

1. Title: Preventative Maintenance for CT Scan and Ultrasound Imaging Equipment

2. Purpose: The Michael E. DeBakey VAMC (MEDVAMC) hereby issues the following Sources Sought to Request Information (RFI). This RFI is to seek Contractors with the capability to provide Houston MEDVAMC with all labor, supervision, parts, software, transportation, management and personnel required for performing the maintenance on government Toshiba equipment.

3. Objective: To find qualified and certified contractors with the capability to provide services to the equipment listed below:

- a) System
AQ64/CFX.000 (AQUILION MS 64 CT SCANNER)
Glassware
CTTUBE.B.UNLTD.01 (Unlimited Tube Coverage)
CHEG-004C.010 (ECG GATED SCANNING ACQ AQ/MP)
TSXF-003F.010 (CT FLUORO FOR AQ ONE/64/32)

- b) System
AQ64/CORE.000 (AQUILION 64 CORE WHOLE BODY CT SCANNER)
Glassware
CTTUBE.B.UNLTD.010 (UNLIMITED TUBE COVERAGE)
CHEG-004C.010 (ECG GATED SCANNING ACQ AQ/MP)
TSXF-003F.010 (CT FLUORO FOR AQ ONE/64/32)

- c) System
SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM)
Probes
PLT-604AT.010 (TRANSDUCER,LINER ARRAY)
PLT-704SBT.010 (TRANSDUCER,LINER,MULTIFREQUENCY)
PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ)

- d) System
SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM)
Probes
PLT-604AT.010 (TRANSDUCER,LINER ARRAY)
PLT-704SBT.010 (TRANSDUCER,LINER,MULTIFREQUENCY)
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- f) System
SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM)
Probes
PLT-604AT.010 (TRANSDUCER,LINEAR ARRAY)
PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY)
PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ)

- g) System
TUS-A300.000 (APLIO 300 ULTRASOUND IMAGING SYSTEM)
Probes
PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY)
PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ)
PVT-674BT.010 (TRANSDUCER,CONVEX ARRAY)
PVT-781VT.010 (TRANSDUCER,MULTI-FREQUENCY CONVEX ENDOCAVITARY)
UP-D897.010 (PRINTER,DIGITAL B/W USB)

- h) System
PRIME-SERIES-S/3.000 (AQUILION PRIME FAST WHOLE BODY CT SCANNER WITH AIDR 3D)
Glassware
CTTUBE.C.UNLTD.010 (UNLIMITED TUBE COVERAGE)
CGS-55A/1B.010 (PRIME DETECTOR UPGRADE KIT)
CSDS-002A/2B.010 (CONEXACT DOUBLE SLICE KIT)

The services shall include but is not limited to all labor, supervision, parts, software, transportation, calibration, management, ILINQ response time 30 minutes, Uptime 98%, and personnel to perform scheduled preventative maintenance in accordance with Toshiba current preventative maintenance requirements. To include unscheduled repair visits and remote monitoring for all Toshiba equipment with technical support.

Contractor shall be an authorized vendor, trained technician, authorized by Toshiba for proprietary equipment and services to meet all government requirements and objectives. All questions shall be answered in Section 5 for the government considered contractor with the capability to meet the government requirement.

4. Place of Performance:

Michael E. Debaque VA Medical Center (MEDVAMC)
2002 Holcombe Blvd, Bldg 100
Houston, TX 77030

5. Responses Required:

The MEDVAMC requires all the following questions answered in this RFI. Answers that are not provided shall be considered **non-responsive** to the Request for Information/Sources Sought and **contractor shall not be considered** as part of the market research.

- a. Is the contractor a Toshiba authorized vendor with certified technicians to meet all government requirements and objectives? (Contractor shall attach authorization letter to be reviewed by the government to be considered as part of the Market Research and responsive to this Sources Sought notice).
- b. Does the Contractor possess the capability to obtain software updates for Toshiba equipment? (Contractor shall attach authorization letter to be reviewed by the government to be considered as part of the Market Research and responsive to this Sources Sought notice)
- c. Does the Contractor possess all required license, transportation and certification required to perform Preventative Maintenance on CT Scan and Ultrasound Imaging equipment for MEDVAMC Houston, TX.
- d. Contractors shall also provide:
 - Point(s) of contact name, address, telephone number, and email address;
 - Company's business size; Data Universal Numbering System (DUNS) Number.
- e. Is the Contractor a small business, SDBs, HUBZone, or 8A concern? (Contractor shall attach authorization letter to be reviewed by the government to be considered as part of the Market Research and responsive to this Sources Sought notice).
- f. Has Contractor provided similar services? (Contractor shall provide in capability statement a list of active contracts for commercial, federal, state, and local governments. List of contracts shall provide communication on the Government requirement illustrating the capability for comparison).
- g. Is the Contractor available under any of the following:
- h. Government Wide Agency Contract (GWAC), General Services Administration Schedules (GSA), Indefinite Delivery Indefinite Quantity (IDIQ), and/or Blanket Purchase Agreement (BPA)?
(Please list the contract number and a brief summary of the products and services provided).
- i. Provide a short summary of your potential approach to this type of contract and meeting the specific requirements per the draft Statement of Work and your experience managing similar contracts with similar requirements for the MEDVAMC.

6. Opportunity:

The MEDVAMC, is seeking information from potential contractors on their ability to provide this service. **THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** Small Business Concerns are encouraged to provide responses to this RFI in order to assist the MEDVAMC in determining potential levels of competition available in the industry. Contractor shall provide answers to all questions requested and shall possess the capability to provide all requirements and objectives per the **DRAFT STATEMENT OF WORK.**

7. Instructions and Response Guidelines:

RFI responses are due by November 6, 2017 at 9:00am (Central Time); size is limited to 8.5 x 11 inches, 12-point font, with 1-inch margins in Microsoft Word format via email to jeneice.mcclinton@va.gov .

All Questions shall be submitted by November 2, 2017 at 12:00 pm (Central Time) via email to jeneice.mcclinton@va.gov . Telephone requests or inquires will not be accepted.

The subject line shall read:

9018 – Sources Sought Preventative Maintenance for CT Scan & Ultrasound Imaging Equipment

NO SOLICITATION EXISTS AT THIS TIME. There is no page limitation on above subparagraphs 5(a) - 5(i). Please provide the information you deem relevant in order to respond to the specific inquiries of the RFI. Information provided will be used solely by MEDVAMC as "market research" and will not be released outside of the MEDVAMC Purchasing and Contract Team. This RFI does not constitute a Request for Proposal (RFP), Invitation for Bid (IFB), or Request for Quotation (RFQ), and it is not to be construed as a commitment by the Government to enter into a contract, nor will the Government pay for the information submitted in response to this request. All information contained in this RFI is preliminary as well as subject to modification and is in no way binding on the Government.

7. In accordance with FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the U.S. Government to form a binding contract. If a solicitation is released, it will be synopsised in the Federal Business Opportunities (FedBizOpps) website or GSA. It is the responsibility of the interested parties to monitor these sites for additional information pertaining to this RFI, or future RFP.

8. Contact Information:

Contract Specialist, Jeneice McClinton

Email address: jeneice.mcclinton@va.gov

Your responses to this notice are appreciated.

THIS NOTICE IS NOT A REQUEST FOR COMPETITIVE QUOTES; however, any firm that believes it can meet the requirements may give written notification prior to the response due date and time. Supporting evidence must be furnished in sufficient detail to demonstrate the ability to perform the requirements.

DRAFT Statement of Work

1. EQUIPMENT IDENTIFICATION AND COVERAGE:

SID	Equipment Type	MODEL	Coverage	Equipment List
275651	CT	AQUILION 64	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 9:00 PM, EXCLUDING FEDERAL HOLIDAYS SATURDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS</p> <p>Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 9:00 PM, EXCLUDING FEDERAL HOLIDAYS</p> <p>Response Time: STANDARD 30 MINUTE PHONE RESPONSE</p> <p>STANDARD 4 HOUR ON-SITE RESPONSE</p> <p>Uptime Guarantee: 98%</p> <p>Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS.</p> <p>Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT.</p> <p>Glassware: GLASSWARE IS COVERED BY THIS AGREEMENT. ALL GLASSWARE WILL BE REPLACED AT NO ADDITIONAL CHARGE FOR THE DURATION OF THIS AGREEMENT.</p>	<p>SYSTEM AQ64/CFX.000 (AQUILION MS 64 CT SCANNER)</p> <p>GLASSWARE CTTUBE.B.UNLTD.010 (UNLIMITED TUBE COVERAGE) QTY 1</p> <p>INCLUDED OPTIONS CHEG-004C.010 (ECG GATED SCANNING ACQ AQ/MP) TSXF-003F.010 (CT FLUORO FOR AQ ONE/64/32)</p>
328047	CT	AQUILION 64	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 9:00 PM, EXCLUDING FEDERAL HOLIDAYS SATURDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS</p> <p>Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 9:00 PM, EXCLUDING FEDERAL HOLIDAYS</p> <p>Response Time: STANDARD 30 MINUTE PHONE RESPONSE</p> <p>STANDARD 4 HOUR ON-SITE RESPONSE</p> <p>Uptime Guarantee: 98%</p> <p>Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS.</p> <p>Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT.</p> <p>Glassware: GLASSWARE IS COVERED BY THIS AGREEMENT. ALL GLASSWARE WILL BE REPLACED AT NO ADDITIONAL CHARGE FOR THE DURATION OF THIS AGREEMENT.</p>	<p>SYSTEM AQ64/CORE.000 (AQUILION 64 CORE WHOLE BODY CT SCANNER)</p> <p>GLASSWARE CTTUBE.B.UNLTD.010 (UNLIMITED TUBE COVERAGE) QTY 1</p> <p>INCLUDED OPTIONS CHEG-004C.010 (ECG GATED SCANNING ACQ AQ/MP) TSXF-003F.010 (CT FLUORO FOR AQ ONE/64/32)</p>

391196	ULTRASOUND	APILO MX	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Response Time: STANDARD 30 MINUTE PHONE RESPONSE STANDARD 4 HOUR ON-SITE RESPONSE Uptime Guarantee: 98% Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS. Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT. Probe: ALL PROBES LISTED IN THIS AGREEMENT ARE FULLY COVERED AND WILL BE REPLACED AT NO CHARGE TO THE CUSTOMER, PROVIDED REPLACEMENT IS NOT DUE TO CUSTOMER NEGLIGENCE.</p>	<p>SYSTEM SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM) PROBES PLT-604AT.010 (TRANSDUCER,LINEAR ARRAY) QTY 1 PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY) QTY 1 PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ) QTY 1</p>
391197	ULTRASOUND	APILO MX	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Response Time: STANDARD 30 MINUTE PHONE RESPONSE STANDARD 4 HOUR ON-SITE RESPONSE Uptime Guarantee: 98% Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS. Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT. Probe: ALL PROBES LISTED IN THIS AGREEMENT ARE FULLY COVERED AND WILL BE REPLACED AT NO CHARGE TO THE CUSTOMER, PROVIDED REPLACEMENT IS NOT DUE TO CUSTOMER NEGLIGENCE.</p>	<p>SYSTEM SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM) PROBES PLT-604AT.010 (TRANSDUCER,LINEAR ARRAY) QTY 1 PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY) QTY 1 PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ) QTY 1</p>

30005965	ULTRASOUND	APILO MX	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Response Time: STANDARD 30 MINUTE PHONE RESPONSE STANDARD 4 HOUR ON-SITE RESPONSE Uptime Guarantee: 98% Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS. Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT. Probe: ALL PROBES LISTED IN THIS AGREEMENT ARE FULLY COVERED AND WILL BE REPLACED AT NO CHARGE TO THE CUSTOMER, PROVIDED REPLACEMENT IS NOT DUE TO CUSTOMER NEGLIGENCE.</p>	<p>SYSTEM SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM) PROBES PLT-604AT.010 (TRANSDUCER,LINEAR ARRAY) QTY 1 PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY) QTY 1 PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ) QTY 1</p>
30005966	ULTRASOUND	APILO MX	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Response Time: STANDARD 30 MINUTE PHONE RESPONSE STANDARD 4 HOUR ON-SITE RESPONSE Uptime Guarantee: 98% Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS. Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT. Probe: ALL PROBES LISTED IN THIS AGREEMENT ARE FULLY COVERED AND WILL BE REPLACED AT NO CHARGE TO THE CUSTOMER, PROVIDED REPLACEMENT IS NOT DUE TO CUSTOMER NEGLIGENCE.</p>	<p>SYSTEM SSA-780.000 (APLIO MX ULTRASOUND IMAGING SYSTEM) PROBES PLT-604AT.010 (TRANSDUCER,LINEAR ARRAY) QTY 1 PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY) QTY 1 PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ) QTY 1</p>

30006456	ULTRASOUND	APILO MX	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Response Time: STANDARD 30 MINUTE PHONE RESPONSE STANDARD 4 HOUR ON-SITE RESPONSE Uptime Guarantee: 98% Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS. Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT. Probe: ALL PROBES LISTED IN THIS AGREEMENT ARE FULLY COVERED AND WILL BE REPLACED AT NO CHARGE TO THE CUSTOMER, PROVIDED REPLACEMENT IS NOT DUE TO CUSTOMER NEGLIGENCE.</p>	<p>SYSTEM TUS-A300.000 (APLIO 300 ULTRASOUND IMAGING SYSTEM) PROBES PLT-704SBT.010 (TRANSDUCER,LINEAR,MULTIFREQUENCY) QTY 1 PVT-375BT/FS.010 (TRANSDUCER,CONVEX,MULTI-FREQ) QTY 1 PVT-674BT.010 (TRANSDUCER,CONVEX ARRAY) QTY 1 PVT-781VT.010 (TRANSDUCER,MULTI-FREQUENCY CONVEX ENDOCAVITARY) QTY 5 INCLUDED OPTION UP-D897.010 (PRINTER,DIGITAL B/W USB)</p>
30007700	CT	AQUILION PRIME	<p>Coverage Hours: MONDAY THROUGH FRIDAY, 8:00 AM - 9:00 PM, EXCLUDING FEDERAL HOLIDAYS SATURDAY, 8:00 AM - 5:00 PM, EXCLUDING FEDERAL HOLIDAYS Preventive Maintenance: MONDAY THROUGH FRIDAY, 8:00 AM - 9:00 PM, EXCLUDING FEDERAL HOLIDAYS Response Time: STANDARD 30 MINUTE PHONE RESPONSE STANDARD 4 HOUR ON-SITE RESPONSE Uptime Guarantee: 98% Labor and Travel Charges: PREFERRED RATES FOR LABOR AND TRAVEL OUTSIDE OF COVERAGE HOURS. Parts Replacement: PARTS WILL BE REPLACED WHEN DEEMED NECESSARY BY TAMS, EXCLUDING DISPOSABLES, ACCESSORIES, OPTIONS OR UPGRADES NOT LISTED IN THE TERMS AND CONDITIONS OF THIS AGREEMENT. Glassware: GLASSWARE IS COVERED BY THIS AGREEMENT. ALL GLASSWARE WILL BE REPLACED AT NO ADDITIONAL CHARGE FOR THE DURATION OF THIS AGREEMENT.</p>	<p>SYSTEM PRIME-SERIES-S/3.000 (AQUILION PRIME FAST WHOLE BODY CT SCANNER WITH AIDR 3D) GLASSWARE CTTUBE.C.UNLTD.010 (UNLIMITED TUBE COVERAGE) QTY 1 INCLUDED OPTIONS CGS-55A/1B.010 (PRIME DETECTOR UPGRADE KIT) CSDS-002A/2B.010 (CONEXACT DOUBLE SLICE KIT)</p>

2. DEFINITIONS/ACRONYMS:

- A. Biomedical Engineer(ing) - Supervisor or designee.
- B. CO - Contracting Officer
- C. COR - Contracting Officer's Technical Representative
- D. 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 minimal incidence of malfunction or inoperative conditions.
- E. FSE - Field Service Engineer. A person who is authorized by the contractor to perform maintenance (corrective and/or preventive) services on the VAMC premises.
- F. 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.
- G. Acceptance Signature - VA employee who is authorized to sign-off on the ESR which indicates that the PM has been concluded or is still pending completion, or that the Emergency Repair has been accomplished or is still in a pending status.
- H. Authorization Signature - COR's signature; indicates COR accepts work status as stated in ESR.
- I. NFPA - National Fire Protection Association.
- J. CDRH - Center for Devices and Radiological Health.
- K. VAMC - Department of Veterans Affairs Medical Center
- L. VAH - Department of Veterans Affairs Hospital

3. CONFORMANCE STANDARDS: - Contract service shall ensure that the equipment functions in conformance with the latest published edition of NFPA-99, UL, OSHA, VA, and CDRH.

The contractor shall supply certification of tuberculosis testing completion prior to commencing any work located on the MEDVAMC campus.

4. OPERATIONAL UPTIME - REQUIREMENTS: - The CT Scan shall be operable and available for use 98% of the normal operating hours of the equipment as detailed in section 5., HOURS OF COVERAGE. Downtime will be computed from notification of problem during normal work hours. Scheduled maintenance will be excluded from downtime. Normal work hours are 8:00 a.m. to 6:00 p.m., Monday thru Friday, excluding national holidays). 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. HOURS OF COVERAGE:

- A. Normal hours of coverage are Monday through Friday from 8:00 a.m. to 9:00 p.m., excluding holidays. All service/repairs will be performed during normal hours of coverage unless requested or approved by COR or his designee.

B. Preventive maintenance will be performed monthly. Preventive maintenance will be performed starting at 1 p.m.

C. Work performed outside the normal hours of coverage at the request of COR will be billed at half the contractor's standard hourly service rate.

NOTE: - Hardware/software update/upgrade installations will be 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 the COR). Government provides software/hardware upgrade/update.

D. Federal Holidays observed by the VAMC are:

New Years' Day
Martin Luther King Day
Presidents' Day
Memorial Day
Independence Day
Labor Day
Columbus Day
Veterans' Day
Thanksgiving Day
Christmas Day

6. UNSCHEDULED MAINTENANCE (Emergency Repair Service):

A. Contractor shall maintain the equipment in accordance with the manufacturer's specifications. 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 services and calibrations. All required parts shall be furnished.

B. 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 or his/her designee within thirty (30) minutes after receipt of telephoned notification twenty-four (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 this second notification and will proceed progressively to completion without undue delay.

7. SCHEDULED MAINTENANCE:

A. The Contractor shall perform PM service to ensure that equipment listed in the schedule performs in accordance with Section 3, Conformance Standards. (An outline of the PM procedures and schedule shall be provided to the COR). The Contractor shall provide and utilize procedures and checklists with worksheet originals indicating work performed and actual values obtained (as applicable). This documentation shall be provided to the COR at the completion of the PM. The contractor shall provide written description of Preventive Maintenance Inspections (PMI). This

description shall include an itemized list of the procedures performed, including electrical safety. 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 the system is operating in accordance with Section 3, Conformance Standards or the manufacturer's specifications.
- 3) Calibrating and lubricating the equipment.
- 4) Performing remedial maintenance of non-emergent nature.
- 5) Testing and replacing faulty and worn parts and/or parts likely to become faulty, fail or become worn.
- 6) Inspecting and replacing where indicated, electrical wiring and cables for wear and fraying.
- 7) Inspecting, and replacing where indicated, all mechanical components which may include, but is not limited to: X-ray tube mounting hardware, patient restraints and support devices, cables and mounting hardware, chains, belts, bearings and tracks, interlocks, clutches, motors, keyboards, and patient couches for mechanical integrity, safety, and performance.
- 8) Returning the equipment to the operating condition defined in Section 3, Conformance Standards.
- 9) Providing documentation of services performed.
- 10) Inspecting and calibrating the hard copy image device.

B. 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.

C. Any charges for 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.

8. PARTS: - The Contractor shall furnish and replace parts to meet uptime requirements. The Contractor has ready access to all parts, including unique and/or high mortality replacement parts. All parts supplied shall be compatible with existing equipment. The contract shall include all parts [except - if applicable - those parts specifically listed as being EXCLUDED]. The contractor shall use new original equipment manufacturer (OEM) parts. All parts shall be of current manufacture and have complete versatility with the presently installed equipment. All parts shall perform identically to the original equipment specifications. Rebuilt parts, used parts or those removed from another [name the equipment], shall not be installed without specific approval by the CO or the COR. (The Contractor shall also list any excluded parts under the service contract).

9. SERVICE MANUALS/TOOLS/EQUIPMENT: - The VAMC shall not provide tools, (test) equipment, 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.

10. DOCUMENTATION/REPORTS: - The documentation shall include detailed descriptions of the scheduled and unscheduled maintenance (i.e., Emergency repairs) procedures performed, including replaced parts and prices (for outside normal working hour services) required to maintain the equipment in accordance with Section 3, Conformance Standards or the manufacturer's specifications. Such documentation shall meet the guidelines as set forth in the Conformance Standards section. The ESR will consist of a separate PM report for the item(s) covered under the "specific" contract. Grouping different equipment from different contracts on "one" ESR is prohibited. In addition, each ESR must, at a minimum, document the following data legibly and in complete detail:

- A. Name of contractor and contract number.
- 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. VA purchase order numbers covering the call if outside normal working hours.
- F. Description of problem reported by COR.
- G. Identification of equipment to be serviced:
 - 1) Inventory ID number,
 - 2) Manufacturer's name,
 - 3) Device name,
 - 4) Model number,
 - 5) Serial number,
 - 6) Any other manufacturer's identification numbers.
- H. Itemized Description of Service Performed (including, if applicable, Costs associated with after normal working hour services) including:
 - 1) Labor and Travel,
 - 2) Parts (with part numbers),
 - 3) Materials and Circuit Location of problem/corrective action.
- I. Total Cost to be billed (if applicable - i.e., part(s) not covered or service rendered after normal hours of coverage).

J. Signatures:

- 1) FSE performing services described.
- 2) Authorized VA Employee who witnessed service described.

NOTE: - Any additional charges claimed must be approved by the COR before service is completed!

11. REPORTING REQUIREMENTS: - The Contractor shall be required to report to the COR's designated area to log in. This check-in is MANDATORY. 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 reporting area and submit the ESR(s) to the COR. 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 the Contractor after the work can be reviewed (if requested or noted on the ESR).

VA Biomedical Contact Person: Devang Patel, Morris McKenzie, and David Miller
Location(Bldg/Room #): BA-200
Telephone Number & Extension(s): 713-791-1414 x27271 or 26661

Provide name(s) of authorized contact person(s):

12. LIQUIDATED DAMAGES:

Uptime Base = ("a" hours per day X "b" days per week X 52 weeks) – (PM hours during prior 365 days).
Where "a" hours per day and "b" days per week are determined by MEDVAMC elected Onsite Coverage Hours for each Product.

Downtime:

- a. Contractor shall be liable to the Government for losses of production due to significant equipment downtime. Significant equipment downtime is that which exceeds ten (10) hours/month. Records regarding downtime will be kept by the COR and the maintenance contractor.
- b. Equipment downtime is calculated only from those normal hours of coverage (see Hours of Coverage Section) that the scheduled equipment is not fully operational. Downtime will begin when the Contractor is required to be on site (see Unscheduled Maintenance Section response time definition) after notification by the CO, COR or designated alternate. Downtime will accumulate until the scheduled equipment is returned to full and usual operation and accepted as such by the CO, COR or designated alternate. This does not include scheduled maintenance for PM purposes or when waiting for VA furnished tubes. Refusal of access to the equipment indicates that the unit is up and running and this time will not be considered when determining downtime. Refusal of access to the equipment voids the service call.
- c. If downtime exceeds sixteen (16) consecutive hours, the CO may exercise the option to hire an alternate source to resolve the problem. The decision to exercise this alternative will reside exclusively with the CO. All fees generated by the alternate Contractor(s) will be handled in accordance with Default clause.
- d. Monies will be subtracted from the contract if the Contractor fails to meet the up-time requirements using the following formula:

<u>MONTHLY DOWNTIME</u>	<u>MONTHS</u>
<u>10 - 11 hours/month</u>	0%
<u>12 - 13 hours/month</u>	20%
<u>14 - 15 hours/month</u>	40%
<u>16 - 17 hours/month</u>	60%
<u>18 - 19 hours/month</u>	80%
<u>20 or more hours/month</u>	100%

These will be computed for the monthly dollar totals.

13. PAYMENT: - Invoices will be paid in arrears on a quarterly basis. Invoices, **MUST INCLUDE**, at a minimum, the following information: Contract No., Purchase Order No., Item(s) covered (to include serial #'s) by the PMI and covered period of service. Each invoice must be provided in triplicate.

14. ADDITIONAL CHARGES: - There will be no additional charge for time spent at the site (during, or after the normal hours of coverage) awaiting the arrival of additional FSE and/or delivery of parts.

15. REPORTING REQUIRED SERVICES BEYOND THE CONTRACT SCOPE: - The Contractor shall report to Biomedical Engineering to log in. This check in is mandatory. 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 Biomedical Engineering and submit the ESR(s) to the COR. 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 the Contractor after the work can be reviewed (if requested or noted on the ESR). immediately, but no later than 24 (twenty-four) consecutive hours after discovery, notify the CO and COR (in writing) of the existence or the development of any defects in, or repairs required, to the scheduled equipment which the Contractor considers he/she is not responsible for under the terms of the contract. The Contractor shall furnish the CO and COR with a written estimate of the cost to make necessary repairs.

16. CONDITION OF EQUIPMENT: - The Contractor accepts responsibility for the equipment in "as is" condition. Failure to inspect the equipment prior to contract award will not relieve the Contractor from performance of the requirements of this contract.

17. COMPETENCY OF PERSONNEL SERVICING EQUIPMENT:

A. Each respondent must have an established business, with an office and full time staff. The staff includes a "fully qualified" FSE and 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. For field experience, the FSE(s) has a minimum of two years of experience (except for equipment newly on the market) with

respect to scheduled and unscheduled preventive and remedial maintenance, on Toshiba Aquillion 64 CT Scanner.

C. The FSEs shall be authorized by the Contractor to perform the maintenance services. All work shall be performed by "Fully Qualified" competent FSEs. The Contractor shall provide written assurance of the competency of their personnel and a 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 COR 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.

18. TEST EQUIPMENT: - Prior to commencement of work on this contract, the Contractor shall provide the MEDVAMC with a copy of the current calibration certification of all test equipment which is to be used by the Contractor on MEDVAMC's equipment. This certification shall also be provided on a periodic basis when requested by the MEDVAMC. Test equipment calibration shall be traceable to a national standard.

19. IDENTIFICATION, PARKING, SMOKING, AND VA REGULATIONS: - The Contractor's FSEs shall wear visible identification at all times while on the premises of the VAMC. It is the responsibility of the Contractor to park in the appropriate designated parking areas. Information on parking is available from the MEDVA Police Section. The MEDVAMC will not invalidate or make reimbursement for parking violations of the Contractor under any conditions. Smoking is prohibited inside any buildings at the MEDVAMC and is only permitted in specified smoking areas on the MEDVA medical center campus. 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.

NOTE: - Enter unique or unusual conditions [modify to suit your specific situation(s)] if the above clause is not entirely applicable.

20. INSURANCE:

A. Worker compensation and employer's liability: - Contractors are required to comply with applicable Federal and State Worker Compensation and occupational disease statutes.

B. General Liability: - Contractors are required to have Bodily Injury Liability Insurance coverage written on the comprehensive form of policy of at least \$500,000 per occurrence.

C. Property Damage Liability: - Contractors are required to have Property Damage Liability insurance coverage of at least \$500,000.

The Vendor will need to access VA systems in order to perform software upgrades, preventative maintenance and maintenance repairs.

21. PRIVACY/SECURITY:

The contractor will not have electronic connectivity to the devices. The Vendor will only have access to patient databases and PHI when physically troubleshooting image quality and other specific imaging related maintenance. Any electronic or magnetic data storage devices such as hard drives, etc. shall be turned into the ISO. Electronic or magnetic data storage devices are not to be removed from VA property.