

**STATEMENT OF WORK**  
**PREVENTIVE MAINTENANCE AND REPAIR**  
**OF DRAEGER EQUIPMENT**

**Alexandria VAMC**

(2/2/2015)

**1. SCOPE**

The contractor shall provide all labor, tools, materials, equipment, facilities, transportation and supervision necessary to maintain and repair government owned equipment listed in Exhibit A located at the Alexandria, LA VA Medical Center (VAMC) in complete and strict accordance with the resultant contract/order and all attachments thereto. 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 copies of all field service maintenance work orders related to the equipment listed in Exhibit A. 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.

**2. GENERAL INFORMATION**

**2.1 Hours of Operation:** The VA Medical Centers normal hours of operation are from 7:30 a.m. to 4:30 p.m., Monday through Friday, workweek excluding Federal Government Holidays. Overtime, weekend, and holiday service, if approved in writing by the Contracting Officer, will be billable to the Government at 1.5 (1 ½) times the normal rates. The Contracting Officer (CO) must approve, in writing, in advance, of any billable charges (OT, parts, etc.). Failure to receive advance, written approval from the CO will result in non-payment for billable services provided. The Federal Government Holidays are New Year's Day, Martin Luther King's 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 holidays fall on a weekend then the adjoining work day is then considered a Federal Government Holiday.

**2.2 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 items identified in Exhibit A.

**2.3 Quality Assurance:** The government will evaluate the contractor's performance based on 100% inspection of services performed.

**2.4 Security Requirements:** When the Contractor's Service Technician(s) arrive at the VA Medical Center they will go to the Biomed Department in Building 7, Room 57 to check in. If contractor does not have a VA contractor ID badge provided by this campus a Biomed

representative will escort the contractor to the VA Police building 142 to be issued a Visitor Pass which must be returned at the end of each day unless otherwise instructed.

**2.5 Special Qualifications:** All Contractor and Sub-Contractor Service Technicians shall be trained and certified on all equipment identified in Exhibit A. Training shall be on the same manufacture and model of the equipment identified in Exhibit A. 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 this contract.

### **3. SPECIFIC TASKS**

**3.1 Service Call Response:** The Contracting Officer's Representative (COR) will act as the first responder to establish the severity of the failure. The COR 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 request within 48 hours.

**3.2 Preventative Maintenance:** The contractor shall ensure that all equipment listed in Exhibit A is maintained to the OEM's specifications and recommendations by performing preventive maintenance task. The contractor shall ensure all equipment listed operates safely, are clean, free of defects, and free of corrosion. The contractor shall minimize disruptions and inconveniences to users and complete the PM's within the first 3 full weeks of the month that PM is scheduled. Copies of the PM Service reports must be provided to the COR.

**3.3 Schedule:** A minimum of one week prior to scheduling a preventative maintenance (PM) visit to the medical center, the contractor shall call the COR at 318-483-5006 to verify equipment availability for inspection.

**3.4 Signs, Barriers, and Labels:** If a hazardous condition might exist the contractor shall place signs and if necessary barriers to warn of a 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.

**3.5 Property Control:** The contractor shall obtain approval of the Government Contracting Officer before removing any item from its existing location on campus.

**3.6 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 COR 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 the repair time exceeds 10 work days.

**3.7 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. Contractor is responsible for the return of any exchange or repair parts that need to be returned to the manufacture.

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

**3.9 Updates:** The contractor is responsible for providing and installing manufacture designed and issued field modifications, safety corrections and revisions for correcting software and equipment deficiencies. All associated medical device alerts/recalls must be addressed and corrected/updated within 30 days of notification and provide the COR with detailed corrective actions listed on a service report.

**3.10 Training:** The contractor shall provide training documents on each technician who will service the equipment listed in Exhibit A upon request of the COR. It must indicate that they are approved by the OEM to service, calibrate, maintain and install all software and hardware upgrades.

**3.11 Deliverables:**

**3.11.1** All OEM recommended preventive maintenance services.

**3.11.2** Service call response and equipment repair in accordance with Sections 3.1 and 3.6

**3.11.3** Monthly Status Report

**4. PERFORMANCE MONITORING**

This will be monitored by the contractor providing the COR copies of all service reports during the contract performance period. The contractor must also check-in and out prior to starting any type of work (pm, repair, updates) on the VA campus and at the completion of services performed. All devices listed in Exhibit A must have a current inspection/PM tag on it at all times. Contractor employees must complete and provide training documentation on VA Privacy and Information Security Awareness and Rules of Behavior (VA 10176) and Privacy and Hipaa Focused Training (VA 10203). These two trainings can be accessed at <https://www.tms.va.gov/learning/user/login.jsp> and they must list the COR as the administrator/COR

**5. SECURITY REQUIREMENTS**

The contractor will have access to the equipment and its related workstations that are listed in Exhibit A above. The contractor will have access to recent exams located on the workstations but will not have access to permanently stored patient information. Any hard drive that is replaced must be returned to the COR for disposal and must not leave this campus. All non-VA owned data storage devices (USB jump drives, cd's, laptop) must be scanned for viruses in the Biomed

department prior to being connected to any device that is covered under this contract. The C&A requirements do not apply, and the Security Accreditation Package does not apply.

## **6. OTHER PERTINENT INFORMATION OR SPECIAL CONSIDERATIONS**

**6.1.** The contractor will provide service technicians that are specialized in serving the equipment listed in Exhibit A and have OEM training on these devices.

**6.2.** In the event any of the devices listed in Exhibit A have been removed from service prior to the start date of this contract or during the contract performance period, the cost will be prorated or credited back based off of the specific devices annual contracted price.

### **6.3. Identification of Possible Follow-on Work**

Any service ticket that is still open and not closed out prior to the last day of this service contract will still be covered under the contract until the repair has been completed.

### **6.4. Packaging, Packing and Shipping Instructions**

If contractor decides to have any materials or parts drop shipped to our facility they must use the following address below to ensure that shipment is received to reduce any delays.

Alexandria VA Medical Center

Attn: Biomed

2495 Shreveport Hwy71

Warehouse Building 136

Pineville, LA 71360

*Contractor is responsible for the return packaging and shipping on any parts or Materials that have to be returned back to the manufacture. Packaged and pre-paid shipments can be delivered to the warehouse building 136 for UPS or FedEx pickup.*

### **6.5. Inspection and Acceptance Criteria**

The contractor must provide the COR with a copy of the service report for each site visit within two days of work completion and ensure all PM tags are current on devices listed in Exhibit A. Contractor will also check in and out at the Biomed department building 7, room 57 upon each arrival and departure from this VA campus.

## **7. RISK CONTROL**

See section 3.4 for general safety guidelines regarding contractor work area. The VA Hospital does provide PPE in the event the contractor needs gloves, gowns, mask, or face shields to safely protect themselves while serving the devices listed in Exhibit A.

## **8. PLACE OF PERFORMANCE**

All devices listed in Exhibit A are located in building 7 on the Alexandria, LA VAMC Campus located at 2495 Shreveport Hwy 71 in Pineville, LA, 71360.



**9. PERIOD OF PERFORMANCE**

Base Period: Effective Date of Award thru 9/30/2016

Option 1: 10/1/2016 thru 9/30/2017

Option 2: 10/1/2017 thru 9/30/2018

Option 3: 10/1/2018 thru 9/30/2019

Option 4: 10/1/2019 thru 9/30/2020