

STATEMENT OF WORK
HYDRAVISION DR SYSTEMS PREVENTIVE MAINT. & SERVICE CONTRACT
(11/20/2015)

1. SCOPE

The contractor shall provide all labor, tools, materials, equipment, facilities, transportation and supervision necessary to complete all work associated with performing preventive maintenance and necessary inspection and repair services on a Liebel-Flarsheim, Hydravision DR urology imaging system, serial number CI1008H388, in complete and strict accordance with the contract and all attachments thereto.

2. OVERVIEW

The Veteran Health Care System of the Ozarks (VHSO) owns and/or operates medical systems and devices that require various types of service. The purpose of this contract is to ensure;

- 2.1. All equipment shall be maintained to operate in a correct and safe manner as intended and designed by the Original Equipment Manufacturer (OEM);
- 2.2. Preventive maintenance shall be completed on time and in accordance with OEM recommendations;
- 2.3. Keep all service records under one contractor;
- 2.4. All software operates as designed;
- 2.5. All equipment/items shall be inspected to ensure safe and correct operation in compliance with applicable local, state and federal regulations; and,
- 2.6. Equipment downtime shall be kept to a minimum by maintaining no less than a 98% in-service rate for all covered equipment.

3. TASKS

The contractor shall provide the following services as a minimum:

- 3.1 Provide emergency repair on equipment to return it to OEM specified operating parameters.
- 3.2 Priority Emergency Service Response including a factory certified field service engineer on-site within 4 hours of emergency service notification.
- 3.3 Any and all services not covered by the Price/Cost Schedule (Section B.1 of the Contract) must be approved, in writing, by the Contracting Officer.
- 3.4 Planned Maintenance including performing manufacturer's recommended maintenance.
- 3.5 Priority Parts Delivery including overnight shipping of parts.
- 3.6 Telephone support for clinical applications and biomedical troubleshooting as needed.
- 3.7 98% uptime
- 3.8 Hardware reliability updates
- 3.9 All system software and safety upgrades will be included at no extra cost.

4. PERFORMANCE

- 4.1 Vendor must be able to access all necessary software in the equipment to perform the contracted functions.

- 4.2 All personnel completing tasks will have OEM certified training on the equipment that they will service. Vendor will provide training documentation when requested by the Contracting Officer's Representative (COR).
- 4.3 If the Government agrees to any service that will result in additional cost, such service shall be pre-approved, in writing by the Contracting Officer. Rates shall be those contract rates in affect at the contract start date.
- 4.4 If vendor desires to provide service after normal hours at no additional cost to the Government, a request can be made to the COR for an escort. Afterhours work will normally only be approved if a Government escort is available to stay with the vendor during all work.
- 4.5 The COR will notify the vendor of the required PM completion months based on the VHSO equipment maintenance plan.
- 4.6 All preventive maintenance (PM) will be accomplished within the scheduled month.
- 4.7 PM visits should be scheduled no less than three business days before expected arrival to assure equipment availability.
- 4.8 The COR must be contacted in the following situations:
 - 4.8.1 To schedule any work.
 - 4.8.2 After arriving on site but before any work is started.
 - 4.8.3 To provide an approximate timeframe for the work.
 - 4.8.4 As soon as it is known that the work will take longer than expected.
 - 4.8.5 At completion of work prior to leaving the facility.
 - 4.8.6 To report any incomplete aspects of the work or issues that could not be corrected during the visit.
 - 4.8.7 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 the COR.
- 4.9 A service ticket will be provided to the COR 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 COR. Service tickets/documentation will be provided within 5 days of the actual work being completed.
- 4.10 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.
- 4.11 Proper Lockout-tag out procedures will be used when appropriate.
- 4.12 All OEM recommended safety aspects of the equipment being serviced will be adhered to.
- 4.13 All work will be completed in accordance with Original Equipment Manufacturers (OEM) specifications and recommended procedures.
- 4.14 All adjustments will be completed using OEM software as intended by the equipment design.

5. PERFORMANCE LOCATION

- 5.1. Veterans Health Care System of the Ozarks: 1100 N. College Avenue, Fayetteville, AR 72703.
- 5.2. Work may be performed remotely (remote connection) if possible with prior permission from the COR. All necessary security and privacy issues shall be addressed and complied with by the vendor before any remote connection or service is performed.

Remote service access is extremely limited due to the heightened security requirements on our information networks. Vendor requests might not be approved.

- 5.3. Equipment may only be removed from the facilities for service with prior permission from the COR. Proper accountability documentation must be completed prior to removal.
- 5.4. VA will supply a useable work space for portable equipment service.

6. SECURITY REQUIREMENTS

6.1 Vendors shall obtain an access badge from the VA Police Department while performing work on-site.

6.2 Vendor shall contact the COR whenever work is being performed in any VA facility to determine if an escort is needed. Biomed will arrange for an escort if needed.

6.3 Information System Security

6.3.1. The contractor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures and standard contract language, conditions laws, and regulations.

6.3.2. The contractor's firewall and web server shall meet or exceed the government minimum requirements for security.

6.3.3. All government data shall be protected behind an approved firewall.

6.3.4. Any security violations or attempted violations shall be reported to the COR as soon as possible.

6.3.5. The contractor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification accreditation.

6.3.1. Security Training: All contractor employees who require access to the Department of Veterans Affairs' computer systems are required to complete the VA's on-line Security Awareness Training Course and the Privacy 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).

7. CONFIDENTIALITY AND NONDISCLOSURE

7.1 Sensitive Information access, whether it be electronic files and/or hard copy files, is authorized based upon the contractor's roles, responsibilities, and need-to-know. Respecting the privacy of sensitive personal information is an obligation that must adhered to.

7.2.1 The preliminary and final deliverables and all associated working papers, application source code, and other material deemed relevant by the VA which have been generated by the contractor in the performance of this task order are the exclusive property of the U.S. Government and shall be submitted to the CO at the conclusion of the task order.

7.2.2 The CO will be the sole authorized official to release verbally or in writing, any data, the draft deliverables, the final deliverables, or any other written or printed materials pertaining to this task order. No information shall be released by the

contractor. Any request for information relating to this task order presented to the contractor shall be submitted to the CO for response.

- 7.2.3 Press releases, marketing material or any other printed or electronic documentation related to this project, shall not be publicized without the written approval of the CO.

8. PERIOD OF PERFORMANCE

- Base: 1/1/2016 – 9/30/2016
Option 1: 10/1/2016 – 9/30/2017
Option 2: 10/1/2017 – 9/30/2018
Option 3: 10/1/2018 – 9/30/2019
Option 4: 10/1/2019 – 9/30/2020