerized data and every other means of recording any form of information, communications, or representation, including letters, works, pictures, drawings, sounds, or symbols, or any combination thereof. Consultant shall not be responsible for any unauthorized modification or use of such information for other than its intended purpose by City.

b. Consultant shall fully defend, indemnify and hold harmless City, its officers and employees, and each and every one of them, from and against any and all claims, actions, lawsuits or other proceedings alleging that all or any part of the information prepared, produced, or provided by Consultant pursuant to this Agreement infringes upon any third party's trademark, trade name, copyright, patent or other intellectual property rights. City shall make reasonable efforts to notify Consultant not later than ten (10) days after City is served with any such claim, action, lawsuit or other proceeding, provided that City's failure to provide such notice within such time period shall not relieve Consultant of its obligations hereunder, which shall survive any termination or expiration of this Agreement.

c. All proprietary and other information received from Consultant by City, whether received in connection with Consultant's proposal, will be disclosed upon receipt of a request for disclosure, pursuant to the California Public Records Act; provided, however, that, if any information is set apart and clearly marked "trade secret" when it is provided to City, City shall give notice to Consultant of any request for the disclosure of such information. Consultant shall then have five (5) days from the

date it receives such notice to enter into an agreement with the City, satisfactory to the City Attorney, providing for the defense of, and complete indemnification and reimbursement for all costs (including plaintiff's attorneys' fees) incurred by City in any legal action to compel the disclosure of such information under the California Public Records Act. Consultant shall have sole responsibility for defense of the actual "trade secret" designation of such information.

d. The parties understand and agree that any failure by Consultant to respond to the notice provided by City and/or to enter into an agreement with City, in accordance with the provisions of subsection c, above, shall constitute a complete waiver by Consultant of any rights regarding the information designated "trade secret" by Consultant, and such information shall be disclosed by City pursuant to applicable procedures required by the Public Records Act.

18. MISCELLANEOUS

a. Entire Agreement. This Agreement contains the entire agreement between the parties. Any and all verbal or written agreements made prior to the date of this Agreement are superseded by this Agreement and shall have no further effect.

b. Modification. No modification or change to the terms of this Agreement will be binding on a party unless in writing and signed by an authorized representative of that party.

c. Compliance with Laws. Consultant shall perform all services described herein in compliance with all applicable federal, state and local laws, rules, regulations, and ordinances, including but not limited to, (i) the Americans with Disabilities Act of 1990 (42 U.S.C. 12101, et seq.) ("ADA"), and any regulations and guidelines issued pursuant to the ADA; and (ii) Labor Code sections 1720, et seq., which require prevailing wages (in accordance with DIR determinations at www.dir.ca.gov) be paid to any employee performing work covered by Labor Code sections 1720 et seq. Consultant shall pay to the City when due all business taxes payable by Consultant under the provisions of Chapter 6-04 of the Santa Rosa City Code. The City may deduct any delinquent business taxes, and any penalties and interest added to the delinquent taxes, from its payments to Consultant.

d. Discrimination Prohibited. With respect to the provision of services under this Agreement, Consultant agrees not to discriminate against any person because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status of that person.

e. Governing Law; Venue. This Agreement shall be governed, construed and enforced in accordance with the laws of the State of California. Venue of any litigation arising out of or connected with this Agreement shall lie exclusively in the state trial court in Sonoma County in the State of California, and the parties consent to jurisdiction over their persons and over the subject matter of any such litigation in such court, and consent to service of process issued by such court.

f. Waiver of Rights. Neither City acceptance of, or payment for, any service or performed by Consultant, nor any waiver by either party of any default, breach or condition precedent, shall be construed as a waiver of any provision of this Agreement, nor as a waiver of any other default, breach or condition precedent or any other right hereunder.

g. Incorporation of Attachments and Exhibits. The attachments and exhibits to this Agreement are incorporated and made part of this Agreement, subject to terms and provisions herein contained.

19. AUTHORITY; SIGNATURES REQUIRED FOR CORPORATIONS

Consultant hereby represents and warrants to City that it is (a) a duly organized and validly

existing corporation, formed and in good standing under the laws of the State of California, (b) has the power and authority and the legal right to conduct the business in which it is currently engaged, and (c) has all requisite power and authority and the legal right to consummate the transactions contemplated in this Agreement. Consultant hereby further represents and warrants that this Agreement has been duly authorized, and when executed by the signatory or signatories listed below, shall constitute a valid agreement binding on Consultant in accordance with the terms hereof.

If this Agreement is entered into by a corporation, it shall be signed by two corporate officers, one from each of the following two groups: a) the chairman of the board, president or any vice-president; b) the secretary, any assistant secretary, chief financial officer, or any assistant treasurer. The title of the corporate officer shall be listed under the signature.

20. COUNTERPARTS AND ELECTRONIC SIGNATURES

Counterparts and Electronic Signatures. This Agreement and future documents relating thereto may be executed in two or more counterparts, each of which will be deemed an original and all of which together constitute one Agreement. Counterparts and/or signatures delivered by facsimile, pdf or City-approved electronic means have the same force and effect as the use of a manual signature. Both City and Consultant wish to permit this Agreement and future documents relating thereto to be electronically signed in accordance with applicable federal and California law. Either Party to this Agreement may revoke its permission to use electronic signatures at any time for future documents by providing notice pursuant to the Agreement. The Parties agree that electronic signatures, by their respective signatories are intended to authenticate such signatures and to give rise to a valid, enforceable, and fully effective Agreement. The City reserves the right to reject any signature that cannot be positively verified by the City as an authentic electronic signature.

Executed as of the day and year first above stated.

CONSULTANT:

Name of Firm: Workcare, Inc.

TYPE OF BUSINESS ENTITY (*check one*):

☐ Individual/Sole Proprietor
☐ Partnership
☒ Corporation
☐ Limited Liability Company
☐ Other (please specify: _____)

Signatures of Authorized Persons:

By: _____

Print Name: _____

Title: _____

By: _____

Print Name: _____

Title: _____

City of Santa Rosa Business Tax Cert. No.

CITY OF SANTA ROSA

a Municipal Corporation

Print Name: Jason Nutt

Title: Interim City Manager

APPROVED AS TO FORM:

Office of the City Attorney

Attachments:

Attachment One - Insurance Requirements

Exhibit A - Scope of Services

Exhibit B - Compensation

ATTACHMENT ONE INSURANCE REQUIREMENTS FOR PROFESSIONAL SERVICES AGREEMENTS

A. Insurance Policies: Consultant shall, at all times during the terms of this Agreement, maintain and keep in full force and effect, the following policies of insurance with minimum coverage as indicated below and issued by insurers with AM Best ratings of no less than A-:VI or otherwise acceptable to the City.

Insurance	Minimum Coverage Limits	Additional Coverage Requirements
1. Commercial general liability	\$ 1 million per occurrence \$ 2 million aggregate	Coverage must be at least as broad as ISO CG 00 01 and must include completed operations coverage. If insurance applies separately to a project/location, aggregate may be equal to per occurrence amount. Coverage may be met by a combination of primary and umbrella or excess insurance but umbrella and excess shall provide coverage at least as broad as specified for underlying coverage. Coverage shall not exclude subsidence.
2. Business auto coverage	\$ 1 million	ISO Form Number CA 00 01 covering any auto (Code 1), or if Consultant has no owned autos, hired, (Code 8) and non-owned autos (Code 9), with limit no less than \$ 1 million per accident for bodily injury and property damage.
3. Professional liability (E&O)	\$ 1 million per claim \$ 1 million aggregate	Consultant shall provide on a policy form appropriate to profession. If on a claims made basis, Insurance must show coverage date prior to start of work and it must be maintained for three years after completion of work.
4. Workers' compensation and employer's liability	\$ 1 million	As required by the State of California, with Statutory Limits and Employer's Liability Insurance with limit of no less than \$ 1 million per accident for bodily injury or disease. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Consultant, its employees, agents and subcontractors.

B. Endorsements:

1. All policies shall provide or be endorsed to provide that coverage shall not be canceled, except after prior written notice has been provided to the City in accordance with the policy provisions.

2. Liability, umbrella and excess policies shall provide or be endorsed to provide the following:
 - a. For any claims related to this project, Consultant's insurance coverage shall be primary and any insurance or self-insurance maintained by City shall be excess of the Consultant's insurance and shall not contribute with it; and,
 - b. **The City of Santa Rosa, its officers, agents, employees and volunteers are to be covered as additional insureds on the CGL policy.** General liability coverage can be provided in the form of an endorsement to Consultant's insurance at least as broad as ISO Form CG 20 10 11 85 or if not available, through the addition of both CG 20 10 and CG 20 37 if a later edition is used.

C. Verification of Coverage and Certificates of Insurance: Consultant shall furnish City with original certificates and endorsements effecting coverage required above. Certificates and endorsements shall make reference to policy numbers. All certificates and endorsements are to be received and approved by the City before work commences and must be in effect for the duration of the Agreement. The City reserves the right to require complete copies of all required policies and endorsements.

D. Other Insurance Provisions:

1. No policy required by this Agreement shall prohibit Consultant from waiving any right of recovery prior to loss. Consultant hereby waives such right with regard to the indemnitees.
2. All insurance coverage amounts provided by Consultant and available or applicable to this Agreement are intended to apply to the full extent of the policies. Nothing contained in this Agreement limits the application of such insurance coverage. Defense costs must be paid in addition to coverage amounts.
3. Policies containing any self-insured retention (SIR) provision shall provide or be endorsed to provide that the SIR may be satisfied by either Consultant or City. Self-insured retentions above \$10,000 must be approved by City. At City's option, Consultant may be required to provide financial guarantees.
4. Sole Proprietors must provide a representation of their Workers' Compensation Insurance exempt status.
5. City reserves the right to modify these insurance requirements while this Agreement is in effect, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

EXHIBIT A



City of Santa Rosa Police Department

RFP R171610 – Wellness Program Services

Technical Proposal

Submitted by:

Lisa Timpone, Strategic Account Executive

Lisa.Timpone@workcare.com | 209.962.0667

www.workcare.com | 800.455.6155

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5.1 Cover Letter

April 23, 2026

Dear Evaluation Committee,

WorkCare, Inc. (WorkCare) is pleased to submit this proposal in response to Request for Proposals (RFP) R171610 to continue delivering a comprehensive wellness program for the Santa Rosa Police Department.

WorkCare currently serves the City of Santa Rosa (the City) as the incumbent provider of this program. Our existing model has achieved strong participation, improved workforce health indicators, and reduced injury-related risk. This proposal preserves that proven foundation while strengthening delivery through a physician-led, integrated workforce health model designed to enhance consistency, visibility, and long-term outcomes without disruption to current operations. The program is specifically structured to align with the operational realities of law enforcement, including shift work, high-stress exposure, and performance-critical physical demands.

WorkCare's approach is fully aligned with the operational demands of law enforcement and the requirements of this RFP. We will provide a full-time, on-site Wellness Coordinator with a minimum of three years of direct experience supporting law enforcement personnel, ensuring full compliance with RFP requirements. The program supports physical readiness, cardiovascular risk reduction, injury prevention, and mental resilience through practical, accessible services delivered on-site and reinforced through ongoing engagement and data-driven insight. WorkCare's Wellness Hub fully satisfies the City's preferred requirement for a digital wellness platform, providing secure, 24/7 access to program resources, scheduling, and performance tracking for both employees and program administrators.

As the incumbent provider, WorkCare offers the City a low-risk, high-value solution that maintains continuity while enhancing program performance. Our integrated model combines on-site services, individualized coaching, biometric screening, and structured reporting to deliver measurable outcomes that support workforce readiness, reduce risk, and improve long-term health.

WorkCare is part of the APM Group, a global network of health and human services companies. This relationship provides additional scale, clinical resources, and financial stability, ensuring reliable long-term program delivery while maintaining the local, relationship-based service model that has been critical to success within the Santa Rosa Police Department.

WorkCare will manage this program through its Orange, California office, located at 1100 W. Town and Country Road, Suite 1300, Orange, CA 92868, which serves as the primary office for contract oversight, staffing, and service delivery and is the nearest WorkCare office to Santa

Rosa. WorkCare ensures consistent on-site presence and responsive service delivery through dedicated full-time on-site staffing, resulting in no impact from geographic office location while maintaining alignment with the City's operational needs.

WorkCare is prepared to execute the City of Santa Rosa Professional Services Agreement substantially as provided. We have identified a limited number of standard contractual clarifications, which are outlined separately for the City's review. These clarifications are administrative in nature and are not expected to impact on the scope of services, pricing, or performance commitments. WorkCare remains fully committed to meeting all requirements of this RFP and will work collaboratively with the City to finalize mutually acceptable terms.

WorkCare will meet all insurance requirements outlined in Attachment One upon notice of intent to award.

Pricing for the proposed services is provided separately as Exhibit B – Pricing Proposal. The pricing includes a complete and transparent five-year cost structure with clearly identified optional services and is valid for 180 days from the date of submission, in full compliance with RFP requirements.

WorkCare appreciates the opportunity to continue its partnership with the City of Santa Rosa. We are prepared to deliver a fully compliant, integrated wellness program that builds on proven success and advances the City's goals for workforce health, safety, and performance.

Proposal Contact

Please direct any follow-up inquiries or requests for clarification to:

Lisa Timpone
Strategic Account Executive
WorkCare, Inc.
1100 Town and Country Road, Suite 1300
Orange, CA 92868
Direct: 206.962.0667
Lisa.Timpone@workcare.com

Sincerely,



Maria Pitol (Apr 24, 2028 08:09:11 PDT)

Maria Pitol
Chief Financial Officer
WorkCare, Inc.

Executive Summary

WorkCare delivers a comprehensive wellness program designed specifically for the operational demands of the Santa Rosa Police Department, improving workforce readiness, reducing injury-related risk, and supporting long-term health outcomes for sworn and civilian personnel.

The City is not evaluating a theoretical solution. It is evaluating a program that is already operational, embedded within Department culture, and delivering measurable results. **Recent program data demonstrates improvement in key health indicators, including a reduction in high-risk LDL cholesterol (a key indicator of cardiovascular risk) from 44% to 36% and high-risk total cholesterol from 22% to 12% over a three-year period, along with improved functional strength outcomes, with 89% of participants performing within favorable ranges.** This established performance reflects a mature program that is consistently utilized and aligned with operational priorities.

WorkCare delivers services through a coordinated model that combines on-site engagement, clinical oversight, and structured program management. Bloodwork screenings, fitness and injury prevention, resilience support, and individualized coaching are delivered through defined workflows that reinforce participation and drive sustained outcomes. A full-time, on-site Wellness Coordinator anchors day-to-day engagement, supported by targeted interventions and ongoing communication tailored to law enforcement personnel.

The program is supported by physician-led governance and a centralized digital platform that enables scheduling, access to personal health information, and ongoing engagement. A structured reporting framework provides clear visibility into participation, health trends, and program performance, supporting informed decision-making and continuous improvement.

WorkCare provides best value through proven performance, reduced implementation risk, and a model designed for long-term sustainability. As the incumbent provider, WorkCare maintains continuity of services while strengthening program effectiveness, preserving participation, and eliminating transition-related disruption.

Unlike fragmented wellness approaches that rely on disconnected services, WorkCare delivers a coordinated program model with consistent staffing, aligned objectives, and direct integration into Department operations. This approach improves workforce readiness, reduces health and injury-related risk, and supports sustained, measurable performance over time.

Decision Summary: The City is evaluating qualified solutions to determine the best value approach for delivering a comprehensive, sustainable wellness program. WorkCare offers a proven, low-risk solution supported by demonstrated performance, operational continuity, and measurable outcomes within the Santa Rosa Police Department.

5.2 Background and Project Summary

Continuity | Proven Results | Clinical Enhancement

WorkCare offers the Santa Rosa Police Department a proven, incumbent wellness program enhanced through a physician-led, integrated workforce health model that improves readiness, reduces risk, and strengthens long-term outcomes. A dedicated, full-time on-site Wellness Coordinator serves as the foundation of the program—building trusted relationships, driving participation, and delivering individualized, actionable guidance to both sworn and civilian personnel. WorkCare will provide a full-time, on-site Wellness Coordinator with a minimum of three years of direct experience supporting law enforcement personnel, fully meeting RFP requirements.

As the current provider, WorkCare delivers an established, trusted program that is fully embedded within Department operations. This program has produced measurable results, including strong and sustained employee participation, reduced injury severity, and stable workers' compensation trends. It has also driven measurable improvements in biometric risk indicators across participating employees. This proposal preserves those outcomes while strengthening program structure, enhancing visibility, and positioning the program for long-term sustainability.

WorkCare's approach is intentionally designed for the operational realities of law enforcement. The program supports cardiovascular health, physical readiness, injury prevention, and mental resilience through practical, accessible services delivered on-site and reinforced through ongoing engagement.

WorkCare's solution is differentiated by three key advantages.

Continuity and reduced transition risk. WorkCare brings direct experience delivering this program within the Santa Rosa Police Department, allowing for immediate continuity of services and minimizing operational disruption. This established foundation supports sustained participation, preserves workforce trust, and enables consistent program delivery from day one while maintaining program effectiveness.

Proven performance in the Santa Rosa Police Department environment WorkCare's program has delivered consistent, measurable performance within the Santa Rosa Police Department, achieving high levels of employee engagement and sustained participation while contributing to improved workforce health indicators and reduced injury-related risk. These results reflect a mature, well-integrated program that is fully embedded within Department culture and aligned with operational priorities.

The program has delivered consistent, measurable outcomes across participation, health risk reduction, and workforce performance, including:

- **High and sustained engagement:** Over 90% employee engagement across wellness offerings, with approximately 74% sustained participation in annual screenings
- **Improving health risk profile:** Measurable improvement in cardiovascular risk indicators, including a reduction in high-risk LDL cholesterol (a key indicator of cardiovascular risk) from 44% to 36% and high-risk total cholesterol from 22% to 12% over a three-year period, driven by ongoing screening and targeted interventions
- **Improved physical readiness:** Functional strength testing shows 89% of participants performing within favorable ranges, reflecting improved physical capacity aligned with job-specific demands and overall workforce readiness
- **Strong workforce acceptance:** 93% employee satisfaction, reflecting trust, relevance, and program value within the Department
- **Operational effectiveness:** Full-time, on-site Wellness Coordinator model successfully embedded, driving participation, consistency, and day-to-day engagement
- **Risk and cost impact:** Demonstrated reduction in injury-related risk and associated cost drivers through targeted prevention and early intervention strategies
- **Cultural integration:** Established trust and engagement within Department culture, enabling sustained participation and program effectiveness
- **Continuity advantage:** Seamless program delivery with no transition risk, preserving participation, momentum, and outcomes

These results position WorkCare to sustain and expand program performance, delivering continued improvements in workforce health, operational readiness, and risk reduction over the next contract term.

Operational Insight and Program Maturity. WorkCare's experience within the Santa Rosa Police Department provides a level of operational insight that extends beyond program familiarity. This includes an understanding of shift structures, participation patterns, workforce risk profiles, and effective engagement strategies specific to this Department. This embedded knowledge enables more precise targeting of interventions, faster identification of emerging risks, and more effective alignment with operational priorities. As a result, the program functions with a level of maturity and responsiveness that is not achievable during initial program implementation.

Enhanced clinical oversight and integrated support. WorkCare strengthens the existing model through physician-led governance, improved reporting and data visibility, and access to a broader workforce health infrastructure. These enhancements support more consistent delivery, enable better-informed decision-making, and ensure the program continues to evolve

with Department needs. WorkCare has outlined additional bloodwork for risks specific to first responders for the City of Santa Rosa to consider adding to annual bloodwork screening.

WorkCare also brings the strength and stability of a larger organization. As part of the APM Group, a global network of health and human services companies, WorkCare provides additional scale, clinical resources, and long-term reliability while maintaining the local, relationship-based delivery model that has been critical to program success.

The result is a program that delivers value across three dimensions. Operationally, it improves workforce readiness and availability. Financially, it helps control avoidable costs associated with injury and chronic health risk. From a workforce perspective, it strengthens morale, resilience, and retention. The program has contributed to measurable reductions in injury severity and improvements in biometric risk indicators across participating employees, reinforcing its effectiveness in a public safety environment.

Decision takeaway: The City is evaluating qualified solutions to determine the best value approach for delivering a comprehensive wellness program. WorkCare brings direct experience delivering this program within the Santa Rosa Police Department, supported by proven outcomes, operational continuity, and reduced implementation risk. This approach enables consistent service delivery, strengthened clinical oversight, and sustained workforce health improvements, aligned with the City’s emphasis on overall value rather than lowest cost.

5.3 Deliverables and Implementation Plan

5.3.1 WorkCare’s Approach and Methodology

WorkCare will deliver a comprehensive, fully integrated wellness program designed specifically for the operational demands of the Santa Rosa Police Department. The table below demonstrates WorkCare’s direct alignment with the City’s priority wellness objectives and required program components outlined in the RFP.

Scope Alignment	
RFP Requirement	WorkCare Solution
Cardiovascular Risk Reduction	WorkCare delivers comprehensive biometric and lab work screening, including cardiovascular risk indicators (e.g., lipid panels, inflammatory markers), paired with individualized consultations and targeted health improvement plans. Services include cardiovascular and aerobic capacity testing, including exercise blood pressure and electrocardiogram (ECG) monitoring. Ongoing coaching, education, and monitoring support early risk identification, sustained behavior change, and measurable improvement in cardiovascular health outcomes.

Scope Alignment	
RFP Requirement	WorkCare Solution
Opioid Exposure and Trauma Support	WorkCare provides practical, law enforcement-specific support addressing occupational stress, trauma exposure, and recovery. Services include resilience training, stress management, sleep optimization, and access to vetted clinical resources. Programming is designed to complement existing Department resources while supporting early intervention and long-term behavioral health resilience. This approach ensures alignment with Department protocols while strengthening early intervention, recovery support, and long-term behavioral health resilience.
Fitness Improvement and Physical Readiness	WorkCare delivers fitness assessments, Functional Movement Screenings (FMS), and individualized exercise programming aligned with job-specific demands. On-site coaching, injury prevention strategies, and performance-focused training improve physical readiness, reduce injury risk, and support long-term musculoskeletal health across sworn and civilian personnel.
Overall Health and Mental Wellness	WorkCare delivers an integrated wellness approach that includes an annual Health Risk Assessment (HRA) administered through the Wellness Hub, supported by personalized insights, peer support resources, and targeted programming focused on cognitive performance, resilience, and overall well-being.

Table 1. Direct Alignment of WorkCare’s Wellness Program to City of Santa Rosa RFP Requirements, Demonstrating Full Compliance, Operational Relevance, and Measurable Outcome Delivery

The table above confirms WorkCare’s alignment with the City’s priority wellness objectives. The following table outlines the specific deliverables that operationalize these requirements, providing clear, measurable services that support implementation, performance tracking, and continuous improvement.

RFP Deliverables and WorkCare Response Alignment	
RFP Required Deliverable	WorkCare Deliverable
Annual Fitness Checks	WorkCare delivers comprehensive annual fitness evaluations and overall wellness reviews aligned with job demands. Assessments include cardiovascular and aerobic capacity testing (with exercise blood pressure and electrocardiogram (ECG) monitoring), resting blood pressure, body composition analysis, flexibility, functional movement screening, and job-specific physical readiness testing. Each participant receives a personalized

RFP Deliverables and WorkCare Response Alignment	
RFP Required Deliverable	WorkCare Deliverable
	results review and a structured improvement plan focused on performance, injury prevention, and long-term health outcomes.
Blood Screening (Biometric Testing)	WorkCare conducts annual biometric and bloodwork screenings including comprehensive blood panels that assess cholesterol levels, glucose, and key cardiovascular risk indicators. Screenings are paired with individualized consultations that translate results into clear, actionable guidance. Participants receive targeted recommendations to reduce risk factors, improve health status, and support sustained behavior change.
Quarterly Reports & Comprehensive Annual Aggregate Reporting	WorkCare provides quarterly reports to the department that summarize participation rates, program engagement, and utilization metrics. Annual reports also include trend analysis across key health indicators, risk factors, and program outcomes. Each report highlights actionable insights and recommendations to support leadership decision-making, program refinement, and measurable improvement over time.
Courses and Educational Programming	WorkCare delivers structured, ongoing wellness education through courses, workshops, and targeted training sessions designed for law enforcement personnel. Core topics include stress management, nutrition, weight management, injury prevention, cardiovascular health, mental resilience, recovery strategies, and operational readiness. Programming is tailored to the unique physical and psychological demands of police work.
One-on-One Consultations	WorkCare provides individualized consultations following all screenings and assessments. Each participant receives a customized wellness plan that integrates nutrition, fitness, and lifestyle strategies. Ongoing one-on-one coaching supports behavior change, risk reduction, resilience, cognitive performance, ergonomics, and sustained health improvement across the workforce.
Incentive Program Administration	WorkCare designs, implements, and administers incentive programs that drive participation and long-term engagement in wellness initiatives. Incentives are aligned with program goals and integrated into the WorkCare Wellness Hub, providing participants with real-time visibility into progress, rewards, and milestones while reinforcing healthy behaviors.

RFP Deliverables and WorkCare Response Alignment	
RFP Required Deliverable	WorkCare Deliverable
Exercise Instruction	WorkCare provides onsite exercise instruction through a dedicated wellness coordinator. Services include group fitness classes, safe equipment orientation, and individualized exercise programming based on assessment results and personal goals. Programming supports strength, endurance, mobility, and injury prevention, ensuring employees can safely meet the physical demands of their roles.

Table 2. Program Deliverables Aligned with City of Santa Rosa RFP Requirements

WorkCare delivers a comprehensive, fully integrated wellness program designed to improve workforce readiness, reduce injury risk, and support long-term health outcomes. Core services include annual blood screening with advanced cardiovascular testing, annual fitness evaluations with body composition analysis, and cardiovascular fitness testing with electrocardiogram (EKG) monitoring, job specific physical readiness tests, and Functional Movement Screening (FMS). These assessments are paired with individualized exercise programming and one-on-one wellness consultations covering fitness, nutrition, mindfulness, and injury prevention.

WorkCare reinforces these services through targeted injury prevention workshops, training integrated into patrol briefings and defensive tactics sessions, and ongoing health education tailored to law enforcement personnel. The program includes targeted interventions for medium- and high-risk individuals, supported by coordination with peer support programs and vetted clinical resources. Additional services include brain optimization and peak performance training, chronic disease prevention strategies, substance use support resources, family wellness support, and return-to-work conditioning programs.

The deliverables outlined above are integrated within a coordinated program model that ensures consistent implementation, seamless service delivery, and continuous performance improvement across all components. This model engages employees, assesses health risks, delivers targeted interventions, and continuously tracks and improves outcomes.

Built on a proven incumbent foundation, WorkCare’s approach supports immediate continuity, sustained participation, and measurable results through the seamless integration of on-site services, individualized coaching, digital tools, and data-driven performance management. This approach has contributed to sustained participation rates of approximately 74 percent and measurable reductions in injury risk.

WorkCare’s integrated program model is illustrated in Figure 1 below and reflects a coordinated, end-to-end approach that drives engagement, reduces risk, and supports continuous improvement across the workforce.

WorkCare Integrated Wellness Program Model



Figure 1. Coordinated Wellness Delivery Model Driving Engagement, Risk Reduction, and Continuous Improvement

WorkCare’s integrated program model includes the following core components:

On-Site Wellness Coordinator

WorkCare will provide a full-time, on-site Wellness Coordinator with a minimum of three years of direct experience supporting law enforcement personnel, ensuring full compliance with RFP requirements.

A dedicated, full-time Wellness Coordinator leads daily program operations, including coordination, employee engagement, and individualized coaching. This role builds trusted relationships, drives participation, and ensures consistent, high-quality service delivery aligned with Department priorities.

WorkCare will ensure that the assigned On-Site Wellness Coordinator successfully completes all required background investigations in accordance with Santa Rosa Police Department standards prior to assignment. WorkCare understands the security and confidentiality requirements associated with working in a law enforcement environment and will fully comply with all Department protocols, including any additional clearance, onboarding, or access requirements necessary to perform services on-site.

Bloodwork/Biometric Screening

Annual screenings include blood panels, body composition analysis, and cardiovascular indicators, followed by individualized consultations. Results are translated into clear, actionable guidance to support early risk identification and measurable health improvement.

Fitness and Injury Prevention

Annual fitness assessments and Functional Movement Screenings (FMS) identify risk factors and improve physical readiness. Individualized plans reduce preventable injuries, enhance job-specific performance, and support long-term musculoskeletal health.

Mental Health and Resilience

Practical support for stress management, sleep optimization, resiliency, recovery, brain optimization, and behavioral health awareness. Services complement existing Department resources and address the unique demands of law enforcement personnel. WorkCare specifically addresses occupational exposure to opioid-related incidents through targeted education, recovery support strategies, and coordination with existing Department resources.

Education and Engagement

Targeted education through seminars, wellness campaigns, and ongoing coaching reinforces healthy behaviors and supports sustained participation. Content is tailored to first responder needs and delivered through both on-site programming and digital access.

WorkCare provides access to a curated Health Education Library, included as part of the program at no additional cost, offering evidence-based resources on nutrition, cardiovascular health, injury prevention, mental resilience, sleep, and recovery. Content is tailored to first responder needs and integrated into both on-site programming and the Wellness Hub to reinforce learning, support sustained behavior change, and enhance overall program engagement.

Digital Platform/App (Wellness Hub)

A secure, mobile-optimized platform supports scheduling, results access, communication, and ongoing engagement, and is fully compliant with the Health Insurance Portability and Accountability Act (HIPAA). Employees can manage appointments, access personal health information, and track progress in real time.

The platform integrates American College of Sports Medicine (ACSM) standards and Cooper Institute normative data, which are nationally recognized benchmarks for fitness and health performance. These evidence-based norms enable WorkCare to compare individual results against validated population standards for cardiovascular fitness, body composition, and overall physical readiness. As a result, participants receive personalized reports that clearly define performance levels, risk categories, and progress over time, supporting targeted improvement and informed decision-making.

WorkCare satisfies the City's preferred requirement for a digital wellness platform through its secure Wellness Hub. The platform provides employees with 24/7 access to scheduling, personal health information, wellness resources, and progress tracking, while enabling engagement through mobile and web-based access.

Strategic Advantage and Program Integration. Beyond access and convenience, the Wellness Hub functions as a centralized technology platform that enables program coordination, data aggregation, and performance visibility. Data collected through screenings, assessments, and ongoing engagement is consolidated into a unified system that supports real-time monitoring, trend analysis, and reporting. This platform enables more efficient program administration, improves data accuracy, and provides leadership with clear visibility into workforce health trends and program performance.

For the City, the platform provides centralized program oversight, streamlined administration, and actionable data that supports informed decision-making and continuous program improvement. By consolidating information into a single system, the Wellness Hub improves coordination, reduces administrative burden, and provides leadership with clear visibility into workforce health trends and program performance. This integrated model is supported by a structured reporting framework that provides visibility into program performance and enables continuous improvement.

Reporting

WorkCare's reporting framework is designed not only to summarize program activity, but to measure outcomes, track trends over time, and support data-driven decision-making. Reporting captures participation, utilization, and key health indicators, enabling the City to monitor program effectiveness and identify opportunities for targeted intervention.

This includes longitudinal tracking of biometric and performance metrics such as cardiovascular risk indicators and functional strength measures. Aggregate program data demonstrates measurable improvement in these areas over time, including reductions in high-risk cholesterol levels and increased percentages of employees performing within favorable ranges. These insights support early identification of emerging risks and enable more precise targeting of interventions.

Quarterly reports provide clear summaries of participation, engagement, and program utilization, along with trend analysis across key health indicators and risk factors. Annual reporting expands this view to include longitudinal analysis, program outcomes, and actionable recommendations to support continuous improvement and long-term planning.

WorkCare's reporting approach translates data into actionable insight. Rather than simply presenting metrics, reports highlight meaningful trends, identify areas of opportunity, and

provide clear, practical recommendations that support leadership decision-making and resource allocation.

By linking individual engagement data with population-level trends, WorkCare ensures that program activities translate into measurable improvements in workforce health, readiness, and risk reduction over time. This data-driven foundation supports a coordinated, high-performing program model and strengthens WorkCare's ability to deliver consistent, sustained results.

Integrated Program Model and Service Differentiation

WorkCare delivers a coordinated service model, not a collection of standalone wellness activities. Screening, coaching, fitness programming, and resilience support are delivered through defined workflows, shared accountability, and consistent on-site engagement aligned with the operational demands of the Santa Rosa Police Department.

Each component reinforces the others within a structured system of care. Screening insights inform individualized coaching. Coaching drives participation in fitness and resilience programming. Ongoing engagement supports sustained behavior change and improved outcomes. This coordinated approach reduces fragmentation, improves utilization, and strengthens the connection between program activity and workforce performance.

Unlike fragmented wellness approaches that rely on disconnected vendors or episodic services, WorkCare provides a unified model with consistent staffing, aligned objectives, and direct integration into daily operations. This enables more effective intervention, faster response to workforce needs, and stronger alignment with Department priorities.

The result is a cohesive service model that improves workforce readiness, reduces health and injury-related risk, and delivers measurable, sustained performance over time.

5.3.2 Implementation Timeline and Schedule

WorkCare will implement and sustain the wellness program through a structured, phased timeline that ensures immediate continuity, rapid enhancement, and long-term performance.

Phase 1: Immediate Continuity (Day 1 – Day 30)

As the incumbent provider, WorkCare will maintain uninterrupted program delivery from the first day of contract execution. All existing services, including on-site Wellness Coordinator support, annual fitness assessments and bloodwork screening coordination, and employee engagement activities, will continue without disruption. Program communication and scheduling will remain active to preserve participation and momentum.

Phase 2: Program Enhancement and Alignment (Day 31 – Day 60)

Within the first 60 days, WorkCare will implement targeted enhancements to strengthen program performance and alignment with City priorities. Key activities include:

- Refinement of reporting structure and performance metrics
- Alignment of program components with Department goals
- Optimization of scheduling, engagement strategies, and communication channels
- Validation of service delivery model and staffing plan

Phase 3: Ongoing Program Delivery and Optimization (Month 3 – Ongoing)

Following the initial implementation period, WorkCare will deliver ongoing services in accordance with the Scope of Work. Core activities include:

- Annual screenings and wellness assessments
- Ongoing one-on-one consultations and individualized program planning
- Delivery of fitness, injury prevention, and resilience programming
- Quarterly reporting on participation, trends, and outcomes
- Continuous program evaluation and improvement based on data and City feedback

Reporting Schedule

- Quarterly reports summarizing participation, program utilization, and key trends
- Annual report evaluating program outcomes, risk reduction indicators, and recommendations

Phased Implementation and Reporting Schedule			
Phase	Timeline	Key Activities	Outcome
Phase 1: Continuity	Day 1–30	Maintain all current services; ensure uninterrupted program delivery; sustain engagement and scheduling	No disruption: participation and momentum preserved
Phase 2: Enhancement	Day 31–60	Refine reporting; align program to Department priorities; optimize engagement and scheduling	Improved visibility, alignment, and program performance
Phase 3: Ongoing Delivery	Month 3+	Deliver screenings, coaching, training, reporting; continuous improvement	Sustained outcomes; measurable performance over time

Table 3. Phased Implementation Timeline Supporting Immediate Continuity, Program Enhancement, and Measurable Workforce Health Outcomes

Decision takeaway: WorkCare delivers a proven, fully managed program that is operational on day one, enhanced within 60 days, and supported by a clear, structured schedule that ensures consistent delivery and measurable outcomes.

5.3.3 Tasks Required from City Staff

WorkCare has structured this program to minimize administrative burden on City staff while ensuring appropriate coordination, oversight, and alignment with Department priorities.

City Responsibilities

The City will designate a primary point of contact to support coordination and ensure alignment with Department operations. City staff will assist with internal communication, access to facilities, and scheduling coordination as needed to support program delivery.

City leadership and designated representatives may also participate in periodic program reviews to provide input on priorities, review outcomes, and support continuous improvement. This approach ensures the program remains aligned with operational needs while maintaining appropriate City oversight.

WorkCare Responsibilities

WorkCare will assume full responsibility for program management, staffing, service delivery, reporting, and day-to-day operations. This includes deploying qualified personnel, managing all wellness activities, maintaining documentation, and delivering all required reports and performance updates.

WorkCare will coordinate directly with the City's designated representative to ensure seamless implementation, proactive communication, and timely issue resolution, without requiring ongoing administrative involvement from City staff.

Consistent with the Professional Services Agreement structure, WorkCare operates as an independent contractor responsible for the methods, staffing, and execution of all services, while remaining accountable for delivering results that meet City expectations.

The table below defines the respective roles of the City and WorkCare, demonstrating a clear division of responsibilities that minimizes administrative burden on City staff while ensuring full program accountability.

City and WorkCare Roles and Responsibilities		
Responsibility Area	City Role	WorkCare Role
Program Coordination	Designate point of contact; support scheduling and communication	Lead coordination and manage all program logistics
Facilities & Access	Provide access to City sites and resources	Coordinate use of facilities and deliver services onsite
Program Oversight	Provide input and participate in periodic reviews	Deliver reports, track performance, and drive continuous improvement
Staffing & Operations	Not required	Fully responsible for staffing, service delivery, and daily operations
Reporting & Accountability	Review outputs and provide feedback	Produce all reports and maintain full accountability for outcomes

Table 4. Defined Roles and Responsibilities Minimizing City Administrative Burden and Ensuring Full Program Accountability by WorkCare

Decision takeaway: The City provides light-touch coordination and strategic input, while WorkCare delivers a fully managed, accountable program with minimal demand on City staff time or resources.

5.4 Firm Stability and Personnel Experience

WorkCare is a national provider of occupational health and wellness services with extensive experience delivering workforce health programs for public sector and safety-sensitive populations. As part of the APM Group, a global network of health and human services companies, WorkCare brings the scale, clinical resources, and financial stability necessary to ensure consistent, long-term program delivery while maintaining a responsive, locally focused service model.

WorkCare's organizational structure supports reliable execution through experienced leadership, dedicated on-site staff, and integrated clinical and operational support. The proposed team is specifically aligned to the Santa Rosa Police Department's needs and is designed to ensure accountability, continuity, and high-quality service delivery.

5.4.1 Key Personnel

Project Manager

The Project Manager provides overall contract oversight, performance accountability, and strategic alignment with City priorities. This role ensures all contractual requirements are met, monitors program performance, and serves as the primary escalation point for any issues requiring resolution.

On-Site Wellness Coordinator

The Wellness Coordinator is responsible for daily on-site program delivery, employee engagement, and individualized coaching. This role is central to building trusted relationships, driving participation, and translating program goals into measurable outcomes through direct interaction with sworn and civilian personnel.

Clinical and Program Support Team

WorkCare's broader support team includes clinical leadership, data and reporting specialists, and technology platform support. This team provides physician oversight, ensures data integrity and reporting accuracy, and supports continuous program improvement through analytics and best-practice integration.

WorkCare assigns only qualified, experienced personnel and maintains the infrastructure necessary to support consistent service delivery, even in the event of staffing transitions. This

approach ensures continuity, minimizes disruption, and protects program performance over time.

Detailed resumes for all proposed key personnel are provided in Appendix A. Each resume is presented in a consistent, proposal-ready format and highlights relevant experience, credentials, and demonstrated performance aligned with the requirements of this project and the operational needs of the Santa Rosa Police Department. Collectively, these resumes reflect a team with proven experience delivering wellness programs in public safety environments, supported by strong leadership, clinical expertise, and data-driven program execution.

Key Personnel Roles and Responsibilities		
Role	Responsibility	Value to City
Project Manager	Contract oversight, performance management, issue resolution	Ensures accountability, compliance, and alignment with City priorities
On-Site Wellness Coordinator	Daily program delivery, coaching, employee engagement	Drives participation, builds trust, and delivers measurable outcomes
Clinical & Program Support Team	Physician oversight, reporting, analytics, platform support	Strengthens clinical quality, data accuracy, and continuous improvement

Table 5. Key Personnel Structure Ensuring Experienced Leadership, Clear Accountability, and Consistent Delivery of Measurable Program Outcomes

Decision takeaway: WorkCare delivers a stable, experienced, and fully supported team with clear accountability, proven leadership, and the infrastructure required to ensure consistent, high-quality program delivery.

5.5 Qualifications and Project References

Qualifications

WorkCare brings extensive experience delivering comprehensive wellness programs for public sector and safety-sensitive populations, including law enforcement, fire, and other high-demand work environments. Our approach is grounded in proven program design, on-site delivery models, and measurable outcomes that support workforce readiness, reduce injury risk, and improve overall employee health.

As the current provider to the Santa Rosa Police Department, WorkCare offers direct, relevant experience in this exact environment. The existing program has demonstrated sustained participation, improved health indicators, and reduced injury-related risk, reflecting a model that is both effective and aligned with Department operations.

WorkCare's qualifications are defined by three core strengths:

Relevant Experience: Proven delivery of wellness programs for law enforcement and other safety-sensitive populations with similar operational demands.

Demonstrated Outcomes: Measurable improvements in participation, injury reduction, and workforce health indicators.

Scalable Delivery Model: Ability to provide consistent, high-quality services supported by clinical oversight, reporting infrastructure, and national resources.

WorkCare's programs are designed to integrate seamlessly into client operations, ensuring accessibility, participation, and long-term sustainability. Our experience includes managing on-site wellness programs, delivering screenings, supporting injury prevention initiatives, and providing data-driven reporting to support leadership decision-making.

Project References

The following references reflect WorkCare's experience delivering comparable wellness programs for organizations with similar workforce profiles and operational demands. Collectively, they demonstrate WorkCare's ability to achieve measurable results, sustain engagement, and deliver consistent performance in comparable environments.

Client Name: Buena Park Police Department

Project Description: Comprehensive Law Enforcement Wellness Program with On-Site Wellness Coordinator

Project Start Date: 2023

Project End Date: June 2026

Client Contact Name: Captain Nghia Nguyen

Client Contact Phone: 714-562-3917

Client Contact Email: nnguyen@bppd.com

WorkCare designed and implemented a comprehensive wellness program for the Buena Park Police Department, initially deploying a part-time on-site Wellness Coordinator in 2023. Based on strong program performance and participation, the program expanded in 2024 to include full-time on-site wellness support and coverage for all City personnel. Services include biometric screening, individualized fitness and injury prevention programming, and wellness education aligned with law enforcement operational demands. The program also supports specialized initiatives such as Baker to Vegas training and coordinated Wellness and Recovery Days during peak operational periods. This engagement demonstrates WorkCare's ability to scale services, increase participation, and deliver measurable workforce health outcomes within a police department environment.

Client Name: City of East Palo Alto Police Department

Project Description: Multi-Agency Law Enforcement Wellness Program with On-Site Coordination

Project Start Date: 2022

Project End Date: October 2026

Client Contact Name: Chief Jeff Liu

Client Contact Phone: 650-853-5904

Client Contact Email: jliu@cityofepa.org

WorkCare began delivering wellness services to the East Palo Alto Police Department in 2022, initially through quarterly program support. Due to demonstrated success, the program expanded to include full-time on-site wellness coordination serving multiple law enforcement agencies, including East Palo Alto, Menlo Park, and the Town of Atherton. Services include biometric screening, fitness and injury prevention programming, individualized consultations, and ongoing workforce engagement. The Wellness Coordinator provides consistent program delivery across jurisdictions, ensuring standardized care, operational alignment, and sustained participation. This program demonstrates WorkCare's ability to manage complex, multi-site law enforcement wellness programs while maintaining quality and consistency.

Client Name: City of Menlo Park Police Department

Project Description: Law Enforcement Wellness Program (Shared Services Model)

Project Start Date: August 2022

Project End Date: October 2026

Client Contact Name: Chief Dave Norris

Client Contact Phone: 650-330-6322

Client Contact Email: dsnorris@menlopark.gov

WorkCare extended its comprehensive wellness program to the Menlo Park Police Department as part of a coordinated multi-agency model. Services include on-site wellness coordination, biometric screening, injury prevention programming, and individualized coaching aligned with law enforcement operational requirements. Program oversight is provided by a dedicated Wellness Coordinator, ensuring consistent service delivery, strong employee engagement, and measurable outcomes across participating agencies. This engagement demonstrates WorkCare's ability to integrate services into existing public safety environments while maintaining program quality and effectiveness.

Client Name: San Joaquin County Sheriff's Office

Project Description: Comprehensive Sheriff's Office Wellness Program with On-Site Wellness Coordinator

Project Start Date: January 2022

Project End Date: January 2027

Client Contact Name: Captain Joe Petrino

Client Contact Phone: 209-468-4572

Client Contact Email: jpetrino@sigov.org

WorkCare designed and implemented a comprehensive wellness program for the San Joaquin County Sheriff's Office, serving a large and geographically dispersed agency of more than 800 sworn and civilian personnel across nine divisions. The program includes a full-time on-site Wellness Coordinator, biometric screening, fitness and injury prevention programming, and targeted interventions for high-risk populations, including correctional officers and specialized units. WorkCare also supported the design and development of a training facility with advanced fitness equipment to enhance workforce readiness and performance. This program demonstrates WorkCare's ability to deliver scalable, high-impact wellness services in complex law enforcement environments.

Client Name: Atherton Police Department

Project Description: Law Enforcement Wellness Program (Shared Services Model)

Project Start Date: 2023

Project End Date: October 2026

Client Contact Name: Chief Steve McCulley

Client Contact Phone: 425-681-3857

Client Contact Email: SMcCulley@ci.atherton.ca.us

Due to the recognized success within neighboring agencies, the Town of Atherton joined East Palo Alto and Menlo Park PD to implement a full-time onsite wellness coordinator run wellness program. Services include biometric screening, fitness and injury prevention programming, individualized consultations, and ongoing workforce engagement. The Wellness Coordinator provides consistent program delivery across jurisdictions, ensuring standardized care, operational alignment, and sustained participation. This program demonstrates WorkCare's ability to manage complex, multi-site law enforcement wellness programs while maintaining quality and consistency.

Appendix A – Key Personnel Resumes

Detailed resumes for all proposed key personnel are provided in this appendix. Each resume highlights relevant experience, credentials, and qualifications aligned with the requirements of this project and the operational needs of the Santa Rosa Police Department.

Proposed staff bring demonstrated experience delivering wellness programs for public sector and safety-sensitive populations, including on-site program management, clinical support, and data-driven performance improvement.

Resumes are presented in a consistent format to support ease of review and evaluation.

Shayan Emamjomeh, MS, CSCS

Proposed Role: Wellness Program Coordinator

WorkCare Inc.

Executive Summary

Wellness and performance professional specializing in the delivery of integrated health, fitness, and injury prevention programs within public safety and clinical environments. Brings experience coordinating onsite wellness programs, conducting advanced physiological assessments, and delivering individualized coaching to support workforce readiness and long-term health outcomes. Demonstrates strong capability in translating clinical and performance data into practical, actionable guidance for diverse populations. Recognized for supporting program engagement, improving fitness outcomes, and contributing to data-driven wellness strategies aligned with organizational performance goals.

Career Highlights

- Experience supporting public safety wellness programs and first responder populations
- Background in clinical and cardiac rehabilitation environments
- Skilled in biometric screening, fitness assessment, and performance coaching
- Bilingual professional supporting diverse workforce populations

Relevant Professional Experience

Wellness Solutions/WorkCare — Wellness Program Coordinator | 2021–Present

- Leads day-to-day coordination of onsite wellness program serving public safety personnel
- Designs and delivers fitness and wellness programming to improve strength, endurance, and overall health
- Conducts biometric screening, functional movement assessments, and performance evaluations

- Provides individualized coaching related to fitness, nutrition, and lifestyle improvement
- Supports workforce engagement through challenges, training sessions, and targeted programming
- Collaborates with leadership and peer support teams to enhance program participation and effectiveness

Glendale Memorial Hospital — Exercise Physiologist | 2019–2021

- Delivered cardiac rehabilitation programming across inpatient and outpatient settings
- Monitored physiological indicators including heart rate, rhythm, and blood pressure
- Developed individualized exercise prescriptions aligned with patient health status
- Provided education on cardiovascular risk reduction and long-term health management

Academic and Teaching Experience

Served as Graduate Teaching Associate and adjunct instructor supporting exercise physiology education and applied training

Core Competencies

- Wellness program coordination
- Functional movement and fitness assessment
- Cardiorespiratory and biometric testing
- Health coaching and behavior change support
- Public safety wellness support
- Data-informed program delivery

Education

Master of Science, Kinesiology — California State University, Long Beach

Bachelor of Science, Kinesiology — California Polytechnic State University

Certifications

Certified Strength and Conditioning Specialist (CSCS)

Functional Movement Screen (FMS) Level 1

CPR/AED Certification

Marci Guzman, Regional Manager, Wellness

Proposed Role: Project Manager

WorkCare Inc.

Executive Summary

Operations leader specializing in workforce wellness, injury prevention, and performance optimization across public safety and corporate environments. Brings more than a decade of experience delivering integrated, on-site wellness programs aligned to high-demand operational settings, including law enforcement. Currently serves as Regional Manager for Wellness Solutions at WorkCare, overseeing multi-site program delivery, staff performance, and client engagement. Recognized for translating biometric and utilization data into actionable strategies that improve workforce readiness, reduce injury risk, and strengthen long-term health outcomes. Experienced in leading wellness initiatives that align directly with organizational risk management and performance objectives.

Career Highlights

- Regional leader overseeing multi-site wellness programs across municipal and employer clients
- Directed comprehensive wellness programming for a 600-person public safety workforce
- Presenter at the National Strength and Conditioning Association Tactical Conference (2022, 2024)
- Presenter at the 2026 IACP Officer Safety & Wellness Conference
- Experienced contributor to proposal development, client presentations, and program design
- Former NCAA National Champion athlete and Canadian Olympic Gymnastics Team member

Relevant Professional Experience

WorkCare Inc. — Regional Manager, Wellness Solutions | 2020–Present

- Leads operational delivery of multi-site wellness programs across diverse client environments
- Oversees onsite staff, ensuring consistent, high-quality program execution and engagement
- Develops client-specific wellness strategies aligned with workforce risk profiles and operational demands
- Analyzes program utilization, biometric data, and performance outcomes to guide continuous improvement

- Supports business development through proposal contributions and client presentations

Anaheim Police Department — Wellness Coordinator | 2016–2021

- Delivered comprehensive wellness programming for sworn and civilian personnel
- Designed and implemented injury prevention, resilience, and performance initiatives
- Conducted biometric assessments and developed individualized health and performance plans
- Produced reporting demonstrating program engagement and measurable health outcomes

Earlier Roles

Held progressive roles in clinical support and performance coaching, supporting rehabilitation, functional movement, and return-to-performance programming

Core Competencies

- Public safety wellness program leadership
- Multi-site operational management
- Biometric screening and data interpretation
- Tactical strength and conditioning
- Injury prevention and performance optimization
- Program metrics and reporting
- Client engagement and executive communication

Education

Bachelor of Physiological Science — University of California, Los Angeles

Appendix B – Pricing Proposal

1. Pricing Summary (Year One)

Category	Total
Base Services	\$177,010
Optional Services (if selected)	\$18,868 - \$20,203
Total Year One (Base Only)	\$177,010
Total Year One (With Options)	\$195,878 - \$197,213

2. Base Services – Year One Pricing

Service	Quantity	Unit of Measure	Unit Cost	Total
Onsite Wellness Coordinator	1	Per Year	\$154,670	\$154,670
Bloodwork – Sworn Personnel	89	Per Person	\$110	\$9,790
Bloodwork – Civilian Personnel	51	Per Person	\$50	\$2,550
Incentive Budget	1	Per Year	\$10,000	\$10,000
Total Base Services (Year One)				\$177,010

3. Included Services (No Additional Cost)

Service	Quantity	Unit of Measure	Unit Cost	Total
Wellness Hub Platform/App Access	249	Per Person	\$24	\$0
Annual Health Risk Assessment (HRA)	249	Per Person	Included	\$0

Service	Quantity	Unit of Measure	Unit Cost	Total
Health Education Library	N/A	Per Year	\$1500	\$0
Physician Oversight	N/A	Per Hour	\$350	\$0

4. Optional Services

WorkCare offers an enhanced bloodwork screening option designed to further strengthen early risk identification, improve clinical insight, and support long-term health outcomes for sworn personnel. While the base program fully satisfies all RFP requirements for annual blood screening, **this optional service provides additional, targeted diagnostics aligned with the unique occupational risks of law enforcement personnel.**

First responders face elevated exposure to cardiovascular disease, metabolic conditions, hormonal imbalance, and chronic stress-related health risks. The enhanced bloodwork package expands on standard screening by incorporating advanced biomarkers that support earlier detection, more precise risk stratification, and more individualized intervention planning.

Drawing on occupational risk profiles, employee-specific needs, and evidence-based clinical practices, **WorkCare recommends this enhanced screening as a high-value option for agencies seeking to further improve workforce readiness, reduce long-term health risk, and strengthen overall program impact.** The additional insights generated through this testing enable more targeted coaching, more effective intervention strategies, and improved measurable outcomes over time.

This service is optional and will be implemented only upon City authorization. All unit pricing is clearly defined and consistent with the RFP requirement for transparent, itemized optional services.

Service	Quantity	Unit of Measure	Unit Cost	Total
Bloodwork Gold Package - Sworn Personnel	89	Per Person	\$212 or \$227	\$18,868 - \$20,203

**PSA testing for men over forty adds \$15 to the unit cost.*

5. Five-Year Pricing Schedule

Service	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
Wellness Coordinator	Per Year	\$154,670	\$159,310	\$164,089	\$169,012	\$174,082
Incentive Budget	Per Year	\$10,000	\$10,000	\$10,000	\$10,000	\$10,000

Service	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
Bloodwork – Sworn Personnel	Per Person	\$110	\$110	\$110	\$110	\$110
Bloodwork – Civilian Personnel	Per Person	\$50	\$50	\$50	\$50	\$50
Wellness Hub Platform	Per Person	Included	Included	Included	Included	Included
Health Education Library	Per Year	Included	Included	Included	Included	Included
Gold Package Bloodwork (Optional)	Per person	\$212 or \$227	\$212 or \$227	\$212 or \$227	\$212 or \$227	\$212 or \$227

6. Pricing Assumptions and Clarifications

- **All-Inclusive Pricing:** All pricing includes labor, materials, equipment, overhead, administrative costs, insurance, and program support. No additional fees, surcharges, or pass-through costs will be charged beyond those identified in this proposal.
- **Firm Fixed Price Structure:** Pricing is provided as a firm, fixed annual cost for each year of the initial five-year term.
- **Annual Escalation:** A consistent **3% annual escalation** is applied to applicable cost components to reflect anticipated increases in labor and clinical staffing. This escalation is fixed and fully disclosed across all contract years.
- **Wellness Coordinator Cost Basis:** Annual increases reflect standard compensation adjustments required to recruit and retain qualified personnel and maintain program continuity and quality.
- **Bloodwork Scope – Sworn Personnel:** Includes Comprehensive Metabolic Panel (CMP), Complete Blood Count (CBC), C-Reactive Protein (CRP), and Lipoprotein-associated Phospholipase A2 (Lp-PLA2).
- **Bloodwork Scope – Civilian Personnel:** Includes Comprehensive Metabolic Panel (CMP), Complete Blood Count (CBC), and Lipid Panel testing.
- **Optional Gold Package Bloodwork – Sworn Personnel:** Includes PSA (men over 40), Vitamin D2 Hydroxy, Thyroid Panel with TSH, ApoB, Magnesium, Cortisol, Testosterone, Free + Total LC/MS, Progesterone, Estrogens, Total, DHEA-Sulfate.
- **Estimated Quantities:** Quantities are based on current staffing levels and anticipated participation and may vary. Unit pricing will apply to actual utilization.

- **Optional Services:** Optional items are clearly identified and will only be implemented upon written authorization by the City.
- **Proposal Applicability:** Pricing is specific to the City of Santa Rosa and is not automatically extended to other agencies without written agreement