

**1. Title: Ergonomics Evaluator**

**2. Purpose:** The Michael E. DeBakey Veteran Affairs Medical Center (MEDVAMC) hereby issues the following Sources Sought Notice as a Request for Information (RFI). This RFI is being used for **Market Research purposes only** to seek contractors with the capability to provide the MEDVAMC with the service requirements described in the attached Draft Performance Work Statement (PWS). The results of this RFI will enable the government to accurately define its procurement strategy; including determining potential levels of competition available in the industry. **Small Businesses are encouraged to respond.**

**3. Place of Performance:** Michael E. DeBakey VA Medical Center  
2002 Holcombe Boulevard  
Houston, TX 77030

**NOTE:** All Questions shall be answered in Section 4 for the government to consider whether the contractor has the capability to meet the stated requirements.

**4. Responses Requested:** The MEDVAMC requires the following questions answered in this RFI: Questions that are not provided shall be considered non-responsive to the Request for Information.

a. Does the Contractor possess the below licenses/certifications to perform services?

- Certified Professional Ergonomist (CPE)
- Certified Behavioral Based Ergonomics Specialist (CBES)

**Contractor shall attach license/certification to be viewed by the government to be considered as part of the Market Research and responsive to this Sources Sought notice**

comparable size, scope and complexity, as well as current and valid registration in SAM.gov.

b. Prospective contractors shall provide their point(s) of contact name, address, telephone number, and email address. In addition, contractors shall provide the company's business size, Data Universal Numbering System (DUNS) Number, and confirm your registration in the applicable NAICS Code: 541690, PSC Code: R499, Support-Professional

c. Is your company a small business, SDVOSB, VOSB, HUBZone, or 8A concern?

**Please provide proof of qualifications.**

d. Provide in your capability statement a list of active contracts for commercial, federal, state, and local governments. List Contracts shall provide communication on the government requirement illustrating the capability for comparison.

e. Is your company available under any Government Wide Agency Contract (GWAC), General Services Administration Schedules (GSA), Indefinite Delivery Indefinite Quantity (IDIQ), and/or Blanket Purchase Agreement (BPA)? **If so, please list the contract number and a brief summary of the products and services provided.**

f. Provide a brief summary of your potential approach to this type of contract and meeting the specific requirements per the draft Performance Work Statement; along with your experience managing similar contracts with similar requirements.

g. Will you be performing services as a prime contractor or subcontracting services out?

5. **Opportunity:** The MEDVAMC is seeking information from potential contractors on their ability to provide this service. **THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** Small Business Concerns are encouraged to provide responses to this RFI to assist the MEDVAMC in determining potential levels of competition available in the industry.

**Contractor shall possess the capability to provide all requirements and objectives.**

6. **Instructions and Response Guidelines:** RFI responses are due by **July 18, 2018 at 11:00 am (CST)**; size is limited to 8.5 x 11 inches, 12-point font, with 1-inch margins in Microsoft Word format via email to [john.walker15@va.gov](mailto:john.walker15@va.gov) All Questions shall be submitted by **July 12, 2018 11:00am(CST)** via email to [john.walker15@va.gov](mailto:john.walker15@va.gov) Telephone requests or inquires will not be accepted.

The subject line shall read: 36C25618Q9744- Ergonomics Evaluator Services

NO SOLICITATION EXISTS AT THIS TIME. There is no page limitation on subparagraphs 4(a) - 4(g). All **Questions shall be answered** to be considered as part of the Market Research for capable contractors to meet the government requirements.

Please provide additional information you deem relevant in order to respond to the specific inquiries of the RFI. Information provided will be used solely by MEDVAMC as "market research" and will not be released outside of the MEDVAMC Purchasing and Contract Team.

**DISCLAIMER:** This RFI does not constitute a Request for Proposal (RFP), Invitation for Bid (IFB), or Request for Quotation (RFQ), and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request. All information contained in this RFI is preliminary as well as subject to modification and is in no way binding on the Government. In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract. If a solicitation is released, it is will be synopsisized in the Federal Business Opportunities (FedBizOpps) website or GSA. It is the responsibility of the interested parties to monitor these sites for additional information pertaining to this RFI, or future RFP.

7. **Contact Information:**

Contract Specialist, John Walker

Email address: [john.walker15@va.gov](mailto:john.walker15@va.gov)

Your responses to this notice is appreciated.

## **Performance Work Statement (PWS)**

### **Ergonomics Evaluator**

**GENERAL:** The work required by this PWS consists of, but is not limited to, the furnishing of all labor, services, tools, materials, equipment, transportation, supervision and all miscellaneous requirements needed to perform all operations in conjunction with the effort to accomplish this PWS. All work shall be done in conformance with Federal, State codes and regulations. The term, Contractor, shall be interpreted to mean the prime contractor and all its subcontractors. The term, Contracting Officer, shall mean the Contracting Officer and/or designated representatives. The government's intent is to award a contract for a base year and four (4) one (1) year options, based on client need and contractor performance.

The Michael E. DeBakey VA Medical Center (MEDVAMC) is seeking an experienced, board certified ergonomic evaluator to provide comprehensive ergonomic assessments for MEDVAMC employees. The potential contractor must have experience implementing ergonomic techniques for a medical environment, inclusive of administrative, clinical and non-clinical positions typical of a hospital environment. Individual initial ergonomic evaluations, training, follow up evaluations and group training shall be conducted at the following site locations:

#### **Main Campus**

- 1) Michael E. DeBakey VA Medical Center  
2002 Holcombe Blvd.  
Houston, TX 77082  
Buildings 100, 103, 105, 108, 108A, 109, 110, 120, 121, 122, Fisher Houses I, II and III
- 2) Center for Innovation in Quality, Effectiveness, and Safety  
2450 Holcombe Blvd., Suite 01Y  
Houston, TX 77021
- 3) VA Regional Office  
6900 Almeda Road  
Houston, TX 77030

#### **Community Based Outpatient Clinics**

- 4) Beaumont VA Outpatient Clinic  
3420 Veterans Circle  
Beaumont, TX 77707
- 5) Charles Wilson VA Outpatient Clinic  
2206 North John Redditt Drive  
Lufkin, TX 75904
- 6) Conroe VA Outpatient Clinic  
690 South Loop West, 3<sup>rd</sup> & 4<sup>th</sup> Floors  
Conroe, TX 77304

- 7) Galveston VA Outpatient Clinic  
3828 Avenue N  
Galveston, TX 77550
- 8) Katy VA Outpatient Clinic  
750 Westgreen Blvd  
Katy, TX 77450
- 9) Lake Jackson VA Outpatient Clinic  
208 Oak Drive South  
Lake Jackson, TX 77566
- 10) Richmond VA Outpatient Clinic  
22001 Southwest Freeway, Suite 200  
Richmond, TX 77469
- 11) Texas City VA Outpatient Clinic  
9300 Emmett F. Lowery Expressway, Suite 206  
Texas City, TX 77591
- 12) Tomball VA Outpatient Clinic  
1200 W. Main Street  
Tomball, TX 77375

**Vet Centers**

- 13) Houston Southwest Vet Center  
3000 Richmond Ave, Suite 355  
Houston, TX 77096
- 14) Houston Vet Center  
14300 Cornerstone Village Dr. Suite 110  
Houston, TX 77014
- 15) Houston West Vet Center  
701 N. Post Oak Road, Suite 102  
Houston TX 77024
- 16) Beaumont  
Beaumont Vet Center  
990 IH-10 North, Suite 180  
Beaumont, TX 77702

## **SCOPE OF WORK:**

This service is requested to promote employee health by reducing the workplace exposure to ergonomic risk factors and therefore reducing the potential for injury claims arising from ergonomic injuries. Assessments are to be provided on an as needed basis to various departments inclusive of office and industrial environments. The Safety and Occupational Health Specialist will act as the main point of contact. Ergonomic assessments are usually performed at the employee's work station, located at one of the sixteen (16) facilities listed above. Employee referrals for preventive ergonomic assessments are usually initiated by a request submitted by the employee, or the employees' immediate supervisor. The request is sent directly to the Safety and Occupational Health Specialist, or the Safety Manager, who will be expected to coordinate scheduling of the assessment within 5-10 business days of receipt and to work closely with the employee and supervisor. **No portion of work shall be sub-contracted to a third-party vendor, and no change in key personnel shall be made, without prior written consent.**

The MEDVAMC is looking for a contractor that can provide a project team certified in Ergonomics with the Lead Ergonomist certified with the CPE (Certified Professional Ergonomist) credential. Extensive experience in a variety of occupational disciplines specific to the healthcare industry is preferred. This requirement is inclusive of subcontractors working for the primary contractor. Contractor, sub-contractor and all specialist involved with the installation of ergonomic equipment, shall have the **Industrial Engineering** credential, trained in ergonomics with an emphasis in healthcare design and process improvement. Contractor shall provide adequate materials, tools, personnel, transportation, equipment, and services necessary for this project as described herein and other specific tasks as further defined. All credentials will be current, with copies provided as proof prior to selection. Contractor, sub-contractor and all specialist must maintain and keep current all required credentials for the duration of this contract.

The Safety & Occupational Health Specialist has identified nineteen areas of importance. The contractor and sub-contractors will be required to have documented skills, knowledge and training in the following areas:

- 1) Repetitive Stress Injury
- 2) Aging Workforce
- 3) Occupational Claims
- 4) Post Injury/Surgery Recovery
- 5) Disabled Veteran/Disable Non-Veteran Employees
- 6) Reasonable Accommodation
- 7) Visually Impaired
- 8) Ergonomic Equipment Installation
- 9) Office work flow and workstation set-up
- 10) Proper use of desktop and laptop computers
- 11) Safe keyboarding techniques
- 12) Proper use and limitations of voice activated software
- 13) Proper use and limitations of sit to stand stations
- 14) Ergonomics in mobile work stations, telecommuting, and field work

- 15) OSHA Ergonomic Standards
- 16) Industrial and Manual Material Handling
- 17) Ergonomic Program Development
- 18) Training and Education
- 19) Job Hazard Analysis/Report Preparation

A proper evaluation will identify specific problem areas involving how an employee interacts with the workspace, computers, tools, and furniture; that could potentially result in musculoskeletal disorders. Workstation seating, lighting, and glare, screens, keyboards, work surfaces, and work practices should all be evaluated. Minor workstation adjustments that are necessary are made during evaluation. A written report of findings, actions, taken and recommendations is prepared and submitted to the Safety Specialist within 48 hours of the assessment.

Some jobs do not involve the employee sitting at a fixed computer workstation to perform their daily tasks. This does not, however eliminate the possibility of a repetitive-motion injury. Warehouse operations, grounds personnel, OIT and mail room staff are examples of the types of jobs that might require analysis of individual and groups of job tasks to properly assess ergonomic risks.

#### **INDIVIDUAL WORKSITE EVALUATIONS AND TRAINING:**

These evaluations can be performed either as a preventative measure for existing new hire employees, and/or post-injury recovery. A proper evaluation will identify specific problem areas involving how an employee interacts with the workplace, computers, tools, and furniture that could potentially result in musculoskeletal disorders. Workstation seating, lighting and glare screens, keyboards, work surfaces, and work practices are all evaluated. Minor workstation adjustments that are necessary are made during the evaluation whenever possible. A written evaluation for the initial assessment is required, prior to assistance from Interior Design, for all assessments that require supporting medical documentation. Assessments that require medical documentation are the following: Reasonable Accommodation requests, post injury recovery support, OWCP claims, and all reports of pain and discomfort the employee feels is caused by their work station or work area. Worksite assessment to evaluate physical stressors and work activity conditions that may pose a risk of injury to the musculoskeletal system; assess worksite risks related to repetitive motion injuries and cumulative disorders, and establish administrative and/or engineering control measures to minimize or eliminate risk factors. Immediate worksite changes will be made if possible. The employee will be provided with appropriate handouts and reminders. Training of individual employees will be considered equivalent to the individual worksite evaluation (s). An employee will be trained on the effectiveness of ergonomics including: proper posture, duration of activity, repetitive motion, awkward positioning, forceful exertions, mechanical or contact stresses, symptoms and consequences, importance of early intervention and education on general ergonomics and awareness.

#### **FOLLOW- UP EVALUATIONS:**

Return visit (s) with employee (s) to perform tasks such as: When new ergonomic equipment is required; an appointment shall be set to verify the employee is using the new equipment correctly. This verification shall be completed within 1 week of the employee receiving the new

equipment. Follow- up phone calls or appointment to review preventive techniques already discussed, and/or reinforce and verify suggested changes have been performed. This shall be completed within 2-4 weeks following all ergonomic evaluations. Any repeat evaluation or individual training session to an employee within one (1) year will be considered a follow-up evaluation.

### **ON-SITE GROUP TRAINING:**

employees will be trained on injury prevention techniques for their specific job tasks (e.g., lifting stretching, etc.) Contractor will provide a blended training effort to facilitate the employees learning experience. Instruction will be provided to aid employees in identifying factors that put them at risk of injury and provide recommendations for preventive measures, including exercise, to reduce the chance of injuries related to improper workstation use. Training classes will vary in size and length, possibly ranging from as many as 10 employees, to a maximum of 20 to prevent staffing shortages in patient care areas. Staffing attendance will be the responsibility of service and careline management, and can range from one (1) to four (4) hours. Specialized classes for those employees who will be responsible for evaluating and training other employees can be arranged and coordinated through the Safety and Occupational Health Specialist (COR).

### **SPECIFIC REQUIREMENTS:**

Preventative ergonomic evaluations shall consist of an initial assessment, and re-assessment after ergonomic equipment has been purchased and installed. For each evaluation, the ergonomic evaluator will be required to perform the following tasks:

- 1) Schedule and perform the ergonomic evaluation within 5 business days of receiving the assignment
- 2) Analyze the employee's job duties and workflow
- 3) Observe the employee performing various tasks and the employee's use of ergonomic techniques
- 4) Train the employee on the proper ergonomic techniques to use when performing job duties and how to set up/adjust the workstation and equipment
- 5) Submit a written report within 48 hours of the evaluation
- 6) Comply with the following performance requirements:
  - Ergonomic evaluations shall be completed in a timely manner
  - Vendor will confirm appointments with Safety & Occupational Health Specialist and employee at least 24 hours in advance
  - Vendor will arrive on time for all scheduled ergonomic evaluations
  - Vendor shall notify Safety & Occupational Health Specialist of all employee "no-shows"
  - Vendor shall maintain a professional and compassionate demeanor while evaluating MEDVAMC employees
  - Vendor shall not market his/her services and/or products to MEDVAMC employees

**PERFORMANCE PERIOD:**

The period of performance will include a base year and four (4) one (1) year options, based on client need and contractor performance.

**WORKING HOURS:** The normal hours of work at the Michael E. DeBakey VA Medical Center/Building 100, are from 7:00am to 3:30pm, Monday through Friday, excluding holidays. Evening or Weekend work may be required to expedite the remediation and reduce employee/patient exposure and minimize impact on patient care. Holidays observed by the MEDVAMC are:

New Year's Day	Martin Luther King Day	President's Day
Memorial Day	Independence Day	Labor Day
Columbus Day	Veteran's Day	Thanksgiving Day
Christmas Day		