

# **Statement of Work**

Preventive Maintenance of Quality Assurance

Test Equipment

New Jersey Healthcare System (NJHS), East Orange, NJ

1. **Background:** The Biomedical Engineering department at VA New Jersey Health Care System is requesting service contract government owned Quality Assurance Test Equipment at the New Jersey Healthcare System, East Orange Campus.

2. **Requirements:**

- a. Furnish all necessary labor, equipment, tools, materials, repair service, software updates, parts, etc., for complete On-Site Maintenance Service as specified below in accordance with the terms, conditions and schedule of this agreement.
- b. This quality assurance equipment is used effectively for Quality Assurance and dosimetry. It provides us with accurate and real time data that is used in Radiation Oncology. Standard Maintenance Agreement includes complimentary service loaners, full hardware warranty extension software license renewal, and full access to all new software releases, telephone and web-based technical support. In addition contract provides access to all updated user manuals and reference guides.

3. **SUN NUCLEAR EQUIPMENT/SOFTWARE:**

ARCCHECK S/N 88567001,  
EPIDOSE S/N 87218020,  
MAPCHECK 2 S/N 6703411,  
MAPCHECK S/N 4781323,  
ATLAS S/N ATSL5256,  
DAILY QA 3 S/N 5983941, AND S/N 6168016,  
SNC S/N 106433004, S/N 141400000140

4. **Place of Performance/Place of Delivery:**

New Jersey Healthcare Systems, East Orange  
Radiation Oncology Department  
385 Tremont Avenue  
East Orange, NJ 07018

5. **Definitions/Acronyms:**

Biomedical Engineering – Chief or designee, at: East Orange VAMC 973-

CO – Contracting Officer

COR – Contracting Officer Representative\

PM – Preventive Maintenance Inspection. Services which are periodic in nature and are required to

maintain the equipment in such condition that it may be operated in accordance with its intended design and functional capacity with incidence of malfunction or inoperative conditions.

FSE – Field Service Engineer. A person who is authorized by the contractor to perform maintenance (corrective and/or preventive) services on the VAMC premises.

ESR – Vendor Engineering Service Report. A documentation of the services rendered for each Incidence of work performance under the terms and conditions of the contract.

Acceptance Signature – VA employee who indicates FSE demonstrated service conclusion/status and User has accepted work as complete/pending as stated in ESR.

Authorization Signature – COR's signature; indicates COR s accepts work status as stated in

ESR.

NFPA – National Fire Protection Association

CDRH – Center for Devices and Radiological Health

VAMC – Department of Veterans Affairs Medical Center

OSHA – Occupational Safety and Health Agency

OEM – Original Equipment Manufacturer

6. **Conformance Standards:** Contract service shall ensure that the equipment functions in conformance with the latest published editions of NFPA-99, OSHA, CDRH and include performance standards and specifications used when the Quality Assurance test equipment was procured by VA National, Acquisition Center (NAC) and any upgrades/updates.

## 7. **HOURS OF COVERAGE**

- a. All work performed under this contract will be during the hours of 8am to 8pm and the days of Monday through Friday. Exclusions: Weekends and Federal Holidays. All service/repairs shall be performed during the normal business hours of coverage unless requested and approved by the COR.
- b. Preventive maintenance will be performed semi-annually. Preventive maintenance is to be performed outside normal business hours, including Saturday and Sunday.
- c. Worked performed outside the normal hours of coverage at the request of FSE will be considered service during normal hours of coverage.

NOTE: hardware/software scheduled and performed outside normal hours of coverage at no additional charge to the Government (unless it would be detrimental to equipment up-time; to be determined by COR).

- d. Federal Holidays observed by the VAMC are New Years Day, Labor Day, Martin Luther King day, Columbus day, President's day, Veterans day, Memorial day; Christmas day, Thanksgiving day, Independence day, and any other day specifically declared by the President of the United States to be a national holiday.

## 8. **Repairs:**

- a. The contractor shall maintain the equipment in accordance with the Conformance Standards Section, by furnishing all necessary labor, unlimited technical phone support, equipment, tools, materials, repair service, shipping charges and all peripherals. Equipment repairs/service for items identified in paragraph 3 shall be accomplished in accordance with the terms, conditions and schedule of this agreement. The contractor will provide repair service which may consist of calibration, cleaning, oiling, adjusting, replacing parts and maintaining the equipment, including all intervening calls necessary between regular service calibration.

- b. Only the CO, COR, or designated alternate has the authority to approve/request a service call from the contractor.
- c. Response time: Contractor's FSE must respond with a phone call to the COR and his/her designee within one (1) hour after receipt of telephoned notification 24 hours per day. If the problem cannot be corrected by phone, the FSE will commence work (on-site physical response) within four (4) hours after receipt of notification or completion without undue delay. Except when outside hours of coverage is authorized by the COR.
- d. Repair Up-Time: From the time when the FSE commences the on-site unscheduled maintenance, the repairs/service must be completed within 24 hours, 24 hours per day.

9. **Scheduled Maintenance:**

- a. The Contractor shall perform Preventive Maintenance (PM) service to ensure that equipment listed in paragraph 3 above performs in accordance with the standards identified in paragraph 6 of this PWS. The contractor shall make thorough technical inspections of the equipment identified in paragraph 3. Within ten (10) days after the award of the contract, the contractor shall submit a schedule of PMs and a PM checklist describing in detail the scheduled maintenance procedures for inspecting each piece of equipment listed. This checklist is subject to the approval of the COR. The contractor shall provide and utilize these procedures and checklists with worksheet originals indicating the work performed and actual values obtained (as applicable) provided to the COR at the completion of the PM. All equipment listed under paragraph 3 will have PM service performed semi-annually.
- b. PM services shall include, but need not be limited to the following:
  - (1) Cleaning of equipment
  - (2) Reviewing operating system software diagnostics to ensure that system is operating to the manufacturer's specifications.
  - (3) Calibrating and lubricating the equipment.
  - (4) Performing remedial maintenance of non-emergent nature.
  - (5) Test and replacing faulty and worn parts and/or parts which are likely to become faulty, fail or become worn.
  - (6) Adjusting and calibrating as necessary.
  - (7) Inspecting electrical wiring and cables for wear and fraying.
  - (8) Inspecting all mechanical components including, but not limited to patient restraints and support devices, chains, belts, bearing and tracks, interlocks, clutches, motors, mechanical integrity, safety, and performance.
  - (9) Performing Electrical Safety Inspections, which should include line cord ground wire resistance and leakage as specified in the Conformance Standards.

(10) Returning the equipment to the operating condition defined in paragraph 6, Conformance Standards.

- c. PM services shall be performed in accordance with and during the hours defined in the Preventive Maintenance schedule established herein. All exceptions to the PM schedule shall be arranged and approved in advance with the COR.
- d. All parts, services, manuals, tools, or software required to successfully complete scheduled PM are included within this contract, and its agreed upon price, unless specifically stated in writing otherwise.
- e. Upon completion of the preventive maintenance and electrical safety inspection, the FSE must tag the equipment with the appropriate labels used by each facility, if required by the facility. The FSE must fill-in label sections for: date inspection, date next due, and initials of FSE. Labels will be provided to the FSE when reporting (signing-in) to Biomedical Engineering.

10. **Parts:** The contractor shall furnish and replace parts to meet the repair up-time requirements as stated in paragraph 8d. If parts cannot be furnished by this time, the COR must be notified. The contractor has ready access to unique and/or high mortality replacement parts. All parts supplied shall be compatible with existing equipment. New parts shall be furnished by the contractor and guaranteed against defects and/or failure for a period of one (1) year from completion of installation of the component.

11. **Service Manuals:** The VAMC shall not provide service manuals or service diagnostic software to the contractor. The contractor shall obtain, have on file, and make available to its FSE's all operational and technical documentation, (such as operational and service manuals, schematics, and parts list) which are necessary to meet the performance requirements of this contract. The location and listing of the service data manuals, by name, and/or the manuals themselves shall be provided to the CO upon request.

12. **Documentation/Reports:** The documentation will include legible detailed descriptions of the scheduled and unscheduled maintenance procedures performed, including replaced parts and prices (for outside normal working hour service) required to maintain the equipment in accordance with conformance standards. Such documentation shall meet the guidelines as set forth in the conformance standards. In addition, each ESR must as a minimum document the following data legibly and in complete detail:

- a. Name of Contractor.
- b. Name of FSE who performed services.
- c. Contractor Service ESR Number/Log Number.
- d. Date, Time (starting and ending), Equipment Downtime and Hours-On-Site for service call.
- e. Contract award number and obligation number identified in the contract which covers the call if outside normal working hours.
- f. Description of problem reported by COR/User.
- g. Identification of equipment to be serviced:

- (1) Invoice number, Manufacturer's name, Device name, Model number, Serial number, and any other manufacturers identification numbers.
- h. Itemized Description of Service performed (including cost associated with after normal working hour services), to include:
  - (1) Labor and Travel.
  - (2) Parts and materials (with parts number).
  - (3) Circuit location of problem/corrective action.
- i. Total cost to be billed.
- j. Signatures:
  - (1) FSE performing services described.
  - (2) A employee who witnessed service described.
- k. Equipment downtime. (NOTE: Any additional charges claimed must be approved by the COR before service is completed!)

13. **Reporting Requirements:**

- a. The contractor shall be required to report to Biomedical Engineering and/or Radiology to log in. This check in is mandatory, and each facility will designate the appropriate area to report to. When the service is completed, the FSE shall document services rendered on a legible ESR(s). The FSE shall be required to log out with and submit the ESR(s) to Biomedical Engineering and/or Radiology. All ESRs shall be submitted to the equipment user for an "acceptance signature" and to the COR for an "authorization signature". If the COR is unavailable, a signed authorized copy of the ESR will be sent to COR by the contractor after the work can be reviewed (if requested or noted on the ESR).
- b. The contractor is totally responsible for providing Service and Preventive Maintenance reports directly to the COR.
- c. The contractor shall notify the COR, in writing, of any required services which are outside of the services requested in this performance work statement which the contractor considers he/she is not responsible for under the terms of this contract. The contractor shall notify the COR immediately, but not later than 24 consecutive hours after discovery, of the existence or the development of any defects in, or repairs required to the scheduled equipment. The contractor shall furnish the CO and COR with a written estimate of the cost to make necessary repairs

14. **Training:**

- a. All contractor employees and subcontractor employees requiring access to VA information and VA information systems shall complete the following before being granted access to VA information and its systems.

- (1) Sign and acknowledge (either manually or electronically) understanding of and responsibilities for compliance with the Contractor Rules of Behavior, Appendix E relating to access to VA information and information systems; VA Handbook 6500.6, Contract Security APPENDIX C.
  - (2) Successfully complete the VA Cyber Security Awareness and rules of Behavior training and annually complete required security training.
  - (3) Successfully complete the appropriate VA privacy training and annually complete required privacy training; and
- b. The contractor shall provide to the contracting officer and/or the COR a copy of the training certificates and certification of signing the Contractor Rules of behavior for each applicable employee within one (1) week of the initiation of the contract and annually thereafter, as required.
  - c. Failure to complete the mandatory annual training and sign the Rules of Behavior annually, within the timeframe required, is grounds for suspension or termination of all physical or electronic access privileges and removal from work on the contract until such time as the training and documents are complete.

15. **Condition of Equipment:** The contractor accepts responsibility for the equipment described in paragraph 3 in “as is” condition. Failure to inspect the equipment prior to contract award will not relieve the contractor from performance of the requirements for this contract.

16. **Competency of Personnel Services Equipment:**

- a. Each respondent must have an established business, with an office and full time staff. The staff includes a “fully qualified” FSE who will serve as the backup.
- b. “Fully Qualified” is based upon training and on experience in the field. For training, the FSE(s) has successfully completed a formalized training program, for the equipment comparable to that identified in the Section B Price/Cost Schedule. For field experience, the FSE has a minimum of three years of experience, with respect to scheduled and unscheduled preventive and remedial maintenance, on equipment comparable to the X-Ray System, identified in Section B schedule.
- c. The FSE’s shall be authorized by the Contractor to perform the maintenance services. All work shall be performed by “Full Qualified” competent FSEs. The contractor shall provide written assurance of the competency of their personnel and list of credentials of approved FSEs for each make and model the Contractor services at the VAMC. The CO may authenticate the training requirements, request training certificates or credentials from the contractor at any time for any personnel who are servicing or installing any VAMC equipment. The CO and/or the COTR specifically reserve the right to reject any of the contractor’s personnel and refuse them permission to work on the VAMC equipment.
- d. If subcontractor(s) are used, they must be approved by the CO; the contractor shall submit any proposed change in subcontractor(s) to the CO for approval/disapproval.

17. **Test Equipment:** Prior to commencement of work on this contract, the contractor shall provide the VAMC with copy of current calibration. Test equipment calibration shall be traceable to national standard.

18. **Identification, Parking, Smoking, and VA Regulations:** The contractor's FSE's shall wear visible identification at all times while on the premises of the VAMC. Smoking is prohibited inside any buildings at the VAMC. Possession of weapons is prohibited. Enclosed containers, including tool kits, shall be subject to search. Violations of VA regulations may result in citation answerable in the United States (Federal) District Court, not a local district, state, or municipal court.