

**STATEMENT OF WORK (SOW)**  
**Maintenance for Medrad Injector System**

**REQUIREMENTS:**

Furnish all necessary labor, equipment, tools materials, repair service, software updates, parts, etc., for complete On-Site Maintenance Service as specified below in accordance with the terms, conditions and schedule of this agreement.

**I. EQUIPMENT**

Equipment to be serviced / maintained includes:

- a. MEDRAD MARK V INJECTOR SYSTEM (3 UNITS)
  - M# DCB-PRO, S# 102367
  - M# DCB-PRO, S# 107224
  - M# DCB-PRO, S# 94108

**II. PERIOD OF PERFORMANCE**

Full Service contract for the period of from February 1<sup>st</sup>, 2015 through January 31, 2016 for the following government owned equipment.

**III. PLACE OF PERFORMANCE**

RADIOLOGY & SURGICAL SERVICE

Manhattan VA Medical Center

423 EAST 23rd St.

New York, NY. 10010

**IV. DEFINITIONS/ACRONYMS**

- a. CO - Contracting Officer.
- b. COR - Contracting Officer's Representative.
- c. PM - Preventive Maintenance.
- d. Inspection: Services, which are periodic in nature and are required to maintain the equipment in such condition that it may be operated in accordance with its intended design and functional capacity with incidence of malfunction or inoperative conditions.
- e. FSE - Field Service Engineer: A person who is authorized by the contractor to perform maintenance (corrective and/or preventive) services on the VAMC premises.
- f. ESR - Vendor Engineering Service
- g. Report. A documentation of the services rendered for each incidence of work performance under the terms and conditions of the contract.
- h. Acceptance Signature - VA employee who indicates FSE demonstrated service conclusion/status and User has accepted work as complete/pending as stated in ESR.
- i. Authorization Signature - COR's signature; indicates COR accepts work status as stated in ESR.
- j. NFPA - National Fire Protection Association.
- k. CDRH - Center for Devices and Radiological Health.

- I. VAMC - Department of Veterans Affairs Medical Center.
- m. OSHA - Occupational Safety and Health Agency.
- n. OEM - Original Equipment Manufacturer.

## **V. CONFORMANCE STANDARDS**

Contract service shall ensure that the equipment functions in conformance with the latest published editions of NFPA-99, OSHA, CDRH and Manufacturer Conformance Standards.

## **VI. HOURS OF COVERAGE**

- a. Normal business hours of coverage are Monday through Friday, 8:00am thru 4:30pm, excluding federal holidays. All service/repairs will be performed during the normal business hours of coverage unless requested and approved by the COR.
- b. Preventive maintenance will be performed annually. Preventive maintenance is to be performed inside normal business hours.
- c. Work performed inside the normal hours of coverage will include service time, and include parts and travel time.
- d. Note: Hardware/software scheduled and performed inside normal hours of coverage at no additional charge to the Government (unless it would be detrimental to equipment up-time; to be determined by COR).
  - e. Federal Holidays observed by the VAMC are:
    - New Years Day Labor Day
    - Martin Luther King Day
    - Columbus Day
    - President's Day
    - Veterans Day
    - Memorial Day
    - Christmas Day
    - Thanksgiving Day
    - Independence Day
    - And any other day specifically declared by the President of the United States to be a national holiday

## **VII. LABOR**

Unlimited labor is included within the hours of coverage noted above.

## **VIII. REPAIRS**

- a. The contractor shall maintain the equipment in accordance with the Conformance Standards Section, by furnishing all necessary labor, unlimited technical phone support, equipment, tools, materials, repair service, shipping charges and all peripherals. Equipment repairs/service as specified in Section I, Equipment, software updates and parts for service in accordance with the

terms, conditions and schedule of this agreement. The contractor will provide repair service which may consist of calibration, cleaning, oiling, adjusting, replacing parts and maintaining the equipment, including all intervening calls necessary between regular services calibrations.

- b. Only, the CO, COR or designated alternate has the authority to approve/ request a service call from the contractor.
- c. Response Time: Contractor's FSE must respond with a phone call to the COR and his/her designee within [one (1) hour] after receipt of telephoned notification [24 hours per day]. If the problem cannot be corrected by phone, the FSE will commence work (on-site physical response) within [four (4) hours] after receipt of notification or completion of phone support, and will proceed progressively to completion without undue delay. Except when outside hours of coverage is authorized by the COR.
- d. Repair Up-Time: From the time when the FSE commences the on-site unscheduled maintenance, the repairs/service must be completed within are 24 hours (24 hours/day

#### **IX. SCHEDULED MAINTENANCE**

- a. The contractor shall perform Preventive Maintenance (PM) service to ensure that equipment listed in the schedule performs in accordance with Manufacturer Conformance Standards. The contractor shall make thorough technical inspections of the equipment covered in the Schedule. Within ten (10) days after the award of the contract, the contractor shall submit a schedule of PMs and a PM checklist describing in detail the scheduled maintenance procedures for inspecting each piece of equipment listed. This checklist is subject to the approval of the COR. The contractor shall provide and utilize these procedures and checklists with worksheet originals indicating the work performed and actual values obtained (as applicable) provided to the COR at the completion of the PM. All equipment listed under Section I, Equipment, will have PM service performed annually. PM services shall include, but need not to be limited to, the following:
  - 1. Cleaning of equipment.
  - 2. Reviewing operating system software diagnostics to ensure that system is operating to the manufacturer's specifications.
  - 3. Calibrating and lubricating the equipment.
  - 4. Performing remedial maintenance of non-emergent nature.
  - 5. Test and replacing faulty and worn parts and/or parts which are likely to become faulty, fail or become worn.
  - 6. Adjusting and calibrating as necessary.
  - 7. Inspecting electrical wiring and cables for wear and fraying.
  - 8. Inspecting all mechanical components including, but not limited to patient restraints and support devices, chains, belts, bearing and tracks, interlocks, clutches, motors, mechanical integrity, safety, and performance.
  - 9. Performing Electrical Safety Inspections, which should include line cord ground wire resistance and leakage as specified in the Conformance Standards.

10. Returning the equipment to the operating condition defined in Section V Conformance Standards.

#### **X. PARTS**

The contractor shall furnish and replace parts to meet the repair up-time requirements as stated in Section V, Unscheduled Maintenance, Repair Up-time. If parts cannot be furnished by this time, the COR must be notified. Repair Up-time. If parts cannot be furnished by this time, the COR must be notified. The contractor has ready access to unique and/or high mortality replacement parts. All parts supplied shall be compatible with existing equipment. New parts shall be furnished by the contractor and guaranteed against defects and/or failure for a period of 1 year from of completion installation of the component.

#### **XI. SERVICE/REPAIR**

The contractor shall maintain all of the equipment listed in Section I, Equipment. In the event that an equipment needs service/repair, the contractor's FSE must respond with a phone call to the COR and his/her designee within [one (1) hour] after receipt of telephoned notification (24 hours per day). If the problem cannot be corrected by phone, the FSE will commence work (on-site physical response) to identify and help eliminate any problems, within [eight (8) hours] after receipt of notification or completion of phone support, and will proceed progressively to completion without undue delay.

#### **XII. SERVICE MANUALS**

The VAMC shall not provide service manuals or service diagnostic software to the contractor. They shall obtain, have on file, and make available to its FSE's all operational and technical documentation, (such as; operational and service manuals, schematics, and parts list), which are necessary to meet the performance requirements of this contract. The location and listing of the service data manuals, by name, and/or the manuals themselves shall be provided to the CO upon request.

#### **XIII. DOCUMENTATION/REPORTS**

The documentation will include legible detailed descriptions of the scheduled and unscheduled maintenance procedures performed, including replaced parts and prices (for outside normal working hour service) required to maintain the equipment in accordance with conformance standards. Such documentation shall meet the guidelines as set forth in the Conformance Standards Section. In addition, each ESR must as a minimum document the following data legibly and in complete detail:

- a. Name of Contractor.
- b. Name of FSE who performed services.
- c. Contractor Service ESR Number/Log Number.
- d. Date, Time (starting and ending), Equipment Downtime and Hours-On-Site for service call.
- e. VA PO#(s) covering the call, if outside normal working hours.
- f. Description of Problem Reported by COR/User.
- g. Identification of Equipment to be serviced:
  1. INV. ID#, Manufacturer's Name, Device Name, Model #, Serial #, and any
  2. Manufacturers' identification numbers.

- h. Itemized Description of Service performed (including Cost associated with after normal working hour services), including Labor and Travel, Parts (with parts #) and Materials and Circuit Location of problem/corrective action.
- i. Total Cost to be billed
- j. Signatures:
  - 1. FSE performing services described.
  - 2. A Employee who witnessed service described.
- k. Equipment downtime

Note: ANY ADDITIONAL CHARGES CLAIMED MUST BE APPROVED BY THE COTR BEFORE SERVICE IS COMPLETED!

#### **XIV. REPORTING REQUIREMENTS**

- a. The contractor shall be required to report to Biomedical Engineering and/or Radiology to log in. This check in is mandatory, and each facility will designate the appropriate area to report to. When the service is completed, the FSE shall document services rendered on a legible ESR(s). The FSE shall be required to log out with and submit the ESR(s) to Biomedical Engineering and/or Radiology. All ESRs shall be submitted to the equipment user for an "acceptance signature" and to the COR for an "authorization signature". If the COR is unavailable, a signed authorized copy of the ESR will be sent to COR by the contractor after the work can be reviewed (if requested or noted on the ESR).
- b. The contractor is totally responsible for providing Service and Preventive Maintenance reports directly to the COR.

#### **XV. REPORTING REQUIRED SERVICES BEYOND THE CONTRACT SCOPE**

The Contractor shall immediately, but not later than 24 consecutive hours after discovery notify the COR, (in writing), of the existence or the development of any defects in, or repairs required to the scheduled equipment which the Contractor considers he/she is not responsible for under the terms of the contract. The contractor shall furnish the CO and COR with a written estimate of the cost to make necessary repairs.

#### **XVI. QUALIFICATIONS**

Offers will be considered only from offerors who are established in the business called for and whom in the judgment of the Contracting Officer (CO) are financially responsible and able to show evidence of their reliability, ability, experience, equipment, facilities and personnel directly employed or supervised by them to render prompt and satisfactory service.

All contractor employees and subcontractors under this contract or order are required to complete VA's Information Security and Privacy combined Awareness Training Course annually. Contractors must provide signed certifications of completion to the COR during each year of the contract. This requirement is in addition to any other training that may be required of the contractor and subcontractor(s).

## **XVII. CONDITION OF EQUIPMENT**

The contractor accepts responsibility for the equipment described in Section C, I, in "as is" condition. Failure to inspect the equipment prior to contract award will not relieve the contractor from performance of the requirements of this contract.

## **XVIII. COMPETENCY OF PERSONNEL SERVICES EQUIPMENT**

- a. Each respondent must have an established business, with an office and full time staff. The staff includes a "fully qualified" FSE and a "fully qualified" FSE who will serve as the backup.
- b. "Fully Qualified" is based upon training and on experience in the field. For training, the FSE(s) has successfully completed a formalized training program, for the equipment comparable to that identified in the Section I. For field experience, the FSE(s) has a minimum of three years of experience, with respect to scheduled and unscheduled preventive and remedial maintenance, on equipment comparable to the Injector System, identified in Section I.
- c. The FSEs shall be authorized by the contractor to perform the maintenance services. All work shall be performed by "Fully Qualified" competent FSEs. The contractor shall provide written assurance of the competency of their personnel and list of credentials of approved FSEs for each make and model the contractor services at the VAMC. The CO may authenticate the training requirements, request training certificates or credentials from the contractor at any time for any personnel who are servicing or installing any VAMC equipment. The CO and/or the COR specifically reserve the right to reject any of the contractor's personnel and refuse them permission to work on the VAMC equipment.
- d. If subcontractor(s) are used, they must be approved by the CO; the contractor shall submit any proposed change in subcontractor(s) to the CO for approval/disapproval.

## **XIX. TEST EQUIPMENT**

Prior to commencement of work on this contract, the contractor shall provide the VAMC with copy of current calibration shall perform and provided on an annual basis. Test equipment calibration shall be traceable to national standard.

## **XX. IDENTIFICATION, PARKING, SMOKING, AND VA REGULATIONS**

The contractor's FSE's shall wear visible identification at all times while on the premises of the VAMC. Smoking is prohibited inside any buildings at the VAMC. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Violations of VA regulations may result in citation answerable in the United States (Federal) District Court, not a local district, state, or municipal court.