

**DRAFT STATEMENT OF WORK  
ALCON EQUIPMENT MAINTENANCE**

**A. DESCRIPTION OF WORK**

The contractor shall provide all necessary labor, material, tools, and equipment necessary to provide hardware and software maintenance and support for the equipment defined herein located at the VA Greater Los Angeles Healthcare System (VAGLAHS) location at Bldg. 500.

**EQUIPMENT IDENTIFICATION/SERVICE**

Alcon Surgical Phaco-Emulsifier Infiniti Vision System OZIL  
2 Preventive Maintenance (PM)

Alcon Surgical Phaco-Emulsifier Constellation LXT  
4 Preventive Maintenance (PM)

**B. PERFORMANCE**

Repair service includes the diagnosis and correction of product failures. Remedies may consist of temporary procedures to be followed by VA while permanent remedies are sought. Diagnosis shall be initially provided by telephone call. Response time for maintenance support and/or warranty coverage shall be within four (4) hours from the time service request is received Monday to Friday from 8am to 5pm.

The contractor shall maintain and operate a telephone assistance number that shall be available 24 hours per day. After the initial call, the telephone response time for the contractor shall be one hour. Should it be determined that on-site repairs are required, the contractor must arrive the same working day to start repairs when the initial call is made before noon.

For each instrument system identified herein, the contractor shall perform, at a minimum, those services as determined necessary by the Biomedical Engineering Department and the using service supervisor. The using service specifications on the listed Medical Instrument are based on the equipment manufacturers' recommended service and preventive maintenance procedures and schedules.

Verification of performance shall be required at the conclusion of every preventive maintenance and emergency repair. This verification procedure may include performance testing for accuracy and for the precision of the instrument. If procedures would any way affect the calibration status of the instrument, the results of the performance testing must conform to the established performance criteria for the instrument.

**C. PREVENTIVE MAINTENANCE**

On-site Preventive Maintenance Inspections (PMI) provided under this contract shall include, but are not limited to, the furnishing of necessary labor, material, tools, parts required to provide inspection, adjustments, effect repairs, cleaning, calibrations, lubrication, tests for operating efficiency, disassembly, replacement of worn or defective parts of Government owned Phaco-Emulsifier Infiniti Vision System (2 PMs) and Constellation LXT (2 PM's) located at VAGLAHS. The PMI will be scheduled a minimum of three (3) days in advance with the Contracting Officer Representative (COR). PMIs shall be performed in accordance with manufacturer's instructions.

**D. CONTRACTING OFFICER REPRESENTATIVE (COR)**

N/A, to be determined

#### **E. CONTRACTOR SUBMITTALS**

Within fifteen (15) calendar days after date of award, the contractor shall furnish two (2) copies of its Preventive Maintenance Procedure which will be used during the preventive maintenance services of this contract. These procedures are required by the government as a condition of the facility's Joint Commission requirements. Copies of the Preventive Maintenance Procedure must be received before any invoices can be certified for payment.

#### **F. PARTS**

The contractor shall furnish replacement parts that meet the original equipment manufacturer (OEM) specifications so that downtime requirements are met or exceeded.

This contract includes 100% parts coverage and one (1) lamp replacement per year, per unit.

Additional Services: Participation in Hand Piece Exchange program. Customer will be allowed 10 discounted hand piece exchanges per year of equipment.

#### **G. REPORTING**

For services to be performed during normal working hours, the contractor shall report, upon arrival, to the Biomedical Engineering Department, Bldg. 500, Room 0261 at the Medical Center, to arrange all services. In addition to signing in, contractor personnel shall identify himself/herself to the COTR before proceeding to the job site. **This check-in shall be mandatory.** After the work is completed, the contractor is to submit, in writing, a complete report of services rendered to the Biomedical Engineering Department. **At a minimum**, this report shall contain a detailed description of any service performed and any recommendations necessary to meet regulations.

#### **H. COMPETENCY OF PERSONNEL SERVICING EQUIPMENT**

Each respondent must have an established business with a full-time staff. The staff includes a "fully qualified" field service engineer (FSE) and a "fully qualified" FSE who will serve as the backup.

#### **I. CONFORMANCE STANDARDS**

All work shall be performed and equipment shall function in conformance with all VA safety standards, manufacturer's/industry standards, the latest published edition of NFPA-99, FDA, OSHA, JC, and any other applicable national standards.