

Statement of Work

Background:

The Malcolm Randall VA Medical is pursuing the procurement of a Medical Grade Media Burning System for the Diagnostic Imaging Service. The system will serve to provide veterans with copies of imaging studies and procedures performed in VISN 8 VA sites and archived in Vista Imaging and Intellispace PACS. The Media Burning System is an essential component of the DIS fileroom functions, so the removal the old system and installation the new system must be completed without delays. The contractor will provide access to technical personnel, documentation, and the expertise to support a prompt installation and guidance for maintaining and supporting the system thereafter.

Objective:

The procurement of the new system will require on-site hardware assembly, installation, and software configurations to comply with Gainesville VA DIS imaging parameters. The “on-site” installation diminishes the dependency on internet or remote connection to complete the installation, and ensures that the device is professionally and promptly installed to contractor, Diagnostic Imaging service, and OI&T specifications. The contractor will have physical access to the device and to system network information (IP address, gateway) during the installation but will not have access to VA sensitive information (PHI or study details).

If the contractor does not provide an on-site installation, he must have VA NSOC approved remote access with authorized access to North Florida/South Georgia sites.

After the installation, contractors without VA NSOC approved remote access or Business Agreements will provide email or phone technical support enabling Diagnostic Imaging staff to request guidance with:

- Troubleshooting of system and connectivity issues
- Device configuration updates
- Data integrity maintenance and improvement
- Authorized security updates and patches
- Inquiries about functionality and features

Qualifications / Certifications:

The technical support representative shall be qualified and have the required levels of professional and technical experience to perform the work required by this statement of work.

Data / Deliverables:

The following new software versions will be provided as they are released:

- New features
- Bug fixes
- Workflow improvements

Period of performance

It is expected that the Media Burning System will be functional on the scheduled date of installation

Place of performance

All installations and support will be completed in areas within the Diagnostic Imaging Service offices;

NF/SG Veteran Health System: Malcom Randall VA Gainesville (model 7200), FL; Lake City VAMC (model 6200); The Villages Outpatient Clinic (model 6200)

Scheduling and Hours of Work:

- All work involved shall be scheduled with the Diagnostic Imaging Service PACS Administrator.
- 24/7 Technical and Application Support