



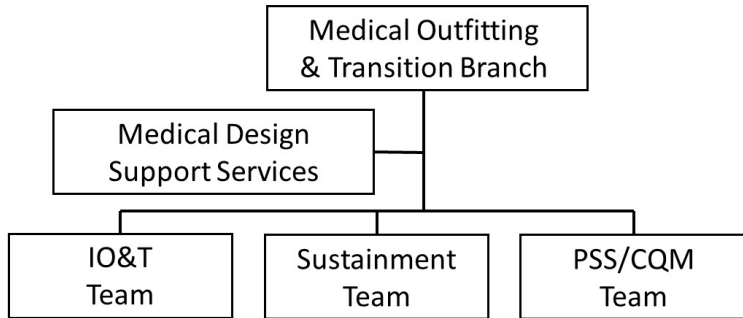
# Medical Outfitting and Transition

Program Manager: 256-895-1655

U.S. ARMY CORPS OF ENGINEERS

BUILDING STRONG®

The Medical Outfitting and Transition (MO&T) Program at the U.S. Army Engineering and Support Center, Huntsville, comprises a four-team approach to provide services for outfitting and transition, sustainment and project support services.



Huntsville Center's Initial Outfitting & Transition Team supported the largest Army replacement hospital opening to date, measuring just less than 1 million square feet and requiring 30,000 new items to support the first patient day in 2016.

### MO&T—Initial Outfitting & Transition Team:

The Initial Outfitting and Transition (IO&T) product line at the U.S. Army Engineering and Support Center, Huntsville offers total turn-key project support for equipping healthcare facilities, and transitioning of staff and patients into these facilities, within the DHA Facilities Enterprise worldwide. IO&T provides these services for both new and renovated military healthcare and medical research laboratory facility construction projects. IO&T provides transition support with services that can provide everything that is needed to meet the mission on first patient day – medical equipment, furniture and furnishings, and just as important, complete clinical operation planning to ensure smooth processes to support the patient delivery model in a world-class facility. The IO&T mission was established in Huntsville in 2010 to support major Army hospital construction projects. The team continues to support new construction, as well as renovated facility projects, for all of DHA. IO&T task orders can include some or all of the following services.

- **Project Management Services** are integral to the execution of any tasks ensuring effective, efficient and timely completion of contracted services. Services include the development of an Integrated Master Schedule to coordinate the IO&T schedule with other major schedules such as construction to ensure timely execution that mitigates risks associated with the schedules.
- **Equipment Planning Services** to validate the final composition of equipment, % of reuse and % of new, with an associated rough order of magnitude costs and the development of acquisition packages for all new identified requirements to support complete outfitting.
- **Transition Planning & Relocation Services** for the reorganization and consolidation of existing facilities and/or the opening of new facilities to ensure efficient transition of functions to new locations including Day-in-the-Life training exercises.



Paramedics and emergency department staff rush in a volunteer patient for a simulated trauma case during the Carl R. Darnall Army Medical Center "Day in the Life" event preparing the staff for the new facility.

- **Furniture, Fixtures and Equipment Interior Design Services** in compliance with UFC 3120-10 Interior Design ensuring incorporation of evidence-based health care concepts to complement any Structural Interior Design packages developed as part of design and construction.
- **Equipment Purchasing Services** for all identified medical, research and non-medical equipment, including limited IM/IT systems, physical security systems; specialty telecom systems as well as other identified requirements for equipment/systems.
- **Final Turnover and Close-out Services** to provide all management, materials, tools, supervision, labor and equipment to facilitate the final turnover of the facility, applicable documents and close-out of identified projects.
- **Installation, Testing and Training Services** to provide for the installation, assembly, technical inspection, testing and training for all identified equipment (existing or new) and systems including development of warranty plans including existing warranties still in effect.
- **Warehousing Management Services** to provide temporary and long-term warehousing, including all associated logistical services as required to support the IO&T effort.

U.S. Army Corps of Engineers – Engineering and Support Center, Huntsville

P.O. Box 1600, Huntsville, AL 35807 Public Affairs Office 256-895-1694

www.hnc.usace.army.mil

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### **MO&T-Sustainment Team:**

The Sustainment Outfitting product line of the MO&T program supports DHA medical facilities worldwide with procurement and installation of furniture and furnishings. Sustainment Outfitting projects differ from Initial Outfitting & Transition (IO&T) projects in that Sustainment projects have no transition services requirement, and generally do not include medical equipment. The Sustainment Outfitting product line supports new facilities, major and minor Sustainment, Restoration & Modernization (SRM) projects, and locally funded furniture and furnishings replacement projects.

The program provides and installs Integrated Modular Medical Support Systems (IMMSS), non-systems furniture and furnishings, and artwork and graphics for hospitals, clinics, pharmacies, laboratories, dental clinics, veterinary clinics, administrative and logistical facilities, and research, training/classroom and medical warehouse functions.

Integrated Modular Medical Support Systems available through the program allow for integrated facility solutions with the flexibility to accommodate changing medical technology and functional requirements. Products are modular and capable of being reconfigured and relocated anywhere within the facility, avoiding obsolescence because of changes to operations, equipment and personnel needs. They are durable, flexible and safe, have a professional appearance and are functional within a health care setting. IMMSS systems furniture products include workstations for offices, providers, and exam and treatment rooms; modular pharmacy and laboratory systems; nurse and reception stations; medical material handling and storage, medical carts and lockers, ergonomic task seating, waiting room and lounge seating, and other systems.

Many medical facilities have simultaneous requirements for both systems furniture products and non-systems furniture and furnishings. Sustainment Outfitting also meets these requirements. Products provided include wood furniture and case goods, meeting and conference rooms, special furniture in behavioral health settings, lounge and waiting room furnishings; as well as trash cans, whiteboards, patient recliners, and virtually any other non-systems furniture needed in a medical facility. Artwork, generally in the form of framed and matted photographs and prints, can also be provided.

The program is a success because of its innovative approach, significantly lowering contracting time and costs, and providing high user satisfaction. Detailed furniture requirements are based on designs provided by customers, Architect-Engineer facility designs, or interior designs developed by our Medical Design Support Services (MDSS) team within the MO&T program. Orders are generally awarded in about 8 to 10 weeks, although orders requested during the fourth quarter of the fiscal year may require longer timelines depending on program workload.

Orders for IMMSS systems are executed using Blanket Purchase Agreements (BPAs) with Haworth and Herman Miller, established in 2017 and based on U.S. General Services Administration (GSA) schedule contracts. The BPAs have a total shared capacity of \$200 million. Pricing for IMMSS products have already been negotiated and defined in the BPAs, and transportation within the continental United States is included in that price. Pricing for design, installation, reconfiguration and restoration of existing IMF systems, transportation to overseas locations and other related services are determined separately for each delivery order based on the specific needs of the customer.

Orders for other furniture and artwork are typically executed through GSA schedule contracts with vendors that can provide multiple types of furniture and furnishings. Pricing is based on prices established within the associated GSA schedules and can be executed for both continental United States and overseas requirements.



**Signage and graphics installed at the Office of the Surgeon General in Falls Church, Virginia.**

### **MO&T—Medical Design Support Services Team:**

The Medical Design Support Services (MDSS) product line provides interior design technical support for both IO&T and Sustainment Outfitting. The mission of the MDSS team is to create healthcare environments for military medical facilities that are patient and family-centered, aesthetically pleasing, safe and always of the highest quality - achieving world class medical facilities through healthcare interior design expertise. Our healthcare interior designers ensure that military medical facilities are outfitted with finishes and furnishings that comply with Evidence-Based Design principles, ADA/ABA criteria, Building and Life Safety codes, patient privacy and infection prevention practices and include products that are sustainable and environmentally friendly.

The MDSS Team adds overall value to the MO&T PDT's performance in several ways: they are integral, important members of pre-award and post-award management of IO&T and Sustainment Outfitting projects (providing technical review of proposals and quality assurance during task order execution); they review Comprehensive Interior Designs (CIDs) and Structural Interior Designs (SIDs) for MILCON projects executed by other Corps offices. This product line also prepares FF&E packages (Furniture, Fixtures and Equipment) for SRM projects and for furniture package acquisitions initiated by medical treatment facilities. In FY18-FY20, MDSS developed approximately 300 FF&E designs and reviewed interior design submittals on more than 20 projects being executed by other Corps offices. Once FF&E packages are created, the MDSS Team provides the supporting documents that accompany the packages throughout the acquisition process. The Interior Designers produce furniture/artwork estimates/IGEs, Instructions to Quoters, Memoranda for Records, and other Ready-To-Advertise documents required to begin the acquisition of furnishings and artwork. During the acquisition process, the Interior Designer provides technical evaluations on all bids/proposals received, addresses RFIs and clarifications (pertaining to the functional and technical aspects of the products) and assists the Project Managers with technical reviews until the projects are awarded. All in all, the MDSS Team provides interior design support across the continuum of the project – from programming and design through technical evaluations, acquisition, and installation.

In addition to providing FF&E designs and interior design oversight on numerous projects worldwide, the MDSS Team assists the Defense Health Agency (DHA) with ongoing technical expertise and review/comment support of the revision of Unified Facilities Criteria (UFC), as well as serving as participants on DHA's Low-Voltage Systems and FF&E criteria working group. And, due to the COVID-19 pandemic and distancing & infection control concerns related to facility design and operations, the MDSS Team developed a document entitled "Impacts to Interior Design". This document tracked facility impacts, furniture and equipment impacts and operational recommendations for designing safer healthcare facilities for the military. This document has been shared with DHA and other military hospitals. Another internal document developed addressed every component currently on the IMMSS BPA and whether it could be aggressively cleaned and/or disinfected – this helps inform future design decisions regarding product selection on projects.

Currently, the MDSS product line includes one Project Manager of Design, one interior design team lead and six healthcare interior designers. Most of the interior designers hold at least one professional certification, which speaks to their proficiency, not only in interior design but in the medical interior design field. These certifications include: National Council for Interior Design Qualification (NCIDQ); US Green Building Council Leadership in Energy & Environmental Design (LEED AP); Construction Specialties Institute's Construction Documents Technology (CSI CDT); Project Management Institute's Project Management Professional (PMP); Center for Health Design's Evidence-Based Design Accreditation and Certification (EDAC), along with designers that are registered as professional interior designers in several states.

### **MO&T—Project Support Services & Construction Quality Management Team:**

The Medical Project Support Services (PSS) portion of the program provides quick response medical support services to the Department of Defense and other federal agencies. Services offered by the program include general project support services, facility assessment services, planning services, project development services, site analysis services, technical project management, occupancy support services, facilities system support, contract surveillance/management, and other supplemental services in support of U.S. government medically-related activities. While most of the contracts are short term requirements (2-3 years), we can also provide support for long term, ongoing requirements as well. Some of the ongoing requirements we are currently supporting are DMLSS, Readiness, Builder, and RPIE support programs for the Army, Air Force and Navy.

The program supports CONUS activities, as well as specific OCONUS locations for the U.S. Army Medical Command (MEDCOM), Air Force Medical Support Agency and U.S. Navy Bureau of Medicine and Surgery. In addition, as the designated Enterprise-Level Quality Assurance (QA) Coordinator for the MEDCOM Sustainment Restoration and Modernization Program, the team works with U.S. Army Corps of Engineers geographic districts to provide USACE support.

The key to our success is the ability to quickly respond to customer needs by having various contracting tools available, with medically astute contractors. Our PSS IDIQ contractors were specifically selected based on their qualifications and experience in medical facility support services. The program utilizes a variety of contracting approaches, including the PSS Services MATOC, Small Business/8A contractors, and GSA schedule contractors.

The existing PSS Services MATOC supports requirements in the continental United States. Contracts were awarded on March 2021 to six firms, with a total capacity of \$125M over a two-year base and 3 option years.

The Construction Quality Management (CQM) Program provides quality assurance (QA) services, in coordination with respective local USACE Corps of Engineer (COE) district offices, on DHA's Enterprise Project List (EPL) for SRM projects over \$250K. QA services include, but are not limited to, general project oversight to ensure contract compliance, serving as the government onsite technical representative, assistance with contract modifications, serving as a coordinator of efforts between the contractor and the facility manager (FM), ensuring projects are being conducted in the safest manner possible, and providing documentation (QA reports, invoices, submittal reviews, etc.) as needed. QA support can also include the support to ongoing former MEDCOM's Modernization and Restoration (M&R) or site preparation projects. If local COE support is unavailable, CQM program will pursue a contracted QA on annual contract with one or two option years depending on the need. Funding for the CQM Program is provided by DHA at a rate not to exceed approximately 3% of the overall cost of the project.