

Detailed Statement of Work
Appendix "A"

Title: Virtual and/or in person Office ergonomic assessment – Internal Ergonomic Program (IEP)

1 Background

Federal Government Departments, Agencies and Crown Corporations must comply with the requirements and obligations of the Canada Labour Code (CLC), Part II and applicable legislations, policies, directives, guidelines, statutes and regulations, etc., as required. Specifically, the CLC, Part II, Section 125. (1)(u), states, "Employers are required to ensure that the workplace, workspaces and procedures meet prescribed ergonomic standards". In addition, CLC, Part II, Section 125. (1)(t), states, "Employers are also responsible to ensure that machinery, equipment and tools used by workers in the course of their employment meet prescribed health, safety and ergonomic standards and are safe under all conditions of their intended use".

The National Research Council's (NRC) Internal Ergonomic Program (IEP) is the foundational program for identifying and managing ergonomics hazards. It ensures that due diligence is used to reduce the risk level associated with ergonomic hazards (i.e. repetitive and forceful movements, vibrations, temperature extremes, static and awkward postures) and to protect the health and safety of employees. IEP is covering office and laboratory/workshop activities across 14 Research Centers across Canada.

2 Terminology

Follow-up ergonomic assessment: Considered a follow-up ergonomic assessment when performed within 6 months of the initial ergonomic assessment for the same workstation when any outstanding items or concerns which do not seem to have been mitigated by the initial recommendations or to ensure the ergonomic equipment has been installed to meet the needs of the employee.

Outside clients: Clients that are external to the Contractor's own organization, parent companies, affiliates, and subsidiaries.

Resources: Contractor's employees and subcontracted personnel

Hazards: Workplace condition that pose the risk of injury to an employee. They include, but not limited to, repetitive and forceful movements, vibrations, temperature extremes, and static and awkward postures.

3 Objective

The objective of this requirement is to qualify vendors for the five (5) geographic regions (Pacific Canada, West Canada, Central Canada, East Canada and Atlantic Canada) who can provide qualified individuals to work with NRC in at least one of the five (5) different regions to:

- Provide virtual ergonomic assessment and/or in person ergonomic assessment for employees on an “as and when required” basis;
- Provide office ergonomic assessment report with recommendation, including equipment, furniture and work behaviours changes;
- Provide a follow-up ergonomic assessment after the implementation of recommended changes (i.e.: new furniture, equipment, or work behaviours) on an “as and when required” basis.

4 Description and Scope of Work

The Contractor would be asked to provide Virtual and/or in person office ergonomic assessment which include the following tasks:

Task 1: Call-up for services:

- Acknowledge receipt of the call-up by replying to all by email within 48 hours;
- Propose a minimum of two availabilities for office ergonomic assessment to the employee by email within 5 working days from receipt of the call-up. The assessments dates must be offered and completed in the next 15 working days unless specified by the employee.
- Provide call back by email within 48 hours to offer an alternate appointment time in cases where an appointment cannot be booked at the first communication;
- Contact Ergonomic Inbox (NRC.ErgonomicEvaluation-EvaluationErgonomique.CNRC@nrc-cnrc.gc.ca) if after the second attend the contractor is not able to establish communication with the employee; NRC will be in charge to contact employee and supervisor to fix the situation.
- Provide appointment confirmation by email 2 working days before the assessment to avoid late cancellation, to the employee and Ergonomic Inbox (NRC.ErgonomicEvaluation-EvaluationErgonomique.CNRC@nrc-cnrc.gc.ca);

Task 2: Ergonomic assessment:

- Identify and assess ergonomic needs, hazards and risk factors that may impact the employee’s health and ergonomics requirements;
- Make immediate adjustments and modifications to employee’s existing furniture and equipment, office accessories and office environment, if necessary;
- Provide immediate education and recommendations regarding workstation adjustments, posture, exercises and other useful tools to prevent, eliminate and/or reduce risks of injury;

Task 3: Report:

- Submit assessment report in accordance with appendix A and supporting documentation for education and exercises if applicable, to the Ergonomic Inbox (NRC.ErgonomicEvaluation-EvaluationErgonomique.CNRC@nrc-cnrc.gc.ca) within 10 working days from the date of the assessment.
- Discuss arising questions or issues the employee may have following the Assessment Report and recommended changes implemented.

Task 4: Follow-up:

- Schedule and conduct follow-up office ergonomic assessment according to the same task process “as and when required”.

5 Deliverable

The Contractor must submit:

- A completed Office ergonomic assessment report (see Appendix A) following each assessment and/or follow-up assessment, to the Ergonomic Inbox (NRC.ErgonomicEvaluation-EvaluationErgonomique.CNRC@nrc-cnrc.gc.ca) for employee identified in the call-up.
- A summary of hours done every 2 weeks to the Ergonomic Inbox (NRC.ErgonomicEvaluation-EvaluationErgonomique.CNRC@nrc-cnrc.gc.ca), including the following information:
 - client’s name
 - Date of assessment
 - Number of hours of services (assessment and report)
- An invoice each month including the following information:
 - Name of the employee;
 - Date of assessment;
 - Number of hours of services (assessment and report).

6 Constraint of work

- 6.1 The services must be available Monday to Friday except for statutory holidays applicable to the province where the service is rendered.
- 6.2 The services must be available within the core working hours of 8:30 AM to 5:00 PM (local time).
- 6.3 Services and deliverables must be made available in the official language identified in the call-up.
- 6.4 The Contractor must provide the services at the work location identified in the call-up.
- 6.5 The Contractor must provide services in accordance with the table below unless otherwise identified in the call-up or by the employee:

Acknowledge Receipt	Within 2 working days
Schedule appointment	Within 5 working days from receipt of call-up
Appointment confirmation	2 working days before assessment appointment date
Complete office ergonomic assessment	Within 15 days from receipt of call-up
Submit office ergonomic assessment report	Within 10 working days from date of assessment
Submit hours summary	Every 2 weeks
Submit invoice	5 working days after the end of the month covering services provided for the month

7 Cancellation

If NRC employee cancels an appointment without providing a written notice of at least 24 hours, the Contractor will be paid for a maximum of 1 working hour (same rate than assessment).

8 Language of work

Pacific Canada – English Essential, Fluent in English
West Canada – English Essential, Fluent in English
Central Canada – Bilingual, Fluent in English and French
East Canada – Bilingual, Fluent in English and French
Atlantic - English Essential, Fluent in English

9 Mandatory qualifications

The resources conducting the assessments must have:

- A university degree, college certificate or diploma in Ergonomics, Kinesiology, Physiotherapy, Occupational Therapy or Occupational Health Nursing from a recognized Canadian Institution or the equivalent as established by a recognized Canadian academic credentials assessment service, if obtained outside Canada; and
- Conducted a minimum of 25 office ergonomic assessment within the last 2 years to outside clients.

Note: NRC reserves the right to conduct evaluations and reference checks to verify that the resources meet the qualifications at any time during the Contract period. The SO Authority may request proof of education and experience as well as reference information.

10 Location of Work and travel expenses

Virtual office ergonomic assessment will have to be conducted using videoconferencing system (MS Teams, Zoom, etc.).

On person office ergonomic assessment will have to be conducted at Research Center's location and/or at employee's office out of research center, such as office space at home, in the research center's area.

This list below does not reflect locations where a single NRC employee may be located. Therefore, the NRC reserves the right to amend this list at a later date, to include additional locations, should the need arise.

LOCATIONS
PACIFIC
Vancouver
Victoria
Penticton

WEST
Edmonton
Calgary
Saskatoon
Winnipeg
CENTRAL
London
Toronto
Ottawa
Gatineau
Chalk River
Mississippi Mills
EAST
Montréal
Boucherville
Saguenay/Lac St Jean
ATLANTIC
Charlottetown
Fredericton
Halifax
Ketch Harbour
Moncton
St. John's

NRC will not accept any travel and living expenses incurred by the Contractor in the performance of the Work, for:

- Services provided within a 150 km radius of the Contractor's place of business; and
- Services provided within a Metropolitan Area.

For services provided outside a 150 km radius from the Contractor's place of business, the Contractor will be reimbursed for the authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for overhead or profit, in accordance with the meal, private vehicle and incidental expense allowances specified in Appendices B, C and D of the Treasury Board Travel Directive (http://www.tbsct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage-eng.asp), and with the other provisions of the directive referring to "travellers", rather than those referring to "employees";

- All travel must have the prior authorization of the Project Authority identified in the call-up; and
- The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers. All payments are subject to government audit.

11 Security Requirements

The scope of work is expected to require a Reliability level of security clearance.

12 Intellectual Property

All confidential information gathered or viewed or any product developed as a result of this RF50 must be treated as confidential and as NRC property.

13 Timeline

- 13.1 NRC anticipates that the work will begin on April 1, 2022, and be completed by March 31, 2024.
- 13.2 There is an option to renew at NRC's discretion for three (3) subsequent one-year periods, subject to satisfactory performance and agreement upon as satisfactory fee structure for that period(s).

14 Proposal requirement and evaluation

The supplier will provide a detailed proposal on company letterhead, to demonstrate how the company will respond to all criteria and how the company will be able to provide deliverable, including:

- Cost for all deliverable and tasks:
 - Virtual office ergonomic assessment (including call-up for services tasks, ergonomic assessment, report, follow-up – financial and administrative deliverable);
 - In person office ergonomic assessment (including call-up for services tasks, ergonomic assessment, report, follow-up – financial and administrative deliverable).
- Examples of office ergonomic assessment reports,
- Detailed resume of specialist who will provide services.

Appendix A : Office Ergonomic Assessment report minimal content

1 [General information](#)

Client information		Evaluator information	
Name		Name	
Email address		Email address	
Research center name and emplacement		Company's name and emplacement	

2 [Consent](#)

Client gives consent verbally to proceed to office ergonomic assessment of workstation after explanations provided by evaluator.

3 [Assessment purpose and general information](#)

3.1 Assessment purpose

Example: Evaluate workstation to improve set-up of existing items and provide education on safe work techniques to insure employee's health and safety.

3.2 Assessment general information

Assessment general information	
Date	
Time	
Reason: Worker injury Worker concern Office redesign Department initiative Other :	

3.3 Comments (if necessary, provide important information concerning the client situation and request)

4 [Worker pain/discomfort situation](#)

Body location	Pain scale (1 - 10)	Description	Other information

Other important information about employee's situation (if applicable):

5 [Work Background](#)

5.1 Job overview

Job overview (from employee's perspective)	
Job title	
Short description	
Working hours	
Breaks	
At this position since (date)	

5.2 Work context (task, time per task, description comment)

Tasks	time - % of time	Description - Comment
At computer		
At desk		
Away		
Input Devices	time - % of time	Comments - description
Letters		
Numeric pad		
Mouse		

Handle Objects		time - % of time	Comments - description
Document	Yes - No		
Pen	Yes - No		
Other:	Yes - No		
Visual Sources		time - % of time	Comments - description
Monitor 1	Yes - No		
Monitor 2	Yes - No		
Laptop	Yes - No		

5.3 Workstation items

List of all items that the employee has (use or not).

Chair:

Chair (NRC's - adjustable)	
Chair (NRC's- non-adjustable)	
Chair (Personnal - adjustable)	
Chair (Personnal - non-adjustable)	

Monitor:

Monitor 1	
Monitor 2	
Monitor 3	

Keyboard and mouse:

Regular external keyboard	
Mini external keyboard	
Number pad	
Regular external mouse (Right hand)	
Vertical external mouse (Right hand)	
Regular external mouse (Left hand)	
Vertical external mouse (Left hand)	
Other external mouse device:	

Desk:

Regular desk (NRC's)	
Regular desk (Personnal)	
Sit-Stand desk (NRC's)	
Sit-Stand desk (Personnal)	
Sit-Stand workstation (NRC's)	
Sit-Stand workstation (Personnal)	

Laptop:





Laptop (docking station)	
Laptop (monitor)	
Laptop (full use)	

Other:

Phone	
Headseat	
Footrest	

5.4 Other information

6 Ergonomic assessment

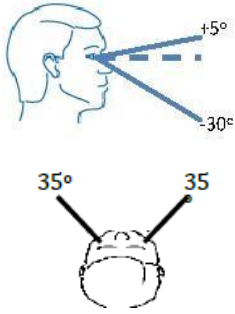
Chair set-up				
Item	Measurement if applicable	Adjustment proposed if applicable	General information about appropriate item set-up	Priority
Seat Pan 				
Backrest 				
Lumbar Support 				
Armrests 				
<u>Comment/ Other information:</u>				
<ul style="list-style-type: none"> - Are there any broken components, lack of cushion or other damage? - Employee is not able to touch the floor - Employee needs to stand more often 				
<u>Recommendation:</u>				
<ul style="list-style-type: none"> - Ergonomic chair - Sit stand workstation 				

Input devices and other touch points				
Item	Measurement if applicable	Adjustment proposed if applicable	General information about appropriate item set-up	Priority
Location of primary items (including keyboard, mouse, numeric pad, phone, paper, etc.) 				
Use of primary items (including keyboard, mouse, numeric pad, phone, paper, etc.) (ex: Do wrists remain straight? Is contact stress or pressure points avoided?, etc.) 				
<u>Comment/ Other information:</u>				
-				
<u>Recommendation:</u>				
- ex : mini keyboard, vertical mouse, numeric pad, palm rest, desk, sit-stand desk, etc.				

Visual source

Item	Measurement if applicable	Adjustment proposed if applicable	General information about appropriate item set-up	Priority
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Location of primary items (normal visual range)



The diagram consists of two parts. The top part shows a profile of a human head with a dashed horizontal line representing the forward gaze. Two solid lines branch out from the eye level, labeled '+5°' (upward) and '-30°' (downward). The bottom part shows a top-down view of a human head and neck with two lines extending from the neck area, each labeled '35°', indicating the range of neck rotation.

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Typical Monitor(s) Placement



The block contains two illustrations. The top one is a laptop computer shown from a three-quarter perspective, with the screen tilted back. The bottom one is a desktop computer monitor on a stand, shown from a front-three-quarter perspective.

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Comment/ Other information:

- Ex: Employee has glasses, bifocal, etc.
- Use of paper document or book

Recommendation:

- Ex : external monitor, webcam, adjust monitor height, document holder, etc.

Work environment (Temperature, light, noise, etc.)

7 [Office ergonomic assessment summary](#)

7.1 General comments

7.2 Recommendation (minimum: specific equipment and furniture needed including size)