**NASA OCCUPATIONAL HEALTH CONTRACT II (NOHC II)**

 **80KSC020R0021**

 **Statement of Work (SOW)**

**FY 2020 – FY 2025**

***\*Note that this sample has been revised from the source document on the Government Point of Entry as necessary to align formatting and applicable FAR procedures.\****

**1.0 Introduction**

The National Aeronautics and Space Administration’s (NASA) Office of the Chief Health and Medical Officer’s (OCHMO’s) Health and Medical Systems division is responsible for the overall NASA Occupational Health (OH) Program, including establishing and coordinating Agency OH policy. OCHMO reviews and evaluates NASA conformance with policy and regulatory requirements in the implementation of occupational medicine, environmental health (including industrial hygiene, health physics and food safety), physical fitness and health promotion/wellness, and [employee assistance](http://www.nasa.gov/sites/default/files/files/EmployeeAssistanceProgram.pdf) programs. Customer service is extremely important in all OCHMO tasks, including all verbal, written, electronic, and telephonic communications between and among other NASA center personnel and non-NASA individuals/entities.

Contractor shall directly support OCHMO personnel located at NASA Headquarters (HQ) in Washington, DC, at OCHMO’s tenant/satellite offices located at NASA’s Kennedy Space Center (KSC), and at Lyndon B. Johnson Space Center (JSC). OCHMO’s tenant/satellite office at KSC is the office to which the Contractor shall provide primary interaction and communication.

NASA Centers and component facilities (hereinafter “NASA Centers”) for which OCHMO provides occupational health support:

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| Ames Research Center | Johnson Space Center – Houston |
| Armstrong Flight Research Center and Palmdale Facility | Johnson Space Center – White Sands |
| Glenn Research Center and Plumbrook | Kennedy Space Center |
| Goddard Space Flight Center - Greenbelt | Langley Research Center |
| Goddard Space Flight Center - Wallops | Marshall Space Flight Center |
| Headquarters | Michoud Assembly Facility |
| Jet Propulsion Laboratory and Goldstone | Stennis Space Center |

**2.0 General**

Documents and work-products prepared by Contractor during the contract shall become the property of NASA.

Contractor computer seats, mobile cell phone seats, webinar connections (e.g., WebEx), and SharePoint site subscription expenses shall be funded directly by OCHMO.

Contractor shall be responsible for funding and maintaining certifications, licenses, professional memberships, subscriptions, and continuing education requirements (applicable to their geographic duty station) for their personnel.

For Contractor employees working remotely/out of state, office supply costs, internet connection costs, postage, and similar expenses shall be funded by Contractor.

For Contractor employees working remotely, travel (e.g., airfare, hotel, rental car, incidental expenses) to KSC or other locations for activities not specifically requested or approved by OCHMO (e.g., in-person computer refreshes or repairs, contractor-only events/meetings), costs shall be funded by Contractor.

Contractor support to OCHMO requires domestic travel. To the extent allowed by hotels and rental car companies, the most recent government per diem and government mileage reimbursement rates shall be used.

**3.0 Coordination, Communication, and Interaction with NASA Centers**

Contractor’s support shall be objective, unbiased, and conducted from an Agency-level perspective.

Contractor shall answer routine technical questions and prepare technical responses for OH- related questions, surveys, feedback, and review requests (e.g., draft policies, draft meeting agendas, studies, charts/tables, summaries of federal Agency draft documents, and draft responses to federal agency inquiries).

Contractor's role will require close working relationships with other NASA contractors, other Agency program offices, NASA Center civil service personnel, and non-NASA entities. Contractor shall convey (to circumvent confusion, misunderstandings, and misconceptions by others of Contractor's role) that NASA OCHMO is the authority from which formal OH decisions should be solicited. Contractor employees shall refer individuals and entities to OCHMO when inquiries are made relative to policy, sensitive Agency issues, and other similar matters.

Contractor’s close working relationships with other Center personnel may involve learning information for which OCHMO is unaware. Contractor shall notify OCHMO of urgent matters and any issues or situations that may impact the status of the Agency’s OH program. Examples include Center personnel changes (e.g., resignations, terminations, and retirements), reorganizations, OH contract status changes at centers and facilities, emergency incidents, serious injuries, fatalities, visits/inspections by regulatory agencies, professionals' impairments, and deterioration of quality of care.

**4.0 NASA Occupational Health Program Policies**

Contractor shall be familiar with the most current version of NASA policies that relate or are associated with (e.g., safety and mission assurance) occupational health (e.g., NPR 1800.1) and/or the NASA Office of the Chief Health and Medical Officer, which provide the OH policies and requirements for which NASA Centers must comply. State-specific OH-related requirements for which NASA Centers must comply shall be researched and identified by Contractor and referenced/evaluated in conjunction with NPR 1800.1 where applicable. Contractor shall also be familiar with federal regulations (existing, proposed, and new) applicable to NASA occupational health (e.g., OSHA, OPM, NRC, HHS) activities and requirements.

Contractor shall be responsible for providing suggestions and recommendations to OCHMO with regard to improving NASA OH programs and policies by increasing efficiency and effectiveness within available resources and constraints.

**5.0 Program Management**

Contractor Business Manager (Manager) at KSC shall provide technical management for Contractor staff at all local and remote locations.

The Manager shall ensure effective communications with the Contracting Officer (CO) and the Contracting Officer Representative (COR). The primary method of communication within and outside of OCHMO is electronic mail.

The Manager shall support weekly meetings with the COR and the OCHMO Senior Environmental Health Officer to discuss project/deliverable progress, upcoming projects and actions, and other situations for which OCHMO should be made aware. Monthly reports summarizing Contractor’s activities and projects shall be in accordance with DRD 004.

The Manager shall provide at least 24-hour’s notice of his/her planned absence, to the CO and COR, and indicate the individual who will act on his/her behalf. The Manager shall notify OCHMO in a timely (immediately when they become aware) manner of his/her absence in the event of an unplanned circumstance (e.g. emergency, sick, etc.) Notifications shall be accomplished by electronic mail or phone.

**6.0 Performance Requirements**

**6.1 Administrative Support**

At OCHMO's request and budget permitting, Contractor shall purchase professional resource items (e.g., American Conference of Industrial Hygienists documentation of Threshold Limit Values, guidance manuals, standards, posters) for dissemination to NASA Center civil service points of contact. Contractor shall research the potential of obtaining free materials and resources whenever possible.

For the OCHMO Agency monthly Occupational Health (OH) Newsletter, Contractor shall provide input suitable for an OH professional-level audience, make recommendations for content, solicit input from Centers, and review the OCHMO editor's draft as requested.

Contractor, at the beginning of each calendar year, shall prepare a schedule of Agency-wide monthly or quarterly presentations/meetings for OH disciplines (health physics; industrial hygiene; food safety; health promotion/wellness/preventive health; and medical community and occupational health). Audiences/attendees will be comprised of Agency OH professionals and/or the general NASA workforce, if applicable. Placeholder calendar appointments shall be sent out to attendees if specific agendas, speakers, or topics have not yet been identified. Presentations shall be 60 to 90 minutes in duration; conducted on Tuesday, Wednesday, or Thursday, and held at 12:00 pm Eastern or later to accommodate attendance by West Coast Centers.

At OCHMO’s discretion, presentations arranged by Contractor shall be conducted by video teleconference, webinar, telephone, or a combination thereof. Contractor shall make the necessary arrangements and establish the necessary working relationships with audiovisual points of contact to set up video teleconferences and web-based meetings/presentations. Examples include:

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| **Basic Video teleconference Requirements** | **Basic Web-Based Meeting Requirements** |
| Establish accounts for WebEx and/or Lync or equivalent to enable attendees’ remote access | Establish accounts for webinars to enable attendees’ remote access |
| Establish accounts for toll-free phone number for attendees’ dial-in | Establish accounts for toll-free phone number for attendees’ dial-in |
| Coordinate with audiovisual POCs to secure a date and time for each meeting.  | Select a date and time that will enable the highest attendance by reviewing the calendar for upcoming conflicts. |
| Provide video teleconference operators with a list of Center POCs, including their e-mail addresses and phone numbers. Also provide video teleconference operators with the title of each presentation/meeting |   |

Contractor shall annually conduct an electronic survey (e.g., Survey Monkey) of the NASA OH professionals to solicit topics for presentations to be conducted within the next calendar year, in accordance with DRD 005. For the life of the contract, Contractor shall maintain a database or spreadsheet of all OH presentations conducted, including webinars, videoteleconferences, and in-person meetings. A summary shall be provided to OCHMO annually, in accordance with DRD 006.

OCHMO may request the Contractor’s OH subject matter expert (e.g., medical, industrial hygiene, health physics, electronic health record system) to attend meetings on OCHMO’s behalf. The meeting participation may be by teleconference, video teleconference, webinar, or in-person (registration, air travel, hotel, and rental car may be required). Contractor shall provide OCHMO with a written summary of the meeting in accordance with DRD 007.

Contractor shall review and report to OCHMO relevant OH-related (industrial hygiene, health physics, preventive health, mental health, physical fitness/health promotion, food safety/sanitation, medical) current events and regulatory updates impacting or having the potential to impact the NASA workforce.

Contractor shall review, as needed, appropriate sections NASA policy documents to identify corrections and revisions due to new regulations, new NASA policy, new Executive Orders, industry standards, and other directives and issuances, etc. Proposed revisions and suggestions shall be submitted to OCHMO for consideration.

**6.2 General Information Technology (IT)**

Contractor shall ensure there is equivalent IT support to OCHMO if routine support will be unavailable for longer than five (5) working days to assure that OH websites can be populated/edited/revised and activities related to the Agency’s Electronic Health Record System can be provided without interruption or delay.

Contractor shall manage, maintain, revise, update, and modify three OCHMO websites, two of which are dedicated to Agency OH and one that includes information about NASA’s OH program: (1)<https://inside.nasa.gov/ohp> (internal); (2)<https://inside.nasa.gov/health4life> (internal); and (3)<https://www.nasa.gov/offices/ochmo/main/index.html> (external, public-facing).

Contractor website support shall include, but not be limited to:

· Consultation with OCHMO to identify and document mission requirements and translate them into functional requirements.

· Serving as the lead in software development projects including the analysis, design, development, testing, and implementation for new systems or enhancements.

· Reviewing OCHMO website pages monthly to ensure links are functioning properly, event notices with specific dates are current, while making recommendations for improvement.

· Updating OH professional directories when new information is available or submitted.

· Formulating recommendations to solve problems or to interpret conditions.

· Resolving or arranging to have resolved critical issues affecting website configuration.

· Serving as a key Web site developer for utilizing NASA content management systems and other web applications.

· Coordinating with OCHMO before posting potentially sensitive or policy-related content.

· Incorporating content expiration dates so that content is removed automatically. OCHMO shall determine the expiration dates and the criticality and urgency of items to be posted.

· Ensuring websites are in conformance with requirements mandated by the Government, relative to format, accessibility, content, security, and confidentiality.

· Posting the upcoming calendar year schedule of OH reviews.

· Posting the latest version of OH review questionnaires for retrieval by NASA points of contact.

· Retrieving and posting OH triennial onsite OH review documents sent to OCHMO by NASA Centers to SharePoint and OCHMO’s shared drive.

**6.3 Electronic Health Record System (EHRS) – IT, Informatics, and Operational Support**

Contractor shall provide personnel to be part of the team that supports the agency’s EHRS utilization and functionality. Contractor staff shall work with other OCHMO team members/leads who are experts in the software/technical aspects of the EHRS. Contractor shall maintain familiarity with EHR principles in the OH setting, relative to EHRS modules (e.g., industrial hygiene and occupational medicine). Additional different EHRS modules and/or licenses may be acquired in the future. Contractor shall attend EHRS-related meetings coordinated by OCHMO.

Contractor personnel involved with the EHRS shall keep current on trends and emerging developments, especially as they pertain to federal government entities. At OCHMO’s request, Contractor personnel shall attend U.S. based annual offsite meetings presented by the EHRS vendor. The number of Contractor staff required to travel and attend shall be determined by OCHMO.

**6.3.1 Health IT Documentation**

Contractor shall tailor the EHRS to align with policies set by NASA and OCHMO and provide expertise in the implementation/support of NASA’s EHRS. Contractor shall support OCHMO in the preparation and revision of EHRS-related policies and guidelines (e.g., best practices for NASA EHRS users).

Contractor shall maintain in a secure NASA directory/web page for sharing documents/records of in-person and web-based training sessions, supporting documents and files relative to software upgrades/modifications (including testing and validating).

Contractor shall vet NASA Center-requested non-routine and custom reports through OCHMO before proceeding.

Contractor shall maintain all EHRS-related documentation, including documentation relative to software upgrades and configuration changes to software. The location and method for maintenance shall be determined by OCHMO.

Contractor shall support a periodic review of logs regarding user access to the EHRS and verification of event logs in case of reduced system function.

**6.3.2 NASA User Engagement and Orientation to EHRS**

Contractor, on behalf of OCHMO, shall establish and maintain professional working relationships with NASA Center personnel who utilize the EHRS.

Contractor shall assist new employees, relative to providing them guidance and instructions on the EHRS. Additional instructions and guidance (in person and/or virtual) may be required when software upgrades have been conducted. New users may require Contractor to provide their account set up and maintenance. Travel arranged to provide orientation/education to new users shall be pre-coordinated with OCHMO since NASA Centers may be asked to fund Contractor travel for new user instructional/educational support.

**6.3.3 Software Architecture**

Contractor shall provide support related to the EHRS software architecture, including:

· Conducting infrastructure maintenance.

· Testing and validating software upgrades (e.g., analyzing for opportunities or gaps in framework, notifying OCHMO of opportunities to align EHRS with user workflow, and recommending upgrade options to OCHMO).

· Following change control protocols as defined by OCHMO (e.g., testing/validating vendor software upgrades, refining software settings, and maintaining interoperability (e.g., equipment diagnosis, reviewing third party data sources).

**6.3.4** **Software Functions**

Contractor shall provide support related to the EHRS software functionality, including:

· Managing and maintaining Help Desk operations for NASA-specific/unique inquiries not related to assistance for which the vendor provides assistance. The Help Desk shall be supported by Contractor Monday through Friday (excluding federal holidays) during the hours of 8:00 am to 5:00 pm Eastern. Help Desk tickets shall be routed according to policies established by OCHMO (e.g., prioritizing them to ensure urgent matters are addressed first and assisting Centers in real-time with troubleshooting activities to identify causes of problems encountered).

· Monitoring software operations

- Reporting and documenting software alerts or findings to OCHMO.

- Monitoring and documenting software performance (e.g., analyzing and reporting opportunities for improvement).

- Assessing and documenting functional quality controls (e.g., align digital records from NASA Centers to coincide with agency policy and OCHMO’s minimum data asset requirements, monitor software usage in daily workflows, align software with agency upgrades to Internet browsers).

- Testing and validating all vendor EHRS upgrades and modifications.

- Documenting and tracking corrective actions to anomalies identified during any software monitoring operations.

· Supporting OCHMO requirements for data extraction (e.g., familiar with data identification, spreadsheet organization, database development and statistical analysis),

**6.4** **Occupational Medicine and Preventive Health**

Contractor shall monitor, review for significance/importance, and relay information to OCHMO regarding emerging medical concerns and/or events that may impact the health and well-being of the Agency's workforce (including employees temporarily stationed in foreign countries and employees on foreign business travel or planning foreign business travel).

Contractor may be requested by OCHMO to provide information and complete actions related to current/emerging medical topics with a turnaround time based on the urgency and criticality of the topic as determined by OCHMO.

Contractor shall coordinate with NASA audiovisual points of contact to schedule quarterly NASA senior management meetings with NASA Medical and other OH personnel in accordance with DRD 008. Contractor shall provide OCHMO senior management with recommendations for topics, based on emerging medical issues/events potentially affecting the workforce, new policies, new regulations, or other relevant OH issues, in accordance with DRD 008. Dates and times of meetings shall be communicated to OCHMO senior management as calendar placeholders until it is confirmed that the meetings will be held. Contractor shall confirm the dates at least 14 days before distributing Outlook invitations to all meeting attendees. Contractor shall announce the meeting and include the agenda or topics to be discussed (if known), as well connectivity information. Contractor may be required to lead the meeting and/or prepare non-complex slides or graphics for the meetings.

Contractor shall provide medical staff with the appropriate expertise to travel and conduct onsite occupational health reviews and reviewing NASA Center self-review reports. Onsite occupational health reviews include inspection and evaluation of NASA Center occupational medical clinics and childcare centers (where applicable) and their conformance with Center contract requirements, NPR 1800.1 and other applicable associated NASA policies, as well as applicable local, state, and federal regulations. Such expertise shall also be provided in reviewing NASA Center self-review reports and evaluating corrective action plans. See Section 6.11.

Contractor occupational medical support shall include answering inquiries during regular business hours from OCHMO, reviewing and providing input to NASA policies and procedures, conducting medical research for posting alerts, updates, and articles to OCHMO websites, providing medical expertise related to Health Insurance Portability and Accountability Act (HIPAA), infection control, travel vaccines, medical records, Centers for Disease Control (CDC) guidelines/recommendations, and Advanced Cardiovascular Life Support (ACLS).

Contractor shall ensure that occupational medical support is available, regardless of staff travel, vacation, or other activities that would involve absence during normal business hours.

When requested by OCHMO, Contractor occupational medical personnel shall conduct special presentations (typically web-based) to inform the NASA OH medical community of specific issues and information. These would typically be related to a current medical incident or crisis for which NASA medical and other OH professionals should be made aware.

Contractor occupational medical personnel shall frequently interface and communicate with medical professionals at NASA Centers and component facilities. Contractor shall notify OCHMO immediately of any observation, communication, or situation that indicates medical professional impairment or an impact to quality of care at NASA medical clinics.

Contractor occupational medical personnel shall respond to NASA Center points of contact regarding NASA medical-related issues, and shall copy OCHMO on such communications. OCHMO shall be consulted by the Contractor if additional guidance is required to provide responses.

Contractor occupational medical personnel shall also possess the expertise and/or be familiar with the NASA EHRS, which currently features a medical module utilized by NASA Center onsite medical clinics.

During the influenza season (approximately September to January) each year, Contractor shall coordinate and communicate with all NASA Medical Clinic points of contact and other resources to obtain, track and, upon request, report to OCHMO, NASA's influenza vaccine administration status in accordance with DRD 010.

**6.5** **Health Promotion, Wellness, and Fitness**

At least annually and in accordance with DRD 009, Contractor shall organize, plan, and conduct a special emphasis Agency-wide health promotion (e.g., diet/nutrition, physical fitness/exercise) initiative, presentation, workshop, challenge, competition or similar activity. Topic(s) shall be approved by and coordinated with OCHMO. This does not involve training or travel by Contractor.

Contractor shall provide staff with the appropriate expertise in identifying health promotion/wellness/fitness topics of interest to the NASA workforce and arranging for special presentations by professional speakers throughout the year.

Contractor shall coordinate and communicate with other NASA program offices and NASA health promotion stakeholders to implement health promotion/wellness/fitness educational initiatives, identify areas of improvement, and assist with preparing programs and plans. When requested, Contractor shall relay to OCHMO and other stakeholders a summary of NASA’s efforts to improve employees’ general health and physical fitness.

Contractor health promotion, wellness, and fitness support shall include answering inquiries during regular business hours from OCHMO, reviewing and providing input to NASA policies and procedures, conducting research for posting alerts, updates, and articles to OCHMO websites, and coordinating draft responses to inquiries from other federal entities (e.g., Department of Health and Human Services, Office of Personnel Management).

Contractor shall provide staff with the appropriate expertise to travel and conduct onsite occupational health reviews of Center health promotion/wellness/fitness programs in accordance with NPR 1800.1, Center program contract requirements, and applicable local, state and federal regulations. Contractor expertise includes capabilities to review fitness facilities, employee assistance programs, and health promotion/wellness interfaces with Center medical clinic programs. Such expertise shall also be provided in reviewing NASA Center self-review reports and evaluating corrective action plans. See Section 6.11.

Contractor support shall include serving as the working group lead for the Agency’s Health Promotion/Wellness/Fitness team. Quarterly Agency-wide meetings shall be held with Center points of contact and other interested personnel to discuss the status of programs, assistance needed to meet policy requirements, and to gauge the overall status of NASA’s health promotion/wellness/fitness programs. Contractor shall provide the agenda for meetings and arrange for speakers if necessary. Meeting content may include discussions of upcoming events, new policies, new regulations and other relevant issues impacting the workforce. Contractor shall prepare non-complex PowerPoint slides for the meetings.

Contractor shall maintain a section or sections on the OCHMO web site(s) as an informational portal for health/wellness articles, resources, listing of upcoming events. Contractor shall interface and/or coordinate with other NASA program offices (Human Resources, NASA Shared Services Center, Safety) to collaboratively post urgent information that may be of interest to the entire NASA workforce.

**6.6** **Disaster Response and NASA Center Readiness**

Contractor shall provide technical expertise and advice relative to occupational health issues and concerns subsequent to a manmade (e.g., radiological, chemical), natural (e.g., hurricane, tornado, wildfire, flood, earthquake) disaster or emerging health-related/medical issue (e.g., infectious diseases, pandemics). This includes conducting research, answering inquiries, and assisting with generating guidance for NASA relative to incidents potentially impacting the workforce in the United States and/or abroad. Contractor would not be expected to travel to any impacted sites or conduct field activities, unless requested by OCHMO senior management.

At OCHMO’s request, Contractor shall poll NASA onsite medical clinics and environmental health points of contact and summarize information collected regarding their readiness with emergency equipment, medical supplies, onsite emergency services availability, trained personnel, and availability of local community resources for urgent assistance.

**6.7** **Industrial Hygiene**

Contractor Industrial Hygienist (IH) shall review and recommend industrial hygiene program criteria, activities, policies, standards and direction for all industrial hygiene aspects.

Contractor shall provide staff with the appropriate expertise to travel and conduct onsite occupational health reviews of Center industrial hygiene/environmental health programs in accordance with NPR 1800.1, Center program contract requirements, and applicable local, state and federal regulations. Such expertise shall also be provided in reviewing NASA Center self-review reports and evaluating corrective action plans. See Section 6.11.

Contractor IH shall participate as requested by OCHMO in working groups addressing all potential exposures from chemical, physical, and biological sources.

Contractor IH shall provide expertise to assess, support, and help develop policies for all industrial hygiene aspects of OH on NASA property or NASA off-property operations. Support shall include reviewing policies and procedures, appraising programs, and recommending methods for the elimination or control of environmental health hazards at NASA facilities across the United States, and auditing and assessing a wide variety of industrial hygiene related maintenance and research operations. Examples of areas of involvement include Occupational Safety and Health Administration (OSHA) compliance issues, assessing exposures to personnel, industrial hygiene risk assessment, recommendation of industrial hygiene standards and programs and review/modification of industrial hygiene standards, procedures, and proposed regulations applicable to NASA, to ensure these elements are in accordance with the recommendations of national and international consensus standards.

At OCHMO’s request, Contractor IH shall attend NASA and other federal and non-federal organization industrial hygiene-related meetings and prepare and provide a report with highlights and other information in accordance with DRD 007.

Contractor IH shall be requested to conduct a technical review of industrial hygiene and related documents. Documents reviewed may be NASA or non-NASA. The work product shall use MS Word track-changes with submittal to OCHMO in final draft form.

Contractor IH may be requested by OCHMO to provide information on current/emerging topics with a turnaround time based on the urgency and criticality of the topic as determined by OCHMO. The work product shall be prepared using MS Word track-changes and provided to OCHMO in final draft form.

Contractor IH shall provide real-time consultation and subject matter expert support. In addition, the Contractor IH shall answer technical questions and prepare technical responses for questions from regulatory agencies and NASA Centers as requested by OCHMO. The Contractor shall not respond directly to questions from personnel or organizations outside of OCHMO, unless pre-coordinated with OCHMO.

Contractor IH shall, in close coordination with OCHMO, review and modify OCHMO selected industrial hygiene standards, procedures, and regulations applicable to NASA, including those for biosafety, nanotechnology, ergonomics, hazardous chemical exposures, and others, and shall ensure that these standards are in accordance with the recommendations of national and international consensus standards.

Contractor IH shall periodically attend NASA and non-NASA web-based meetings and presentations to increase familiarity with OH-related issues, activities, and events. Most of these meetings and presentations are free of charge and are conducted by NASA, other Federal agencies and their affiliates.

In coordination with OCHMO, Contractor IH shall provide advice and recommendations, including:

· Industrial hygiene aspects of new work processes, equipment, or facilities, and other technical issues related to NASA industrial hygiene.

· Monitoring websites, periodicals, trade publications, regulatory requirements, and other professional resources to identify remarkable findings.

· Preparing technical materials, slides, and reports for meetings and presentations.

· Reviewing/recommending industrial hygiene criteria, policies, activities, standards and direction for hazardous/toxic materials management activities.

· Supporting activities between NASA and other federal and non-federal organizations.

· Interpreting policies, regulations, and applicable codes and standards to develop recommendations or responses.

· Analyzing applicable federal, state, and local codes of regulation, consensus standards, and executive orders related to industrial hygiene in consideration of how they should be applied across NASA, and advise OCHMO on these matters and proposing recommendations when applicable.

· Providing advice about matters regarding the evaluations, compilation of final appraisal reports, and the preparation of review results.

· Analyzing information gathered from surveillance and appraisal activities, facility incident and accident reports, external and internal reviews, and the EHRS, and advising OCHMO regarding the performance of comprehensive program reviews, and data trending and analysis efforts.

· Providing advice/recommendations regarding the performance of comprehensive program reviews, and data trending and analysis efforts.

· Identifying and developing technical procedures to rectify or improve industrial hygiene programs.

· Identifying deficiencies, new requirements, and new technologies required by industrial hygiene programs and develop solutions for the deficiencies.

**6.7.1 Food Safety**

Contractor shall provide staff with professional knowledge of food safety/public health to research food safety trends and recommend ideas to OCHMO relating to resources to include on the internal NASA OCHMO occupational health professional website. Support for food safety may require Contractor to attend specific training (e.g., HACCP), which shall be funded by Contractor.

At OCHMO’s request, Contractor shall provide staff with the appropriate expertise to travel and conduct onsite occupational health reviews of Center food safety operations in accordance with NPR 1800.1, applicable local/state regulations, and the FDA Food Code. Reviews may include evaluation of food safety at NASA onsite childcare centers. Contractor expertise shall also be sufficient to review NASA Center self-review reports and evaluate corrective action plans. See Section 6.11.

Contractor shall assist OCHMO in organizing and researching speakers and topics of discussion for the NASA Food Safety Working Group relating to Center issues, new food safety trends and requirements.

Contractor shall ensure the NASA Food Safety points of contact listed on NASA occupational health websites, in directories, and internal e-mailing lists are current.

**6.8** **Health Physics**

As a technical expert, Contractor Health Physicist (HP) shall review and recommend radiation protection program criteria, activities, policies, standards and direction for all health physics aspects of radiation producing materials, articles, and devices.

Contractor shall provide staff with the appropriate expertise to travel and conduct onsite occupational health reviews of Center health physics/environmental health programs in accordance with NPR 1800.1, Center program contract requirements, and applicable local, state and federal regulations. Such expertise shall also be provided in reviewing NASA Center self-review reports and evaluating corrective action plans. See Section 6.11.

Contractor HP shall participate as requested by OCHMO in working groups addressing all radiation exposure, ionizing and nonionizing.

Contractor HP shall provide expertise to assess, support, and help develop policies for all health physics aspects of OH on NASA property or NASA off-property operations. Support shall include reviewing policies and procedures, appraising programs, and recommending methods for the elimination or control of environmental health hazards at NASA facilities across the U.S., and auditing and assessing a wide variety of health physics industrial, maintenance and research operations. Examples of areas of involvement include Nuclear Regulatory Commission (NRC) compliance issues; assessing exposures to personnel, health physics risk assessment, recommendation of health physics standards and programs and review/modification of health physics standards, procedures, and proposed regulations applicable to NASA, such as laser safety, ionizing radiation, radiation-producing devices, and others, to ensure these elements are in accordance with the recommendations of national and international consensus standards.

Contractor HP shall analyze applicable federal, state, and local codes of regulation, consensus standards, and executive orders in consideration of how they should be applied across NASA, and advise OCHMO on these matters

At the request of OCHMO, Contractor HP shall attend NASA and other federal and non-federal organization health physics-related meetings and prepare and provide a report with highlights and other information in accordance with DRD 007.

Contractor HP shall be requested to conduct a technical review of health physics and related documents. Documents reviewed may be NASA or non-NASA. The work product shall use MS Word track-changes and provide it to OCHMO in final draft form.

Contractor HP shall provide real-time consultation and subject matter expert support. For planning, this is anticipated to occur once per week for non-urgent matters and twice per year for urgent matters. Urgent shall be defined by OCHMO, based on the criticality and significance of the matter. In addition, the Contractor shall answer technical questions and prepare technical responses for questions from regulatory agencies and NASA Centers as requested by OCHMO. The Contractor shall not respond directly to questions from personnel or organizations outside of OCHMO, unless pre-coordinated with OCHMO.

Contractor HP shall interpret policies, regulations, and applicable codes and standards and make recommendations to OCHMO on actions or responses to them.

Contractor HP shall analyze information gathered from surveillance and appraisal activities, facility incident and accident reports, and external and internal reviews, and advise OCHMO regarding the performance of comprehensive program reviews, trending and analysis efforts.

Contractor HP shall conduct laser safety package reviews, including identifying risk and compliance requirements. Contractor HP shall synopsize key aspects and features of each mission (type of laser(s) used, Nominal Ocular Hazard Distance, Maximum Permissible Exposure).

Contractor HP shall support the Agency Laser Safety Review Board meetings. The Board convenes to review and approve selected outdoor laser use. It is anticipated that these Board meetings will be virtual and meet 12 to 24 times per year. Support by Contractor shall include scheduling the meeting, sending meeting invitations, arranging for Web-based connectivity, preparation and dissemination of meeting agendas, minutes, action tracking, and other related activities in accordance with DRD 011.

Contractor HP shall periodically attend NASA and non-NASA web-based meetings and presentations to increase familiarity with OH-related issues, activities, and events. Most of these meetings and presentations do not require any payment to attend and are conducted by NASA, other Federal agencies and their affiliates.

Contractor HP shall identify and develop technical procedures to rectify or improve radiation protection programs.

Contractor HP shall provide the expertise required to assess and to recommend mitigation actions for the optimization of medical imaging.

Contractor HP shall identify deficiencies, new requirements, or new technologies required by radiation protection programs and develops recommended solutions. Examples of areas of involvement included major Nuclear Regulatory Commission (NRC) license issues; assessing dose to patients from diagnostic procedures, health physics risk assessment, and recommendation of radiation protection standards and programs.

Contractor HP shall review and recommend modifications to radiation protection standards and procedures and proposed regulations applicable to NASA, including those for: high energy accelerators, radioactive containing commodities, and medical x-ray sources.

Contractor HP shall develop radiation safety procedures, regulations and policies in support of OCHMO.

Contractor HP shall evaluate NASA Center radiation regulatory programs including the surveillance and licensing of radiation sources and the evaluation, regulation, research, medical, diagnostic, and therapeutic uses of radiation.

Contractor HP shall coordinate, integrate, and evaluate programs and activities relating to licensing and inspections and evaluate and resolve (or recommend solutions to) unusually complex technical and administrative problems in connection with license issuances, amendments, suspensions, revocations, or denials.

Contractor HP shall evaluate whether specialized conditions and other unusual provisions should be included in licenses.

**6.9** **Annual Occupational Health Meeting**

An annual occupational health meeting shall be formally planned and implemented by the Contractor in accordance with DRD 012. Meetings usually are three 8-hour days in duration (not including each travel day before and after the meeting). Some Contractor personnel may have to travel on a weekend for preparation if the meeting is not held at Kennedy Space Center.

NASA OH professionals comprise the audience and attendees. Contractor-selected speakers and agenda topics shall coincide with OH professional knowledge, expertise, and educational backgrounds.

Meeting preparation and implementation shall be arranged by the Contractor and proactively coordinated with OCHMO. Support shall include, but not be limited to:

· Proposing at least two meeting dates to OCHMO, based on other NASA activities, meetings, and obligations occurring in the calendar year. Contractor shall provide OCHMO with potential dates by July 1 of the preceding year, with the date selected by August 1 of the preceding year.

· Determining, based on coordination with OCHMO, whether arrangements with an educational institution (e.g., University of South Florida) will be needed to allocate continuing education credit to some or all of the meeting presentations.

· Arranging for at least six non-NASA professionals to speak on relevant OH topics for the **plenary** sessions.

· At OCHMO’s request, coordinating with NASA Center OH professionals (e.g., IH, HP, Food Safety) who are interested in conducting 45- to 60-minute presentations on relevant OH topics for the plenary sessions and/or breakout sessions. Topics shall be pre-coordinated with OCHMO.

· Ensuring the daily schedule for speaker presentations comprise three to four hours each meeting day for plenary sessions.

· At OCHMO’s request, arranging for non-NASA professionals to speak on current topics and issues for at least one hour each for each discipline-specific **breakout** session.

· If practical, Contractor may be requested to arrange a technical tour pertinent to occupational health for meeting participants. Tours shall not include meeting participant family members.

· Identifying at least two hotels within the meeting vicinity that offer government per diem rates and transmitting hotel website information to potential attendees and speakers, as necessary. Contractor is not responsible for NASA employee/participant travel arrangements.

· Preparing the meeting agenda and posting to the OCHMO internal website.

· Implementing online registration on the OCHMO internal website.

· Coordinating with the appropriate points of contact (e.g., audiovisual points of contact, meeting room points of contact to reserve space) to identify meeting rooms conducive to the content of meeting/breakout sessions and number of people attending (including ensuring adequate power supplies for attendees using laptops at tables). Arrangements shall include appropriate plenary room size selection and set up, as well as ensuring attendees have access to wireless internet.

· Testing Internet connections daily to ensure Internet/Wi-Fi availability

· Ensuring adequate table/chair set up, podium and speaker microphone availability, projection screens, audio communication lines/webinar capability, signage and easels to direct attendees to appropriate rooms.

· Arranging speaker/presenter selection (including fee negotiation, topic selection, collection of biographies, coordinating with OCHMO) and speaker/presenter travel arrangements.

· Sending out an initial meeting announcement (even if only a placeholder date), plus periodic e-mails to potential attendees regarding meeting logistics, locations, agenda, deadlines, airport and hotel information, parking information, access/badging information, attire, maps/directions, and the Contractor point of contact to obtain additional information. At a minimum, information shall be sent out electronically to NASA Center attendees and potential attendees 4 months, 3 months, 2 months, 1 month, and 2 weeks before the meeting.

· Establishing a specific area on the OCHMO internal website to publicize and promote the meeting, including providing the meeting’s agenda, instructions for registration, and other logistics.

· Reserving a business "office" area at the meeting site for the use of Contractor and OCHMO to conduct administrative work (e.g., printing, telephone calls, sending confidential e-mail).

· Setting up a daily sign-in desk in a highly visible location adequately staffed, so that attendees can obtain copies of the agenda and other information related to the meeting and the location of meeting rooms. The desk shall be staffed each day of the meeting for at least three hours in the morning.

· Ensuring a method is used for surveying meeting attendees to collect their feedback on items such as quality of speakers and content, logistics, meeting environment, audiovisual arrangements, and suggestions for improvement. Results shall be provided to OCHMO no later than 30 calendar days after the last day of the meeting.

· Scheduling a meeting with OCHMO to discuss “lessons-learned”. The lessons learned meeting shall be scheduled no later than 30 calendar days after the meeting.

**6.10** **Triennial Laser Safety Officer/Radiation Safety Officer Working Group Meeting**

Contractor shall prepare, arrange, and coordinate a meeting at a location (specified by OCHMO) for safety officers and radiation safety officers in accordance with DRD 013. The meeting duration is generally three 8-hour days with appropriate industry and federal agency speakers/presenters. The following shall be arranged by Contractor and proactively coordinated with OCHMO:

· Propose at least two potential dates to conduct the meeting, ensuring that the dates do not coincide with meeting venue area festivals, events, holidays, or other activities that would restrict the availability of, or increase the price of, hotels and/or transportation. Contractor shall provide OCHMO with a list of potential dates by January 31 of the year in which the meeting will be held. The final selected date shall be identified no later than April 30 of the year in which the meeting will be held.

· Identify at least two hotels within the meeting location vicinity that offer government per diem rates and transmit names/contact information to potential attendees. Contractor is not responsible for making travel arrangements for NASA employees/NASA participants.

· Coordinate with appropriate internal NASA and external points of contact to identify/schedule speakers and pre-coordinate with OCHMO regarding the number of speakers, speaker biographies, areas of expertise, and topics planned, including professional websites, etc.

· Plan and arrange for at least four top non-NASA professionals to speak on current topics and issues for at least one hour each in areas of ionizing and nonionizing radiation safety and health.

· Prepare the meeting agenda and post it to OCHMO’s internal website.

· Coordinate with the appropriate meeting venue points of contact to reserve an appropriate meeting room conducive to the content of meeting and number of people attending (including ensuring adequate power supplies for attendees using laptops). Arrangements shall also ensure that attendees have access to wireless internet and that connection information is provided to each attendee when arriving each day at sign-in.

· Arrange for audiovisual technical support, IT support, ensure Internet/Wi-Fi availability, and ensure speaker presentations are downloaded timely and successfully.

· Ensure adequate table/chair set up, podium and speaker microphone availability, screens, audio communication lines, webinar capability, signage and easels to direct attendees to appropriate rooms.

· Initiate and finalize speaker/presenter selection (including fee negotiation, topic selection, collection of biographies, and coordination with OCHMO.

· Coordinate with NASA Center LSOs and RSOs to develop Center presentations on individual Center issues, concerns, accomplishments, and associated topics in the realm of ionizing and nonionizing radiation safety and health.

· Make speaker/presenter travel arrangements as necessary and coordinate payment of speaker fees. Assist speakers in finding suitable accommodations near the meeting venue when necessary.

· Arrange a technical tour pertinent to ionizing and nonionizing safety and health for the meeting participants.

· Send out an initial meeting announcement even if only a placeholder date, plus periodic e-mails to attendees and potential attendees regarding meeting logistics, locations, agenda, deadlines, airport and hotel information, parking information, meeting access/badging information, attire, maps/directions, and the point of contact to obtain additional information.

· Conduct promotion and advertisement of the meeting on the OCHMO internal website, in the NASA monthly OH newsletter, and in periodic e-mail communications. Contractor shall establish a specific area on the website to publicize and promote the meeting, including providing the meeting’s agenda and other logistics for viewing by attendees.

· Implement online registration on the OCHMO internal website.

· Set up a daily sign-up desk in a highly visible location, so that attendees can obtain copies of the agenda and other information related to the meeting and the rooms they need to be in.

· Ensure that a method is in place for surveying the meeting attendees to collect their feedback on items such as quality of speakers and content, logistics, meeting environment, audiovisual arrangements, and suggestions for improvement. Results shall be provided by the Contractor to OCHMO no later than 30 calendar days after the last day of the meeting.

· Schedule a meeting with OCHMO to discuss “lessons-learned”. The lessons learned meeting shall be scheduled no later than 30 calendar days after the meeting and take place in-person. The meeting shall include a discussion of the survey/evaluation results received from the meeting attendees.

**6.11** **NASA Triennial Onsite Occupational Health Reviews**

Contractor personnel shall be members of the OCHMO OH team. Review disciplines shall include industrial hygiene, health physics, occupational medicine, health promotion/wellness/fitness, and employee assistance programs. Contractor shall also provide a team member to conduct food safety reviews, at OCHMO’s request (i.e., when OCHMO primary food safety reviewer is unavailable). Travel duration is typically five business days with Monday and Friday serving as days to travel to and from each destination. Onsite reviews are conducted at the following locations, with four to five locations visited annually and each location ultimately visited every three years.

|  |  |
| --- | --- |
| Armstrong Flight Research Center and Palmdale Facility | Johnson Space Center – Houston |
| Ames Research Center | Johnson Space Center – White Sands |
| Glenn Research Center and Plumbrook | Kennedy Space Center |
| Goddard Space Flight Center – Greenbelt | Langley Research Center |
| Goddard Space Flight Center – Wallops Island | Marshall Space Flight Center |
| Headquarters | Michoud Assembly Facility |
| Jet Propulsion Laboratory & Goldstone | Stennis Space Center |

For onsite NASA Occupational Health Reviews, Contractor support shall include:

· Attending training sessions (when necessary) on the OH review findings database to become familiar with new features, updates, website capabilities relative to entering, editing, or extracting data related to onsite OH reviews;

· Pre-visit coordinating and communicating with the applicable Center discipline-specific facility points of contact regarding review expectations, schedule, and review document questions;

· Reviewing previous years' review results (including Center self-reviews) for reference/comparison to identify repeat findings;

· Attending OCHMO internal pre-review meetings to plan and discuss upcoming site visits with the Review Lead;

· Reviewing documents (including Center-completed questionnaires) before the site visit to streamline and reduce the time needed to do so when onsite;

· Attending formal in-briefings prior to conducting the on-site reviews.

· Coordinating and communicating daily with the OCHMO Review Lead while onsite, to discuss all findings;

· Preparing summaries and coordinating onsite informal OH review findings with the OCHMO Review Lead for each discipline for which Contractor is responsible prior to informal out briefings;

· Conducting informal out briefings with NASA Center facility points of contact as prescribed by the OCHMO Review Lead;

· Participating in the formal out brief with NASA Center senior management;

· Participating in the lessons-learned meeting with the OCHMO Review Lead and Review team upon return to NASA;

· Ensuring that Review findings are entered into the OH Review findings database within 15 business days of the last day of the onsite review.

· Contractor shall conduct technical review of discipline-specific corrective action plans in STAR within 30 calendar days of Centers’ submittal.

Contractor shall research, review, and identify state-specific regulations, standards, and requirements applicable to the state in which a NASA Center is located. If not already incorporated into the OH questionnaire used for onsite visits, the Contractor shall ensure that state-specific regulations are made part of the review when evaluating a Center.

At OCHMO’s request, Contractor review team members shall review the OH questionnaires (e.g., medical, industrial hygiene, health physics, employee assistance, health promotion/wellness/fitness, childcare) used to conduct onsite reviews at NASA Centers and submit recommended revisions to OCHMO. This shall include reviewing and cross-checking the questionnaire with the latest version of NPR 1800.1, other NASA policies associated with occupational health, other NASA policies associated with the Chief Health and Medical Officer, applicable federal, state, and local regulations, applicable industry standards and/or applicable NASA polices that may have changed in the previous 12 months.

**6.12** **Ad hoc Occupational Health Reviews**

Contractor may be requested to participate in ad hoc OH Reviews. These reviews are conducted as the result of serious concerns/weaknesses identified that have not been addressed or have taken an inordinate amount of time. Roles and responsibilities for each discipline involved would be similar if not identical to those carried out during regularly scheduled onsite triennial reviews. The OCHMO OH Review Lead determines the personnel needed for ad hoc reviews and the duration of visits.