

STATEMENT OF WORK
PHILIPS IMAGING EQUIPMENT SERVICE
SOUTHEAST LOUISIANA VETERANS HEALTH CARE SYSTEM, NEW ORLEANS, LA
(REVISION 1, APRIL 7, 2017)

1. BACKGROUND

Philips Imaging Systems are considered critical equipment at the Southeast Louisiana Veterans Health Care System (SLVHCS). As such, this equipment shall be maintained with ultimate care by trained and certified personnel at all times. The current service contract will expire on June 22nd, 2017. A new maintenance contract is needed for support and services.

2. SCOPE

The purpose of this service contract is to ensure that Philips Imaging Systems at the Southeast Louisiana Veterans Health Care is covered for scheduled and unscheduled maintenance and support.

3. TASK SUMMARY

3.1 Furnish all parts and labor to support and maintain in good working condition the Philips Imaging Systems located at Veterans Administration Medical Center (VAMC) New Orleans during the hours of operation from 8:00am – 5:00pm Monday-Friday excluding federal holidays, and other holidays declared by the President of the United States. The systems covered and the types of coverage requested are listed in Exhibit A – Price Schedule of the solicitation (Section B.1 of the resultant contract).

3.1.1 As reflected in the Price Schedule, the types of support identified include, as a minimum:

3.1.1.1 - IS Support

- Priority scheduling for service calls and access to spare parts inventory.
- Priority Remote Service response (requires connection to Philips Remote Services network).
- Second response labor and travel during standard hours of coverage - Mon-Fri 8am - 5pm, excluding holidays.
- One hour initial response with four hour on-site response.
- All spare parts that fail during normal use. (Excluding consumables)
- Parts Delivery 10:30AM Next Day.
- Lifecycle Catalogue discount of 25% excluding UPS.
- Proprietary operating system software enhancements without hardware changes (excludes software upgrades).
- Unlimited Technical Services (24x7) & Clinical Applications Telephone Support (Mon-Fri 8am - 5pm)
- Remote Service Support (includes Remote Desktop).
- Remote Proactive Monitoring (requires connection to Philips Remote Services network).
- Reports: PSI Eligible, service history, PM's on request, utilization reports, Customer Loyalty Meeting (Quarterly)

3.1.1.2 – IS Primary

- Priority scheduling for service calls and access to spare parts inventory.

- Priority Remote Service response (requires connection to Philips Remote Services network).
- All labor and travel during standard hours of coverage - Mon-Fri 8am - 5pm, excluding holidays.
- One hour initial response with four hour on-site response.
- All spare parts that fail during normal use. (Excluding consumables)
- Parts Delivery 10:30AM Next Day.
- Lifecycle Catalogue discount of 15% excluding UPS.
- Equipment Planned Maintenance services per Philips manufacturer specifications performed during standard hours of coverage.
- Proprietary operating system software enhancements without hardware changes (excludes software upgrades).
- Unlimited Technical Services (24x7) & Clinical Applications Telephone Support (Mon-Fri 8am - 5pm)
- Remote Service Support (includes Remote Desktop).
- Remote Proactive Monitoring (requires connection to Philips Remote Services network).
- Reports: PSI Eligible, service history, PM's on request.

3.1.1.3 – UL Support

- Priority scheduling for service calls and access to spare parts inventory
- Priority Remote Service response (requires connection to Philips Remote Services network)
- All labor and travel during standard hours of coverage - Mon-Fri 8am - 5pm, excluding holidays
- All parts (including transducers listed on this agreement, excluding TEE transducers) that fail during normal use
- Accidental Transducer Damage Protection: Coverage at 50% off the Philips Service Exchange Program price
- Equipment Planned Maintenance services per Philips manufacturer specifications performed during standard hours of coverage (M-F, 8a-5p, excluding holidays).
- 35% discount off list price on the purchase of eligible system upgrades and Clinical Education tuition purchased with the upgrade (not available for system platform exchanges)
- 35% discount off list price on the purchase of eligible transducers upgrades and Clinical Education tuition purchased with the upgrade
- Proprietary operating system software enhancements without hardware changes (excludes software upgrades)
- Unlimited Technical Telephone Support
- Clinical Applications Telephone Support (M-F 8a - 5p)
- Remote Service Support (includes Remote Desktop)
- Utilization Reports
- On-Board system diagnostics
- Preferred labor and travel rates for corrective or planned maintenance outside service agreement coverage hours
- Biomedical Engineer Training: Tuition for technical service training for one customer service engineer per year at Philips designated training centers specific to the covered equipment

3.2 All materials and services provided shall be in accordance with the original equipment manufacturer's (OEM) specifications and guidelines. During schedule service intervals, all parts including batteries and accessories shall be replaced at no additional cost to the

Government. Unscheduled and scheduled travel are included as part of the service contract. The Scope of Work includes the following items:

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

3.2.2 **Scheduled maintenance Services:** The minimum number of preventive maintenance (PM) visits per year shall be in accordance with OEM specifications and guidelines

3.2.3 **Remote Support:** 24x7 telephone support

3.2.4 **OEM Materials, parts & tool kits required for maintenance**

3.2.5 **OEM Software updates for the equipment**

3.2.6 **OEM** authorized and certified personnel to perform all maintenance

3.2.7 Travel due to maintenance

3.2.8 All necessary safety corrections

4. SPECIFIC TASKS

4.1 Contractor shall furnish all parts, maintenance kits, consumable and 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 batteries and accessories shall be replaced at no additional cost.

4.2 SCHEDULED SERVICES

4.2.1 Contractor shall perform the OEM's Scheduled Periodic Manufacturer's Certification, electrical safety checks, and software updates on the equipment. Scheduled travel is included as part of the service contract. Scheduled services performed shall be based on OEM recommended intervals minimum two PM visits per year.

4.2.2 If the OEM recommended intervals change, the Contractor must notify Clinical Engineering at SLVHCS immediately. Should the OEM recommended interval frequency increase, the Contractor shall perform the additional scheduled maintenance at no additional cost to SLVHCS during the contractual period. The Contractor's technical service representative must contact Clinical Engineering at least three weeks prior to scheduled maintenance date to coordinate the work.

4.3 **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 24/7 full support to SLVHCS staff at no additional cost. All visits must be scheduled and coordinated through Clinical Engineering. Contractor must arrive on-site within 24 hours of receiving repair request, and complete repairs within 48 hours of receiving repair request.

4.4 **PARTS:** Only new, OEM 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. Replaced parts are to be disposed of by the Contractor after obtaining approval from the Contracting Officer's Representative (COR).

4.5 **OEM SOFTWARE UPDATES:** All software updates shall be installed by the contractor to current OEM specifications during schedule services at no additional cost. Applicable software will need to be validated by Biomedical Engineering 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.

4.6 MANDATORY SAFETY CORRECTIONS: Equipment requiring mandatory safety corrections per OEM or Federal Drug Administration (FDA) regulations is within the scope of this contract.

4.7 OPERATIONAL UPTIME - REQUIREMENTS: All covered equipment shall be operable and available for use 95% of the normal operating hours of the equipment as detailed in paragraph 3.1, Task Summary. Downtime will be computed from notification of problem during normal work hours. Scheduled maintenance will be excluded from downtime. Operational Uptime will be computed during a month long time period.

Repeated failure to meet this requirement can subject the contractor to DEFAULT action.

5. PERSONNEL

Contractor shall provide all personnel necessary to maintain the system. Labor required for both scheduled and unscheduled (emergencies) services are inclusive of the contract. The Contractor's employees shall be fully trained, qualified and licensed to maintain this critical equipment. The Field Service Engineers shall be authorized by the Contractor to perform the maintenance services. The Field Service Engineers shall be authorized and qualified by the OEM. All work shall be performed by "Fully Qualified" competent Field Service Engineers. The Contractor shall provide written assurance of the competency of their personnel and a list of credentials of approved Field Service Engineers for each make and model the Contractor services at the VAMC. 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.

6. RESPONSE TIME

Response time for scheduled preventive maintenance service is within the month when the PMs are due. Contractor shall strictly follow the PM due dates and schedule for services with Clinical Engineering in advance.

7. MOBILE MEDIA SCANNING

The Contractor will identify if removable media (i.e. USB or DVD/CD Device) is required to perform his/her duties. COR or designee will ensure the removable media is scanned with anti-virus software running current virus definitions prior to connection to any medical device system. The computer system for scanning removable media will be designated by the COR.

8. REPORTS/DOCUMENTATION

For any services performed on site, upon arrival at the Medical Center, the technical service representative shall check in with Clinical Engineering before performing any warranty, repairs and/or maintenance services. **This check-in is mandatory.** A legible, signed service report shall be provided directly to Clinical Engineering 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 SLVHCS Clinical Engineering. Service reports must be provided within five days of completion of the maintenance work. All service reports shall be emailed to

VHANOLClinicalEngineering@va.gov and the Biomedical Equipment Support Specialist coordinating the work. All reports shall be identified, within the documents themselves, as contractor submitted reports.

9. PHYSICAL SECURITY & SAFETY REQUIREMENTS:

9.1 The Contractor and their personnel shall follow all VA policies, standard operating procedures, applicable laws and regulations while on VA property. Violations of VA regulations and policies may result in citation and disciplinary measures for persons violating the law.

9.2 The Contractor and their personnel shall wear visible identification at all times while they are on the premises.

9.3 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.

9.4 Smoking is prohibited inside/outside any building other than the designated smoking areas.

9.5 Possession of weapons is prohibited.

9.6 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.

10. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS

10.1 The following security requirement must be addressed regarding Contractor supplied equipment: Contractor supplied equipment, PCs of all types, equipment with hard drives, etc. for contract services must meet all security requirements that apply to Government Furnished Equipment (GFE) and Government Owned Equipment (GOE). Security Requirements include: a) VA Approved Encryption Software must be installed on all laptops or mobile devices before placed into operation, b) Bluetooth equipped devices are prohibited within VA; Bluetooth must be permanently disabled or removed from the device, c) VA approved anti-virus and firewall software, d) Equipment must meet all VA sanitization requirements and procedures before disposal. The COR, CO, the Project Manager, and the Information Security Officer (ISO) must be notified and verify all security requirements have been adhered to.

10.2 All contractor employees who require access to the Department of Veterans Affairs' computer systems shall be the subject of a background investigation and must receive a favorable adjudication from the VA Security and Investigations Center (07C). The level of background security investigation will be in accordance with VA Directive 0710 dated September 10, 2004 and is available at: <http://www.va.gov/pubs/asp/edsdirec.asp> (VA Handbook 0710, Appendix A, Tables 1 - 3). Appropriate Background Investigation (BI) forms will be provided upon contract (or task order) award, and are to be completed and returned to the VA Security and Investigations Center (07C) within 30 days for processing. Contractors will be notified by 07C when the BI has been completed and adjudicated. These requirements are applicable to all subcontractor personnel requiring the same access. If the

security clearance investigation is not completed prior to the start date of the contract, the employee may work on the contract while the security clearance is being processed, but the contractor will be responsible for the actions of those individuals they provide to perform work for the VA. In the event that damage arises from work performed by contractor personnel, under the auspices of the contract, the contractor will be responsible for resources necessary to remedy the incident.

10.3 The investigative history for contractor personnel working under this contract must be maintained in the databases of either the Office of Personnel Management (OPM) or the Defense Industrial Security Clearance Organization (DISCO). Should the contractor use a vendor other than OPM or Defense Security Service (DSS) to conduct investigations, the investigative company must be certified by OPM/DSS to conduct contractor investigations.