

STATEMENT OF WORK
Sterrad Equipment Preventive Maintenance and Service/Repair
(November 13, 2015)

1. SCOPE. The contractor shall provide all management, tools, supplies, equipment and labor necessary to maintain and repair government owned equipment listed in Section B.1 of the solicitation/contract, at Alexandria, LA, VA Medical Center. Service maintenance, preventative maintenance and repair tasks shall be in accordance with the procedures recommended by the respective Original Equipment Manufacturer (OEM). The contractor shall provide a recall alert monitoring and notification service for equipment listed in Section B.1 of the solicitation/contract. The contractor shall provide copies of all field service maintenance work orders related to the equipment listed in Section B.1 of the solicitation/contract. The contractor shall furnish all parts, paints, lubricants, cleaning supplies, special tools, service manuals, software, firmware, hardware, and diagnostic equipment that are necessary to service, maintain, and certify as required, on the equipment listed in Section B.1 of the solicitation/contract.

1.1. Equipment Maintenance Services. Equipment service shall be rendered according to the OEM's recommendations.

1.2. Service Call Response. The Engineering Department COR or his designee will act as the first responder to establish the severity of the failure. The hospital will then notify the contractor's Customer Service Dispatch Office to initiate a service call. The contractor shall respond by phone within 2 hours and the authorized service technician will arrive at the hospital to start the repair service request within 48 hours (not including weekends or government holidays, see 4.4 below). In the event that parts are backordered or of unanticipated extended equipment(s) down time the contractor will advise and coordinate with the COR for a reasonable and appropriate extension for the repair.

1.3. Preventive Maintenance. The contractor shall ensure that all equipment listed in Section B.1 of the solicitation/contract is maintained according to the OEM's recommendations by performing preventive maintenance tasks. The contractor shall ensure all equipment listed operate safely, are clean and are free of corrosion. The contractor shall minimize disruptions and inconveniences to users.

1.4. Schedule. Two weeks prior to scheduling a visit to the medical center, the Contractor shall telephone Contracting Officer's Representative (COR) at 318-483-5006 or biomed department at 318-466-4394 to verify equipment availability for inspection. (See paragraph 4.5 for additional information when reporting in to the medical center.)

1.5. Signs, Barriers, and Labels. If a hazardous condition might exist the contractor shall place signs and if necessary barriers to warn of potential hazardous condition or equipment. A signed and dated label indicating the contractors' name, date of service/pm and next service/pm due date and initials of service technician shall be prominently affixed to the equipment.

1.6. Property Control. The contractor shall obtain approval of the Government Contracting Officer before removing any item from its existing location.

1.7. Equipment Repair Service. The contractor shall return the equipment to operational condition within 24 hours (not including weekends or government holidays). After notification of service requirement, unless otherwise approved by the Government Contracting Officer. The contractor shall notify the Contracting Officer when any replacement part must be ordered, repair delays are expected and availability of loaner equipment. The contractor must sufficiently notify users of the expected delay and provide a replacement or loaner of same kind if repair time exceeds 10 work days.

1.8. Parts. All replacement parts will be equivalent to new OEM parts. No reconditioned or remanufactured parts are acceptable unless they meet or exceed OEM's specifications for reconditioning. The contractor shall not exceed established repair cost limits without prior approval by the contracting officer.

1.9. Telephone Assistance. The contractor shall provide telephone assistance 24 hours per day for equipment covered under this contract. Telephone assistance shall be toll free to the Government. The COTR shall be able to call and receive assistance in correcting problems with equipment operation.

1.10. Updates. The contractor is responsible for providing and installing manufacturer designed and issued field modifications, safety corrections and revisions for correcting software and equipment deficiencies.

1.11. Training. The contractor shall provide training documents on each technician who will service the equipment identified in Section B.1 of the solicitation/contract, indicating they are approved by OEM to service, calibrate, maintain and install all software and hardware upgrades.

1.12. Information Security. The C&A requirements do not apply and a Security Accreditation Package is not required. This system is not connected to the information network, and no patient data is stored.

2. SERVICE DELIVERY SUMMARY.

Performance Objective	SOW Para	Performance Threshold
Equipment Maintenance Services & Preventive Maintenance All equipment under this contract is in proper working order and maintained according to manufacturer recommendations	1.3.	90% of all equipment is properly working.
Service Call Response Service is received within specified time. Customer is satisfied with response time.	1.2.	95% of all service calls are satisfactorily completed within required time.
Place and Maintain Signs Signs are easy to see. Directions are easy to follow.	1.5.	100% of all equipment have signs with all required information.
Property Control Equipment are not moved and stored unless approved by the government.	1.6.	Government approval is obtained 100% of the time before any equipment/systems is moved and stored.
Equipment Repair Repairs are made timely. Replacement equipment is provided when repair will be lengthy.	1.7.	100% of all equipment is repaired timely and replacement equipment provided when needed.
Parts Parts used to service and PM this equipment meets OEM specifications	1.8	100% of all parts used to repair and maintain equipment meets OEM specifications
Training Service Technicians have received training authorizing them by the OEM to to service, calibrate, maintain and install all software and hardware upgrades.	1.11	100% of all technicians are approved by the OEM to service, calibrate and install updates to software and hardware.

3. Government Furnished Property and Services. This VA Medical Center will provide basic utilities (room/corridor lighting, electricity, water) necessary for a safe environment to the contractors' service representative.

4. General Information.

4.1. Quality Control. Contractor shall develop and maintain a quality program to ensure services are performed in accordance with commonly accepted commercial practices for equipment maintenance and repair. The contractor shall develop and implement procedures to identify and prevent defective services from recurring. As a minimum, the contractor shall develop quality control procedures that address the areas identified in paragraph 2, Service Delivery Summary. The government evaluator must have a specific quality control inspector to notify in case of customer complaints.

4.2. Quality Assurance. The government will periodically evaluate the contractor's performance in accordance with the Quality Assurance Surveillance Plan.

4.3. Government Remedies. The contracting officer shall follow the requirements of FAR 52.212-4, Contract Terms and Conditions for Commercial Items, for contractor's failure to correct nonconforming services.

4.4. Hours of Operation. The VA Medical Centers normal hours of operation are from 8:00 a.m. to 4:30 p.m., Monday through Friday, workweek excluding Federal government Holidays. Any work not covered by the pricing in Section B.1 of the contract (I.e., Overtime, weekend, holiday service Etc.) if requested, will be billable to the customer at 1.5 (1 1/5) times the normal rates, **AND MUST BE APPROVED IN WRITING BY THE CONTRACTING OFFICER, IN ADVANCE.** The Federal Government Holidays are New Year's Day, Martin Luther Kings Jr.'s Birthday, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. In the event one of the above holidays fall on a weekend then the adjoining work day is then considered a Federal Government Holiday.

4.5. Security Requirements. When the Contractor's Service Representative(s) arrive at the VA Medical Center, they will go to the Engineering Office Building 5, Room 109 to sign in and receive a Visitors Pass. Upon completion of work, they will return to the Engineering Office to sign out, leave the Visitors Pass, and have the Service Record signed, and leave a copy of the Service Record for the customers' records. While providing the contracted service, the contractor's representative will coordinate all activities with the COR or his designee. Cellular telephones can be used at this Medical Center except in ICU, Recovery, Surgery, Emergency Room, and 7-BN (Telemetry).

4.6. Special Qualifications. All Contractor and Sub-Contractor Service Technicians shall be trained and certified on all equipment identified in Section B.1 of the solicitation/contract. Training shall be on same manufacturer and model of equipment identified in Section B.1 of the solicitation/contract. The Contractor shall provide current completion of training certificate indicating the date training took place, training provider, date certificate was signed, and signature of certifying official for each Service Technician who will be assigned to work on the equipment under contract identified in Section B.1 of the solicitation/contract.