

**STATEMENT OF WORK**  
**PREVENTIVE MAINTENANCE AND REPAIR**  
**OF DRAEGER EQUIPMENT**  
**New Orleans VAMC**  
(1/29/2016)

**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 in the Ambulatory Procedure Unit (APU) of the New Orleans, LA VA Medical Center (VAMC) located at 1601 Perdido Street New Orleans, LA 70112 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. TASK SUMMARY**

**2.1.** All materials and services provided shall be according to the OEM specifications and guidelines. During schedule service intervals, all parts including battery, accessories shall be replaced at no additional cost. Unscheduled and scheduled travel are included as part of the service contract. The Scope of Work includes the following items:

**2.1.1. Unscheduled maintenance Services:** Unlimited onsite service between 8:00AM and 5:00PM, Monday - Friday

**2.1.2. Schedule maintenance Services:** Per OEM recommendation

**2.1.3. Remote Support:** 24x7 telephone support

**2.1.4. OEM Materials, parts & tool kits required for maintenance**

**2.1.5. OEM Software updates for the equipment**

**2.1.6.** Authorized certified personnel to perform maintenance

**2.1.7.** Travel due to maintenance

**2.1.8.** Mandatory safety corrections

**3. SPECIFIC TASKS**

**3.1.** Contractor shall furnish all parts, maintenance kits, consumable & expendable items and supplies necessary to perform schedule and unscheduled maintenance of the units. All materials and services provided shall be according to the OEM specifications and guidelines. During scheduled service intervals, all parts including new battery shall be replaced at no additional cost.

- 3.2. Scheduled Services:** Contractor shall perform the OEM's Scheduled Periodic Manufacturer's Certification, electrical safety checks, and software updates on the equipment. Scheduled travel are included as part of the service contract. Schedule services performed shall be based on OEM recommended intervals as follows:
- 3.2.1. DRAEGER FABIUS – Semi-Annual**
- 3.2.2. DRAEGER SCIO - Annual**
- 3.3.** If the OEM recommended intervals change, contractor must notify the Contracting Officer's Representative (COR) immediately. Should the OEM recommended interval frequency increases, the contractor shall perform the additional scheduled maintenance at no additional cost to the Government during the contractual period. The contractor technical service representative must contact the COR at least three weeks prior to schedule maintenance date to coordinate the work. All services shall be performed during normal working hours unless special coordination is made with the COR. Normal working hours for the New Orleans VAMC are 07:30 AM to 7:00 PM, Monday through Friday.
- 3.4. Unscheduled Services:** Contractor shall perform all unscheduled services including emergencies. This includes on site visit between 8:00AM to 5:00PM Monday to Friday. All repair labor and travel are included in the contract. In cases when technical support is required over the phone, contractor must provide 24 x 7 full support to the COR at no additional cost.
- 3.5. Parts:** Only new, standard parts shall be furnished by the contractor. All parts shall be of current manufacturer standards and have versatility with presently installed equipment. All newly installed replacement parts become the property of the Government.
- 3.6.** Replaced parts are to be disposed of by the Contractor after obtaining approval from the Contracting Officer's Representative (COR).
- 3.7. OEM Software Updates:** All software updates shall be installed by the contractor to current OEM specifications during schedule services at no additional costs. Applicable software will need to be validated by the COR to conform to agency's architecture and accessibility standards. Installation process must comply with security, privacy, and safety issues according to the VA standards, policies, and directives set forth. Must meet all requirements of VA Handbook 6500 and Directive 6550.
- 3.8. Mandatory Safety Corrections:** Equipment requiring mandatory safety corrections per OEM or FDA regulations is within the scope of this contract.

#### **4. PERSONNEL**

Contractor shall provide all personnel necessary to maintain the equipment. Labor required for both scheduled and unscheduled (emergencies) services are inclusive of the contract. The contractor employees shall be fully trained, qualified and licensed to maintain these Life Support Equipment. All technical service representatives from the contractor shall comply with VA security management program and obtain permission of the VA police, be identified by work and employer, and restricted from unauthorized access.

## **5. RESPONSE TIME**

- 5.1. Drager Fabius GS and SCIO units are considered Life Support Equipment. Response time for unscheduled and scheduled maintenance services for this equipment is four hours or less. All required repairs shall commence without undue delay. If the contractor is unable to repair the equipment to its normal operational state, contractor shall compensate the Government for the downtime by extending the warranty service in a period equivalent to the downtime of the equipment.
- 5.2. Response time for scheduled preventive maintenance (PM) service is within the month when the PMs are due. Contractor shall strictly follow the PM due dates and schedule for services with the COR in advance.

## **6. REPORTS/DOCUMENTATION**

For any services performed on site, upon arrival at the Medical Center, the technical service representative shall check in with the COR before performing any warranty, repairs and/or maintenance services. **This check in is mandatory.** A legible signed service report shall be provided directly to the COR following completion of each call, and shall include equipment identification (i.e. serial number), date and time of service call, list of parts replaced, results of inspections and/or calibrations, and a description of work accomplished. The report shall be signed or initialed by the COR. Service reports must be provided within five days of completion of the maintenance work.

## **7. PHYSICAL SECURITY & SAFETY REQUIREMENTS**

- 7.1. The Contractor and their personnel shall wear visible identification at all times while they are on the premises.
- 7.2. VA does not provide parking spaces at the work site; the Contractor must obtain parking at the work site if needed. It is the responsibility of the Contractor to park in the appropriate designated parking areas. VA will not invalidate or make reimbursement for parking violations of the Contractor under any conditions.
- 7.3. Smoking is prohibited inside/outside any building other than the designated smoking areas.
- 7.4. Possession of weapons is prohibited.
- 7.5. The Contractor shall obtain all necessary licenses and/or permits required to perform the work, with the exception of software licenses that need to be procured from a Contractor or vendor in accordance with the requirements document. The Contractor shall take all reasonable precautions necessary to protect persons and property from injury or damage during the performance of this contract.