

STATEMENT OF WORK
Abbott Phacoemulsification Systems
(December 1, 2015)

1. Background/ Scope

- (a) Operating Room has 2 ophthalmic microsurgical systems. These units must be maintained in constant operation and need to be available to perform their necessary functions as needed and Preventive Maintenance up to date.
- (b) These items require the following services: Full Service Contract, Repair Services, Preventive Maintenance, Telephone Support, and System Updates. Details listed in the Tasks Section.

2. Objectives

- (a) To ensure all equipment is maintained to operate in a correct and safe manner as intended and designed by the Original Equipment Manufacturer (OEM).
- (b) Too ensure that preventive maintenance (PM) is completed on time and in accordance with OEM recommendations. Within scheduled month.
- (c) To ensure the software operates as designed and is updated with the latest versions.
- (d) To ensure equipment downtime is kept to a minimum. 98% uptime
- (e) Too ensure that all items are inspected to ensure safe and correct operation and in compliance with applicable local, state and federal regulations.

3. Tasks

- (a) Provide emergency repair on equipment to return it to OEM specified operating parameters.
- (b) Priority Emergency Service Response including a trained field service engineer on-site by end of business the next business day after of logging a call with the service center.
- (c) Planned Maintenance Service including performing manufacturer's recommended maintenance with four PM visits per year.
- (d) Travel and labor included on all service performed.
- (e) All parts coverage excluding consumable items.
- (f) Priority Parts Delivery including overnight shipping of parts.
- (g) Telephone support for clinical applications and technical issues, 24/7/365
- (h) All system software and firmware upgrades will be included.

4. Delivery

- (a) Vendor must be able to access all necessary software in the equipment to perform the contracted functions.
- (b) All personnel completing tasks will have factory certified training on the equipment that they will service. Vendor will provide training documentation when requested by Biomed.
- (c) All on-site work should be completed between the hours of 8am and 5pm CST, Monday through Friday excluding holidays unless otherwise listed in the tasks section.
 - i. If the VA agrees to after hour's billable service it will be charged at the vendor's preferred contract billing rate in affect at the contract start date.

- ii. If vendor desires to provide service after normal hours at no additional cost to the VA a request can be made to Biomed for an escort. Afterhours work will normally only be approved if a VA escort is available to stay with the vendor during all work.
- (d) Biomed will notify the vendor of the required PM completion months based on the VA equipment maintenance plan.
- i. All preventive maintenance (PM) will be accomplished within the scheduled month.
 - ii. PM visits should be scheduled no less than three business days before expected arrival to assure equipment availability.
- (e) Biomed personnel and the Department Head (or representative in the director's absence) will be informed in the following situations:
- i. To schedule any work.
 - ii. After arriving on site but before any work is started.
 - iii. To provide an approximate timeframe for the work.
 - iv. As soon as it is known that the work will take longer than expected.
 - v. At completion of work prior to leaving the facility.
 - vi. To report any incomplete aspects of the work or issues that could not be corrected during the visit.
 - vii. To provide a written plan for corrective action for any work that cannot be completed within 24 hours. Plan must be provided to and approved by Biomed and the Department Director.
- (f) A service ticket will be provided for each visit for each separate equipment item for which service is performed. The service ticket can be a hard copy or electronically transmitted to the Biomedical Department and the Department Director. Other forms of notification or adjustments to this method may be requested by the vendor and considered for approval by Biomed and Department Director. Service tickets/documentation will be provided within 5 business days of the actual work being completed.
- (g) All test equipment used for this contract will have current calibration dates verifiable with documents traceable back to the US Bureau of Standards. Vendor will produce documents upon request.
- (h) Proper Lock-out/Tag-out procedures will be used when appropriate.
- (i) All OEM recommended safety aspects of the equipment being serviced will be adhered to.
- (j) All work will be completed in accordance with Original Equipment Manufacturers (OEM) specifications and recommended procedures.
- (k) All adjustments will be completed using OEM software as intended by the equipment design.

5. Security Requirements

- (a) Vendors will obtain an access badge from the VA Police Department or from Facility Engineering Department while performing work on-site.

- (b) Vendor will contact Biomed whenever work is being performed in any VA facility to determine if an escort is needed. Biomed will arrange for an escort if needed.

6. Place of Performance

- (a) Work will be performed on equipment at the main facility at 1100 N College Ave, Fayetteville Arkansas,
- (b) Equipment may be removed from the facilities for service with prior permission from Biomed and the Department Director.

7. Period of Performance

- (a) Base: December 21, 2015 to September 30, 2016.
- (b) Option 1: October 1, 2016 to September 30, 2017
- (c) Option 2: October 1, 2017 to September 30, 2018
- (d) Option 3: October 1, 2018 to September 30, 2019
- (e) Option 4: October 1, 2019 to September 30, 2020