OCCUPATIONAL HEALTH PROGRAM SUPPORT

The Contractor shall conduct a comprehensive Occupational Health Program for the NASA Langley Research Center (LaRC) located in Hampton, VA. The primary purpose of the Occupational Health Program is: (1.0) Operation of the LaRC Occupational Health Clinic; (2.0) Provision of an Employee Assistance Program (EAP); (3.0) Center Occupational Health and Wellness Program Promotion and Consultation Support and; (4.0) Operation of the NASA LaRC Physical Fitness Program and Fitness Center.

1.0 Operation of the NASA Langley Research Center Occupational Health Clinic: The emphasis of the NASA LaRC Occupational Health Clinic is on health promotion, illness prevention, and prompt treatment or referral of occupational and non-occupational illnesses and injuries. The Contractor shall provide all supplies and services required to operate the NASA LaRC Occupational Health Clinic during the Standard Operating Hours of 7:00 a.m. to 3:30 p.m. Monday through Friday, and provide emergency diagnosis and treatment, as outlined below.

1.1 Medical Staffing: The Contractor shall provide the services of medical professionals and administrative staff to operate the Clinic and Occupational Health Programs. This shall include, but is not limited to: physician, nurse-practitioner(s), staff nurse(s), x-ray technician(s), and the supporting administrative and/or clerical personnel necessary to operate the Clinic as required by this Statement of Work (SOW). The Contractor may obtain the services of consultant physicians and other health care professionals/specialists when specialized expertise is needed to supplement the Contractor's primary staff provided under this SOW.

1.1.1 Licenses and Accreditations: The Contractor staff and any other consultant health care Professionals/ Specialists shall be fully licensed/ accredited by the State of Virginia, meet the requirements of NPR 1850.1, and maintain in good standing the professional accreditation and credentials appropriate to their fields of medicine while performing the services under this Statement of Work. The Contractor shall ensure laboratory services are provided by certified American Society of Pathologists (ASCP) or equivalent organization.

1.1.2. Physician and Nurse Practitioner: The Contractor shall ensure that a Nurse Practitioner or Physician is available at the LaRC Occupational Health Clinic during the Standard Operating Hours. The Contractor shall accommodate the patient's gender preference for the Nurse Practitioner or Physician performing the physical examination. A Physician is not required to be on-site at the LaRC Clinic during the Standard Operating Hours. However, a Physician shall be available for oversight to the Nurse Practitioners as required by law. The Contractor shall assign a Nurse Practitioner or Physician certified in Preventive Medicine Specialty with Occupational Medicine experience to serve as the Center Chief Medical Officer (CMO). The Responsibilities of the Center Chief Medical Officer are outlined in NPR 1800.1, and include but are not limited to: 1) Ensure the staff and any other health care providers have

and maintain the proper credentials to perform their duties; 2) Communicate with the COR on any potential infectious disease within the Center; 3) When request by the COR or the Center Safety Manager, provide a written medical assessment of a potential job related injuries or illness.

1.2 Medical Services to be Performed:

1.2.1 Injury and Illness: The Contractor shall provide no-cost **initial** diagnosis and treatment for work-related and non-work related injury and illness to LaRC Civil Service personnel, NASA LaRC Exchange personnel, on-site contractor personnel, and all other individuals at LaRC. The Contractor shall provide medical services in accordance with LMS-CP-4760 for all work-related injury or illness. The Contractor shall follow the guidance under SOW Section 7.0 Fee-for-Service, or refer the patient to an outside physician if performing medical services beyond the initial diagnosis for non-work related injury or illness.

1.2.2 Health Maintenance Examinations: The Contractor shall offer no-cost Complete Health Maintenance Examinations (Items 1 through 6 below) to all LaRC Civil Service employees and LaRC Exchange personnel at three-year intervals during their birth month. The Contractor shall also offer no-cost Partial Health Maintenance Examinations (Items 2 through 6 below) to all LaRC Civil Service employees and LaRC Exchange Personnel each year in between the three-year Complete Physical Examination interval. The Contractor shall contact the employees and schedule appointments for Health Maintenance Examinations to allow for a two-week advanced notification. The Health Maintenance Examinations shall be conducted by properly qualified medical staff and the following services shall be offered:

1) Head-to-Toe Assessment by a Physician or Nurse Practitioner (***To Be Performed for the Complete Health Maintenance Examination Only***)
2) Height, weight, heart rate, body mass index, and blood pressure check
3) Comprehensive Metabolic Panel (12) in addition to 6 added chemistries (Phosphorous, GGT, Iron, Uric Acid, LDH, SGPT), Fasting lipoprotein profile, hematology, Urinalysis, and CBC with differential/platelets
4) Pelvic examination (including Papanicolau's stain) and breast examination (for women) and PSA chemistry (for men age 45 and older)
5) EKG test (baseline test offered at first physical regardless of age; tests offered as part of physical at age 40 and age 45; every other year from age 46 to age 50; and annually after age 50).
6) The Contractor shall provide a written report and discussion of the examination results summarizing the state of the employee's health with each employee examined. This report shall note any conditions which warrant further attention by the employee's personal physician. The Contractor shall provide a copy of this report to the patient in person, or mail a copy of this report per the employee's written request that discussion is not desired.

1.2.3 Occupation-Related Examinations: The Contractor shall provide no-cost occupation-

related examinations for NASA LaRC Civil Servants and LaRC Exchange Personnel including, but not limited to: pre-placement; surveillance; job certification; special purpose; job separation or retirement; Federal Aviation Administration (FAA) Class I, II, and III Flight Physical Examinations and; other examinations as medically necessary that meet the requirements of the NASA Occupational Health Program Procedures NPR 1800.1. The Contractor shall coordinate with the Safety/Industrial Hygiene Officer when a patient examination reveals exposure to recognized health hazards, or when information on new health hazards is identified by Organizations such as National Institute for Occupational Safety and Health (NIOSH). The Contractor shall utilize the NIOSH criteria documents as the guideline for medical surveillance of exposed personnel in the absence of a NASA standard.

1.2.4 Optician Services: The Optician services shall be provided at the LaRC Occupational Health Clinic once every two weeks. The Optician Services for LaRC Civil Servant and LaRC Exchange Personnel Prescription Safety Glasses shall include providing sample frames for selection, processing Safety Glasses orders using a current prescription from a private provider, and performing minor repairs and fitting of new and existing Safety Glasses.

1.2.5 International Travel: The Contractor shall provide NASA LaRC Civil Servant Employees engaged in international travel for NASA with no-cost pre-travel physical assessment, counseling, required immunizations, travel kits consisting of health-related documentation required for the travel destination, and post-travel counseling as required by NPR 1800.1.

1.2.6 Administration of Medications and Treatments: The Contractor shall administer immunizations, treatments, and medications to LaRC Civil Service Employees and LaRC Exchange Personnel, at no cost. Personal medications and treatments must be prescribed by a private physician.

1.2.7 Workers' Compensation Requirements: The Contractor shall serve as the medical point of contact for LaRC Civil Servant and LaRC Exchange Personnel Workers' Compensation Cases. The Contractor shall coordinate with the NASA Compensation Claims Officer (CCO) on Workers' Compensation Cases and provide the employee with the information required to initiate a notice of work-related injury/illness. The Contractor shall assist the CCO with periodic reviews of long-term cases and advise management of the probability/potential for injured workers to return to work in a full or partial/limited duty. The Contractor shall complete return to work examinations and provide a written medical opinion in accordance with NPR 1800.1.

1.2.8 Laboratory Services: The Contractor shall arrange laboratory pick-up, drop-off, and testing services. The Contractor shall obtain laboratory samples and complete laboratory draws on-site at the LaRC Occupational Health Clinic, and send the samples and draws off-site for testing.

1.3 Medicines and Medical Supplies: The Contractor shall provide all medications and medical

supplies necessary to operate the Occupational Health Clinic and Fitness Center and keep two month's supply in stock at all times for items including, but not limited to: syringes, bandages and adhesives, collection containers, test strips, and isopropyl alcohol. The Contractor shall also provide immunizations and inoculations including, but not limited to Hepatitis A and B, Tetanus, and TDAP, and maintain a stock considering the season, availability, and expiration timeframe for each immunization. The Contractor shall also provide the supplies required to operate the LaRC Occupational Health Clinic Diagnostic Equipment listed in Attachment 3 "Installation Accountable Government Property".

1.4 Medical Records: The Contractor shall maintain an accurate and complete file of medical records, including, but not limited to, data for all physical examinations, diagnostic data, Department of Labor's occupational illness and injury forms, medical documentation provided by all patients and/or their private physicians, and laboratory results. The Government will hold title to all medical records. The Contractor shall not release medical records without written consent from the patient. The Contractor shall transfer and store all records as required by NPR 1800.1 using the designated NASA EHRS (Electronic Health Records System).

1.5 LaRC Installation-Accountable Clinic Equipment and Facility Maintenance: The Contractor shall ensure routine maintenance and upkeep of the medically related equipment included in Attachment 3 "Installation-Accountable Government Property". The Contractor shall ensure that routine maintenance of the LaRC Occupational Health Clinic equipment is performed by qualified technicians, as required by the Original Equipment Manufacturer recommendations. The Contractor shall also ensure annual inspection of the x-ray equipment by qualified Private Inspectors as required by NASA and the FDA (Food and Drug Administration). The Contractor shall also complete monthly inspection of the estimated 70 Automated External Defibrillators (AEDs) located throughout the NASA Langley Research Center. The Contractor shall notify the Contracting Officer's Representative (COR) if any of the equipment requires repair or replacement beyond standard maintenance and upkeep. The Contractor shall also continually assess the condition of the LaRC Occupational Health Clinic Facility, and notify the COR of any required or recommended changes that would contribute to the effectiveness of the Clinic.

1.6 Medical Waste Management: The Contractor shall ensure proper handling, storage, and labeling of all medical/bio-hazard waste for the LaRC Occupational Health Clinic, in accordance with OSHA policies and the Virginia Regulated Medical Waste Management Regulation Title 9 of the Virginia Administrative Code Chapter 20 (9VAC20). The Contractor shall appropriately handle the following types of bio-hazardous waste generated and/or handled within the LaRC Occupational Health Clinic including but not limited to: cultures and stocks of infectious agents and associated biological waste such as laboratory waste, biological production wastes, vaccines, and related devices; liquid human waste, including blood and blood products and body fluids; pathological waste including human organs, tissues, body parts other than teeth, and fluids removed by trauma or during emergency treatment or other medical procedures and; sharps

including needles, syringes, scalpels, intravenous tubing with needles attached, and any item that is sharp enough to penetrate the skin and is contaminated with potentially infectious material.

1.7 Emergency Services: While the primary responder is the Fire Department Emergency Medical Service (EMS), the Contractor shall occasionally provide supplemental emergency medical services and EAP services as requested by the COR or EMS during and outside of normal working hours.

2.0 Employee Assistance Program (EAP): The Contractor shall provide and manage the Employee Assistance Program (EAP) in accordance with NPR 1800.1 The Contractor shall make EAP services available to all LaRC Civil Service employees and LaRC Exchange Personnel at no-cost. The Contractor shall make EAP services available to employee spouses and other family members living in the employee's household, and to all other legal dependents covered by the employee's health benefit plan. All persons providing EAP services shall be fully licensed by the State of Virginia to provide counseling and rehabilitative services.

2.1 Basic EAP functions shall include problem identification; assessment and short term counseling; referral to appropriate community or professional resources for long term treatment and rehabilitation; and follow-up services for effective readjustment after treatment. Assistance provided shall include, but is not limited to, mental health; personal or social adjustment; alcohol abuse; and drug abuse. The Contractor shall provide counseling as a result of management or self-referrals. The Contractor shall maintain the program with a goal of restoring the employee to an acceptable work performance level and assisting employees working through personal crisis.

2.2 The Contractor shall provide EAP Counseling Services on-site at NASA LaRC one day per work week during the NASA LaRC Occupational Health Clinic Standard Operating Hours of 7:00 a.m. to 3:30 p.m. The Contractor shall also provide an off-site location for employee consultations with daily working hours from 8:00 a.m. to 5:00 p.m. Monday through Friday, and access to counseling services 24 hours per day, seven days per week. The Contractor shall make EAP services available to the employee through self-initiated referral, manager-referral, and mandatory referral.

2.3 The Contractor shall coordinate with appropriate community resources, such as hospitals and detoxification and care facilities, as required by each individual case.

2.4 Counseling for self-initiated referral cases shall not exceed 5 visits per problem, per employee or family member. The Contractor shall provide visits in excess of the maximum number in unusual self-initiated referral cases, when approved by the COR. The Contractor shall also coordinate with the COR for approval on the number of visits for manager-referral and mandatory-referral cases.

2.5 The Contractor shall participate on LaRC committees and in meetings at the request of the COR to clarify and promote the objectives of the EAP. Such committees and meetings typically occur once to twice per month for up to two hours per meeting.

2.6 The Contractor shall provide training and information seminars to management or employee groups on subjects related to the NASA EAP Program on a monthly, quarterly, and annual basis.

3.0 NASA LaRC Center Occupational Health and Wellness Program Promotion and Consultation Support:

3.1 Program Coordination and Communication: The Contractor shall assess, plan, implement, and evaluate monthly, quarterly, and annual medical and health promotion programs based on the NASA Agency Occupational Health Program, NASA LaRC Center Needs, National Emphasis Programs, and coordination with prominent Health-Related Programs and Organizations. The Contractor shall promote and educate the Center Workforce on topics such as Physical and Mental Health, Fitness, regular physical exercise and screenings for early detection of disease, through a variety of venues including but not limited to Center-Wide Health and Fitness Campaigns, pamphlets, newsletters, health screenings, lectures, and participation in the NASA LaRC Contractor Steering Council. NASA shall provide media resources, including printing services and materials for posters and pamphlets, and NASA will make the LaRC Center website and electronic newsletter available for the Contractor's use. The Contractor shall coordinate with the COR and obtain approval prior to the release of any communication issued to the employees at Langley Research Center. The Contractor shall develop a method to obtain Customer Feedback on the LaRC Occupational Health Clinic, EAP Program, and Fitness Center, and provide this feedback data to the COR every six (6) months.

3.2 The Contractor shall appoint appropriate Medical Staff to serve on standing and special LARC committees including, but not limited to, the Institutional Review Board and the AED Automated External Defibrillator Control Committee, the Quarterly Executive Safety Council, and the Safety Mission Assurance Office (SMAO) Monthly Business Review. Other than the SMAO Monthly Business Review, such LaRC committees typically meet on a quarterly basis, with most meetings having a duration of up to two hours.

3.3 The Contractor shall review, assist in the development of, and update various LaRC and NASA policies and procedures relating to occupational medicine, upon written request of the COR. These include NASA policy documents, LaRC instructions and procedures, and related brochures and pamphlets.

4.0 NASA Langley Research Center Physical Fitness Program and Fitness Center: The Contractor shall develop and administer a comprehensive fitness assessment and maintenance program for optimal employee health and to encourage healthful work habits, as prescribed in Langley Policy Directive (LAPD) 1800.2. The Contractor shall provide and

operate this program to contribute to the productivity of the Center by promoting programs geared to the preservation of general health and well-being of the LaRC workforce.

4.1 Fitness Center: The Contractor shall operate and staff the Fitness Center between 10:00 a.m. to 6:30 p.m. Monday through Friday (Federal holidays excluded) and for any additional hours from as exercised through Optional CLIN(s) to the Contract. The Fitness Center operating hours may be revised as directed by the COR. The Contractor shall designate a Fitness Center Director. The Fitness Center Director is required to be available at the LaRC Fitness Center for a minimum 40 hours each week during the Standard Operating Hours. The Fitness Center Director and all Contractor personnel responsible for the daily operation of the LaRC Fitness Center shall meet the education, training, certification, accreditation, and qualification requirements as outlined in NPR 1800.1.

4.1.1 Fitness Center Membership: The Contractor shall maintain LaRC Fitness Center membership records and cards utilizing the NASA-Provided Electronic System. The Contractor shall grant fitness center membership to NASA Langley Civil Service Employees, LaRC Exchange Employees, and Military Personnel assigned to LaRC at no-cost. The Fitness Center Membership Cost for LaRC Contractor Personnel shall be coordinated with the COR. The Contractor shall collect Fitness Center Membership fees from LaRC Contractor Personnel, keep a log of the collected fees, and coordinate with the COR to submit the collected fees. The Contractor shall only permit current Fitness Center members to utilize the Fitness Center, and shall require Fitness Center members to present a current membership card upon entry. The contractor shall require new Fitness Center Members to complete an application. The Contractor shall require written evidence of medical clearance to participate in a physical exercise program, either from the LaRC Occupational Health Clinic and/or from a private physician that specifies limitations, in accordance with NPR 1800.1, if an individual applicant has an increased health risk factor present. The Contractor shall require members to update their medical clearances every three years.

4.1.2 Fitness Services: The Contractor shall provide fitness services to NASA Langley Fitness Center Members. Fitness services shall be compatible with the standards promulgated by the American College of Sports Medicine. The Contractor shall staff the fitness facility with trained and certified professionals and shall monitor the facility during the required hours of operation to ensure that exercise is performed safely. These services include, but are not limited to: member orientation on the proper use of all exercise equipment; fitness screenings to monitor members' progress toward fitness goals; weight training; group fitness classes and; personal training services. The Contractor shall offer a minimum of three (3) fitness classes per week with a duration up to one hour, and may offer additional fitness classes on a Fee-for-Service basis.

4.1.3 Installation-Accountable Fitness Center Equipment and Facility Maintenance: The Contractor shall ensure routine maintenance and upkeep of the Fitness Center exercise equipment included in Attachment 3 "Installation-Accountable Government Property" in

accordance with the Original Equipment Manufacturer recommendations. The Contractor shall perform minor maintenance of the Fitness Center exercise equipment, which includes but is not limited to, lubrication, tightening loose bolts and screws, and repairing upholstery tears with patches. The Contractor shall maintain the general cleanliness of the Fitness Center and the equipment, and shall sanitize the Fitness equipment throughout the day. The Contractor shall notify the COR if any of the equipment requires repair or replacement beyond minor maintenance and upkeep, and recommend new equipment purchases after researching safety and effectiveness. The Contractor shall also assess the condition of the LaRC Fitness Center, and notify the COR of any required or recommended changes that would contribute to the effectiveness of the Fitness Center.

5.0 Operating Procedures: The Contractor shall develop and maintain Standard Operating Procedures for the operation of the LaRC Occupational Health Clinic, Employee Assistance Program, and the LaRC Fitness Center, to include a Waste Management Plan, as approved by the COR. The Contractor shall develop and maintain Emergency Operating Procedures within the LaRC Occupational Health Clinic, Employee Assistance Program, and the LaRC Fitness Center, as approved by the COR.

6.0 Other Direct Costs: The Contractor shall provide on an actual cost basis (no additional profit): Influenza Vaccination Serums; Rare and Unusual Supplies Above and Beyond the Medicines and Medicals Supplies required in Statement of Work Section 1.3; Supplemental Emergency Medical and EAP Services as requested by the COR outside of normal working hours; the material costs for the LaRC Civil Servant Safety Glasses orders and; other supplies, services, maintenance, and items as directed by the COR on an as-needed basis.

7.0 <u>Fee-for-Service</u>: The Contractor shall offer the Medical Services outlined in Section 1.0; the Employee Assistance Program Services outlined in Section 2.0; Personal Training Services and additional fitness classes as outlined in Section 4.0; Optician Services as outlined in Section 1.2.4 and associated materials; any other services included in the Contractor's Fee-for-Service Plan, on a Fee-for-Service basis to NASA LaRC Contractor Personnel. The Contractor shall also offer any of the services that are not free-of charge to NASA LaRC Civil Servant and LaRC Exchange Personnel, on a Fee-for-Service Basis. The Contractor may also offer Drug and Alcohol testing to On-Site LaRC Contractor Personnel on a Fee-for-Service Basis. The Contractor is responsible for collecting the fees charged.

8.0 <u>Phase-In</u>: The Contractor shall perform Phase-In Activities during the thirty-day period prior to the Period of Performance Start Date in accordance with the Phase-In Plan. The Government will arrange a contract kick-off meeting, the NASA COR will be available for meetings, and the Government will provide the Contractor with training to include: Orientation, Information Technology Security, NASA Electronic Health Records System, NASA Electronic Fitness Membership System, Chemical Material Tracking System Training and; any other training required to perform on-site at NASA LaRC. The Contractor shall also submit a written proposed Safety Plan for implementing FAR 52.236-13 Accident Prevention (Nov 1991) Alternate I (NOV 1991) and meet with the

NASA Contracting Officer and COR to discuss and develop a mutual understanding relative to administration of the Safety Plan. The plan shall include an analysis of the significant hazards to life, limb, and property inherent in contract work performance and a plan for controlling these hazards. In addition, the Contractor will be required to submit documentation of licenses and accreditations to the COR, to verify that the requirements at Statement of Work Section 1.1.1 are met. Likewise, the Contractor shall submit an IT Security Management Plan in accordance with the requirements at LaRC 1852.204-76 Information Technology (IT) Security Management Plan.

9.0 Statement of Work References and Standards:

NPR 1800.1 NASA Occupational Health Program Procedures
NPR 1850.1 Quality Assurance of the NASA Medical Care
LMS-CP-4760 Reporting Injuries, Illnesses, and Compensation Claims
Langley Policy Directive 1800.2 Langley Research Center Physical Fitness Program
Virginia Regulated Medical Waste Management Regulation Title 9 of the Virginia Administrative Code Chapter 20 (9VAC20)

10.0 Attachments

Attachment 1: Statement of Work
Attachment 2: Fee for Service Plan
Attachment 3: Installation Accountable Government Property
Attachment 4: Service Contract Act Wage Determination