

STATEMENT OF WORK

TITLE OF PROJECT:

Acquisition of Maintenance and Repair Service Contract for the Pyxis Med-Station 3500 Medicine Management Systems.

BACKGROUND:

The Pyxis Medstation 3500 is an automated Medicine Management system used by VA for the dispensing of patient medication.

TYPE OF CONTRACT:

Firm-Fixed-Price

PERFORMANCE PERIOD:

The contract shall be from date of award covering a 12 month period unless otherwise directed by the Contracting Officer (CO).

PLACE OF PERFORMANCE / DELIVERY:

ATTN: Dennis Clini
VA New York Harbor Health Care System
Brooklyn VA Medical Center
Engineering – Bio Medical Section; Bldg. 4
P.O. Box 100 Montrose, NY 10548

Brooklyn VA Medical Center Campus
800 Poly Place
Brooklyn, NY 11209

Saint Albans VA Community Living Center
179-00 Linden Blvd. & 179th Street
Jamaica, NY 11425

SCOPE:

This is a Service and Maintenance Contract for Pyxis Medstation 3500 medicine management systems in use at the Brooklyn and Saint Albans campuses, to be in effect from Date of Award covering a 12 month period. Coverage includes the following 19 Pyxis Medstations:

1. SN: 12508327 - Medstation 3500 Profile 6 Drawer Main
2. SN: 12508328 - Medstation 3500 Profile 6 Drawer Main
3. SN: 12508329 - Medstation 3500 Profile 6 Drawer Main
4. SN: 12564186 - Medstation 3500 Profile 6 Drawer Main
5. SN: 12564190 - Medstation 3500 Profile 6 Drawer Main
6. SN: 12563528 - Medstation 3500 Profile 6 Drawer Main
7. SN: 12563529 - Medstation 3500 Profile 6 Drawer Main
8. SN: 12600430 - Medstation 3500 Profile 6 Drawer Main
9. SN: 12564192 - Medstation 3500 Profile 6 Drawer Main
10. SN: 13034501 - Medstation 3500 Profile 6 Drawer Main
11. SN: 12498993 - Medstation 3500 Profile Console with up to one printer, monitor, UPS
12. SN: 710117162 - Medstation 3500 Profile 7 Drawer Auxiliary
13. SN: 710117168 - Medstation 3500 Profile 7 Drawer Auxiliary
14. SN: 710117165 - Medstation 3500 Profile 7 Drawer Auxiliary
15. SN: 710117169 - Medstation 3500 Profile 7 Drawer Auxiliary
16. SN: 710117170 - Medstation 3500 Profile 7 Drawer Auxiliary
17. SN: 710117143 - Medstation 3500 Profile 7 Drawer Auxiliary
18. SN: 710117144 – Medstation 3500 Profile 7 Drawer Auxiliary
19. SN: 710117164 - Medstation 3500 Profile 7 Drawer Auxiliary

This Service Contract is to include On Schedule service, response to breakdown repair calls, guaranteed ongoing user training, JCAHO and regulatory documentation, priority routing for technical support. Full service contract to include all necessary labor and software required to perform repair. The software shall be maintained in proper operating condition as specified by the manufacturer. Vendor must have access to Original Software Manufacturers (OEM) parts and manuals to perform the service. Vendors must have their own schematics available on site at time of service. Contractor shall cover all accessory items that are part of the Medstation 3500 product, including but not limited to the UPS, Screen, fingerprint sensor, drawers, etc.

Hours of coverage

8:00am to 5:00pm, Monday-Friday (excluding Federal Holidays).

Specifications of Work

Repair services will be provided, at the request of the VA, to diagnose and correct software malfunctions on a routine basis. All repairs shall be performed by a manufacturer trained technician. Contractor will follow manufacturer's recommendation for repairs and modifications.

Qualification of Vendor

To be eligible for consideration, vendors will have been engaged in maintaining and servicing the software listed for a period of no less than two (2) years. The contractors representative must have received service training from the software manufacturer specifically on the model listed and be capable of presenting certification of such training. No allowance will be made for the contractor not having qualified personnel available to respond as specified in this contract at all times within the contract period.

Response time

Contractor shall provide a phone call back by a qualified technician within 2 hrs of a service request and an onsite response by a qualified technician within 8 hrs of original request for

service. Technical service personnel are required to sign in and out of engineering service, Bldg #4.

Test equipment

Prior to commencement of work on this contract, contractor shall provide the VAMC with a copy of the current calibration certification all test equipment which is to be used by the contractor on VAMC equipment. This certification shall also be provided on a periodic basis when requested by the VAMC. Test equipment calibration shall be traceable to a national standard.

Documentation Requirements

At the completion of each service call the contractor will provide a written service report to Biomedical Engineering. This report will clearly show the date of service, type of service performed, model and serial numbers, name of field technician(s) a description of the work performed and a list of any parts replaced. The contractor has the option of leaving the service report with Biomedical Engineering, Bldg. #4 after servicing equipment or of sending the service report with the invoice. Leaving service reports with a person in the vicinity may be performed in addition to the previously stated requirement, but is not to be used as a substitution. Service reports may also be sent via e-mail to the Biomedical Engineering department as well as the Radiation Oncology Service Representative. Certification of invoices is clearly dependent upon receipt of service reports as proof of services rendered. Payment may be delayed if proper documentation is not provided.

GOVERNMENT-FURNISHED PROPERTY, MATERIAL, EQUIPMENT OR INFORMATION (GFP, GFM, GFE OR GFI):

No materials or information of this type are anticipated in this contract.

SECURITY:

Vendor/Contractor and subcontractor employees will be required to secure facility ID badges from the VA Police Department.

SAFETY CODES/CERTIFICATION/LICENSING:

Vendor/Contractor will be required to abide by all applicable VA, Federal, State, and Local safety codes, laws, and regulations that apply.

TRAVEL:

Vendor/Contractor does not have any special requirements for travel. Any necessary travel accommodations including travel to and from the contractor's/vendor's place of business to the place of performance is included in the price of the contract.

NOTE:

The C&A requirements do not apply and the Security Accreditation Package is not required.

Invoicing

As of November 15, 2013, all vendors submitting commercial invoices via fax to the VA Financial Services Center will be RETURNED.

All vendors invoicing VA are required to use the OB10 e-Invoicing system to submit invoices for payment. It is the responsibility of the vendor to have an active OB10 account established prior to invoicing.

For OB10 registration and/or additional information, please use:

<http://www.tungsten-network.com/US/en/veterans-affairs/>