

Questions and Responses

1. Is Steris currently taking care of the equipment and is/was the VA on a service contract with them?

Response: The equipment has been taken care of by Steris under a Logistics time and materials agreement. The STVHCS contract with Steris expired in October 2016.

2. If it is Steris, do they guarantee 30-minute telephone response and four (4) hour on-site response for all the locations?

Response: The response times will be revised in the Statement of Work. Response time will be revised to two (2) hours for phone call-backs and 24 hours for on-site priority issues.

3. Steris Corporations standard response time is two (2) hours for initial phone contact, or less, and twenty-four (24) hours, or less, for priority service calls for non-operable units. We request that these response times replace what is listed in your current scope of work.

Response: The response times will be revised in the Statement of Work.

4. Are all PM's current?

Response: The PM's are current until the end of September 2017.

5. We ask that you add item c. "Contractor must be authorized by Steris to provide service and parts to their equipment" to 2. CONTRACTOR QUALIFICATONS AND PROVISIONS.

Response: The equipment that is to be serviced was purchased by the government and does not belong to Steris. Steris offers training and sells OEM replacement parts to the public.

<http://servicetraining.steris.com/> <https://www.steris.com/healthcare/service-and-service-parts/steris-service-parts/> The government will accept that a Contractor/Vendor has completed Steris training in order to service the government owned Steris brand named equipment. The Statement of Work will not be revised for the request.