

**Performance Work Statement
Robot-RX Maintenance Services
VA Palo Alto Health Care System**

Section 1: General Information

1.1 General: This is a non-personnel services contract to provide maintenance services for a Robot-RX machines for the VA Palo Alto Health Care System (VAPAHCS). The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the Government.

1.2 Period of Performance:

Base Year:	January 1, 2016 to December 31, 2016
Option Year 1:	January 1, 2017 to December 31, 2017
Option Year 2:	January 1, 2018 to December 31, 2018

1.3 Place of Performance: VA Palo Alto
3801 Miranda Ave
Palo Alto, CA 94304

VA Menlo Park
795 Willow Road
Menlo Park, CA 94025

1.4 Hours of Operation: Unless otherwise specified, all contract work is to be performed during regular administrative working hours, 7:30 am to 4:30 pm, Monday through Friday, excluding federal holidays.

1.5 Type of Contract: The government will award a Firm Fixed Price contract.

1.6 Invoicing: All invoices from the contractor shall be submitted electronically in accordance with VAAR Clause 852.232-72 Electronic Submission of Payment Requests.

VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, Tungsten, to transition vendors from paper to electronic invoice submission. Please go to this website: <http://www.tungsten-network.com/US/en/veterans-affairs/> to begin submitting electronic invoices, free of charge.

More information on the VA Financial Services Center is available at <http://www.fsc.va.gov/einvoice.asp>.

Vendor e-Invoice Set-Up Information:

Please contact Tungsten at the phone number or email address listed below to begin submitting your electronic invoices to the VA Financial Services Center for payment processing, free of

charge. If you have question about the e-invoicing program or Tungsten, please contact the FSC at the phone number or email address listed below:

- Tungsten e-Invoice Setup Information: 1-877-489-6135
- Tungsten e-Invoice email: VA.Registration@Tungsten-Network.com
- FSC e-Invoice Contact Information: 1-877-353-9791
- FSC e-invoice email: vafscshd@va.gov

Section 2: Definitions & Acronyms

2.1 Definitions:

Contractor. A supplier or vendor awarded a contract to provide specific supplies or service to the government. The term used in this contract refers to the prime.

Subcontractor. One that enters into a contract with a prime contractor. The Government does not have privity of contract with the subcontractor.

Work Day. The number of hours per day the Contractor provides services in accordance with the contract.

Work Week. Monday through Friday, unless specified otherwise.

2.2 Acronyms:

COR	Contracting Officer Representative
EDS	Envelope Delivery System
VA	Veterans Affairs
VAPAHCS	Veterans Affairs Palo Alto Health Care System

Section 3: Government Furnished Property, Equipment, and Services

None

Section 4: Contractor Furnished Items and Services

The Contractor shall provide all equipment, supplies, management, supervision, personnel, and transportation necessary to assure that all services are in accordance with the contract and all applicable laws and regulations. The contractor shall ensure all work meets performance standards specified in this Performance Work Statement (PWS) and referenced documents.

Section 5: Specific Tasks

5.1 Maintenance of the Aesynt Robot-RX with Envelope Delivery System (EDS) using reasonable efforts to correct errors and defects so that it will perform in all material respects in accordance with its Functional Specifications.

5.2 Scheduled preventative maintenance according to Aesynt's recommended schedule.

5.3 Unscheduled non-emergency remedial maintenance

5.4 Unscheduled emergency maintenance

5.5. Provision of updates to the Aesynt Product(s); provided such updates are not software provided by a third party.

5.6 The VA shall comply with Aesynt's written maintenance procedures (including the user manual) which may reasonably be modified from time to time. Such procedures shall be deemed part of the VA's obligations under this contract.

5.7 Aesynt will provide a telephone response system for all service calls 24 hours a day, seven days a week. If Aesynt, in its sole discretion, determines that an Aesynt Product is unable to perform the function for which it was intended ("Critical Situation"), then Aesynt will use commercially reasonable efforts to provide:

- a) A live response within two hours of when such call is first logged into the response system;
- b) Resolve the problem with on-line inquiries and repair through its remote access link to the Aesynt Product(s);
- c) On-site service within eight hours of Aesynt's live response if Aesynt is unable to resolve the problem via remote access link.
- d) Twenty four (24) hour diagnostic support via remote access connection to the Aesynt Product(s). Aesynt will work to resolve problems with online inquiries and will repair, when necessary, the Aesynt Product(s) through remote access.