

**STATEMENT OF WORK (SOW)
as of 01/25/2018**

1. Program Manager

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2. Contract Title.

SURGICAL AND CLINICAL INSTRUMENTATION MAINTENANCE AND REPAIR SERVICES

3. Background/Regulatory Information:

1. Per Centers for Medicare and Medicaid Services memorandum dated December 20, 2013,

- a. Hospital Facilities, supplies and equipment must be maintained to ensure an acceptable level of safety and quality
- b. A hospital may adjust its maintenance, inspection, and testing frequency and activities for facility and medical equipment from what is recommended by the manufacturer, based on a risk-based assessment by qualified personnel
- c. Hospital electing to adjust facility or medical equipment maintenance must develop policies and procedures and maintain documentation supporting their Alternate Equipment Management (AEM) program. They must adhere strictly to the AEM activities and/or frequencies they establish.

2. Per Centers for Disease Control (CDC) Guidelines for Disinfection and Sterilization in Healthcare Facilities, 2008

- a. **Category II recommendation:** to inspect equipment surfaces for breaks in integrity that would impair either cleaning or disinfection/sterilization. Discard or repair equipment that no longer functions as intended or cannot be properly cleaned, and disinfected or sterilized.
- b. **Category 1B recommendation:** Provide comprehensive and intensive training for all staff assigned to reprocess semi-critical and critical medical/surgical instruments to ensure they understand the importance of reprocessing these instruments. To achieve and maintain competency, train each member of the staff that reprocesses semi-critical and/or critical instruments as follows:
 - i. provide hands-on training according to the institutional policy for reprocessing critical and semi-critical devices;

- ii. supervise all work until competency is documented for each reprocessing task;
- iii. conduct competency testing at beginning of employment and regularly thereafter (e.g., annually); and
- iv. review the written reprocessing instructions regularly to ensure they comply with the scientific literature and the manufacturers' instructions

3. Scope.

VA Southern Nevada Healthcare System is requesting the following:

- a. **Work shall be accomplished on weekdays between the hours of 0700-1530 in order to facilitate patient care.**
- b. **At least 97% of all work will be done on-site at VA Southern Nevada Healthcare System via a mobile service. The remaining 3% may need to be serviced in our Lab to ensure proper repair. All welding needed must be completed on campus**
- c. **Technical staffs must be certified from any accredited instrument repair technicians certification; also recommend certification (optional) by either the International Association of Healthcare Central Services Materials Management (IAHCSMM) or the Certification Board for Sterile Processing and Distribution (CBSPD).**
- d. **Mobile On-Site services will be provided over 6 service visits annually. These service visits will be scheduled with the customer contact and occur roughly every other month. Additional on-site services may be needed based on demand. Upon completion of the period of performance for each year, the VA and contractor will review actual repair volume to determine if a modification will be needed to adjust the costs for any variance between actual repair consumption and annual contract amount.**
- e. **A quantity of 5 Sterilizer chambers will be cleaned and removed all stains on-site over 2 service visits annually. These service visits will be scheduled with the customer contact and occur roughly every 6 months. Additional on-site services may be needed based on demand. Upon completion of the period of performance for each year, the VA and contractor will review actual repair volume to determine if a modification will be needed to adjust the costs for any variance between actual repair consumption and annual contract amount.**
- f. **A quantity of 50 Case Carts will be serviced on-site over 6 service visits annually (6 days of service total annually). These service visits will be scheduled with the customer contact and occur roughly every other month. Additional on-site services may be needed based on demand. Upon completion of the period of**

performance for each year, the VA and contractor will review actual repair volume to determine if a modification will be needed to adjust the costs for any variance between actual repair consumption and annual contract amount.

- g. All other rolling stock items (Ring Stands, IV Poles, Backtables, Etc) can also be serviced on-site per customer request. Please keep in mind that this may require additional service visits. Upon completion of the period of performance for each year, the VA and contractor will review actual repair volume to determine if a modification will be needed to adjust the costs for any variance between actual repair consumption and annual contract amount.**
- h. Vendor will provide preventative maintenance, specialty repair and services to include but not limited to the following devices:**
 - a. Case Carts (6x/yr)**
 - b. IV Poles (2x/yr)**
 - c. Mayo Stands (2x/yr)**
 - d. Back Tables (2x/yr)**
 - e. General Stainless Equipment (Rolling Stock) (2x/yr)**

Additional on-site services may be needed based on demand. Upon completion of the period of performance for each year, the VA and contractor will review actual repair volume to determine if a modification will be needed to adjust the costs for any variance between actual repair consumption and annual contract amount.

- i. As part of the inspection process, pictures of damaged instrumentation must be taken and uploaded to the web-based tool. These pictures will assist in documentation of work completed, and will also be utilized as a training aid to assist SPS staff to point out appropriate errors and assist in the inspection process.**
- j. Vendor must provide documentation and continued education to SPS staff that includes but is not limited to the following:**
 - a. Provide Departmental evaluations that identify each touch point a device encounters in its usage cycle, as well as areas for process and care-and handling improvements**
 - b. Provide Targeted staff education based on repair trends and departmental issues**
 - c. Provide Competency validations, with proof of competency provided for individual training records**
 - d. Provide In-service education to SPS staff on issues such as cleaning, care and handling.**
 - e. Provide a yearly SPS Management Seminar that includes but not limited to:**
 - i. Site visit to engineering and repair facility**

- ii. Discussion of repair issues and proper care and handling of rigid endoscopes, flexible endoscopes, power equipment, and phaco handpieces
- iii. Discussion of programs to enhance management and administrative effectiveness.

4. Specifications

Vendor will meet or exceed the following salient characteristics:

On-site Repairs

- 1) All on-site repairs will be performed utilizing a mobile laboratory.
- 2) **97%** percent of total workload will be performed within the mobile laboratory.
- 3) On-Site repairs will be done **over 6 site visits annually roughly every other month. Additional on-site repairs may be performed at the request of the medical center.**
- 4) 24-48 hours prior to service, vendor will provide SPS management with a list of equipment that are scheduled for maintenance. SPS will pull as many sets from this list as possible as not to jeopardize patient care.
- 5) On-site repair services will consist of the following for all **Case Carts**:
 - a. Repair, alignment, adjustment, tightening and general renewal
 - b. Cleaning and removal of all tape and burrs
 - c. Welding seams as needed
 - d. Proper Casters
 - e. Bumper Material
 - f. Latches
- 6) Tasks that cannot be performed via on-site repair may be taken to off-site lab for service. Items must be hand delivered back to **VA Southern Nevada Healthcare System**, SPS personnel.
 - a. Dental Power Equipment Repair and Restoration
 - b. Endoscopic **Rigid Scopes**, Camera and Light cord Repair and Restoration.
 - c. Surgical Hand Instrumentation not able to be repaired on-site.
 - d. Sterilization Container Repairs not able to be repaired on-site

Documentation and Inspection

1. Verification of Complete **Case Cart inventory**
2. Verification that equipment is in proper working order
3. Visual Inspection of all equipment being maintained/repaired
4. Proactive maintenance to maximize performance of instrumentation and provide for patient safety.
5. Documentation reports must be provided via a web-based tool that allows the end user to schedule Preventative Maintenance and management of **case cart** and durable stainless equipment. Service dates should be color coded for quick identification of trays needing service. This web-based tool must allow the end

user to create customized reports based on the name of the tray, quantity of equipment, the last service date, and the next service date.

6. As part of the inspection process, pictures of damaged equipment must be taken and uploaded to the web-based tool. These pictures will assist in documentation of work completed, and will also be utilized as a training aid to assist SPS staff to point out appropriate errors and assist in the inspection process.

Education and Training

- 1) Provide Departmental evaluations that identify each touch point a device encounters in its usage cycle, as well as areas for process and care-and handling improvements
- 2) Provide Targeted staff education based on repair trends and departmental issues
- 3) Provide Competency validations, with proof of competency provided for individual training records
- 4) Provide In-service education to SPS staff on issues such as cleaning, care and handling.
- 5) Provide a yearly SPS Management Seminar that includes but not limited to:
 - a. Site visit to engineering and repair facility **{{Discuss the inclusion of this}}**
 - b. Discussion of repair issues and proper care and handling of rigid endoscopes, flexible endoscopes, power equipment, and phaco handpieces
 - c. Discussion of programs to enhance management and administrative effectiveness.

5. Performance Monitoring

The Government is required to monitor contractor performance and certify the work was done in accordance with the contract. This monitoring is done by the COR in coordination with the SPS Assistant Chief or designate. Quality will be assured by routine inspections, and discussion between SPS staff, Operating Room Staff, and Clinical Staff. SPS staff will inspect approximately 10 percent of all work performed on-site weekly and all instrumentation that is repaired off-site. Potential quality issues will be documented in the Censitrac Quality database and will be presented to the vendor quarterly.

6. Security Requirements

The contractor will need to be granted physical access to **SPS areas and appropriate storage areas** for pick up and drop off trays and instrumentation. There are no Information Security elements related to this procurement. At least 24 hour notice prior to requiring access must be given by SPS Management to ensure access is not delayed.

7. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI).

Government will furnish a complete list of surgical instrument trays that are currently in inventory in order to properly set up a rotation schedule.

8. Other Pertinent Information or Special Considerations.

- a. **Identification of Possible Follow-on Work.** Government is requesting that this contract is executed with the option to renew the contract up to 5 years based on the quality of the Vendor's work.
- b. **Identification of Potential Conflicts of Interest (COI).** None
- c. **Identification of Non-Disclosure Requirements.** No Proprietary Information to be given
- d. **Packaging, Packing and Shipping Instructions.** Vendor will perform 100% of work will be hand delivered to **VA Southern Nevada Healthcare System** SPS Department once it has been repaired.
- e. **Inspection and Acceptance Criteria.** Craftsmanship of repairs will be reviewed by SPS Management and will be reported directly to the COR and to the vendor when issues are identified.

9. Risk Control

Vendor must wear appropriate Personal Protective Equipment (PPE) when entering SPS areas. This may include a disposable containment suit, head cover, shoe covers, and beard covers when applicable.

10. Place of Performance.

VA Medical Center
6900 Pecos Road
North Las Vegas 89086

11. Period of Performance.

The vendor shall perform site visit every two (2) months or six (6) times a year and perform preventive and comprehensive maintenance on surgical instrumentation; as well as cleaning sterilizer chambers and performing case cart repair/maintenance, from February 1, 2018 to January 30, 2019. This will be for a Base plus 4 Option Years.

12. Delivery Schedule.

12.1 The preventive and comprehensive maintenance and inspection shall be done on the following dates:

- a. First visit will be on the week of February 26 – Mar 2, 2018,
- b. Second visit will be on the week of May 6-10, 2018
- c. Third visit will be on the week of Jul 9-13, 2018,

- d. Fourth visit will be on the week of Sep 10-15, 2018,
- e. Fifth visit will be on the week of Nov 12-16, 2018,
- f. Sixth visit will be on the week of Jan 7-11, 2019.

12.2 The preventive and comprehensive maintenance and inspection dates may be changed by mutual agreement between Contractor and COR.

The option year delivery schedule for each option year will fall on or around the above specified dates for that period of performance year. The COR will notify the contractor of the exact dates when the option year is exercised.

Instruments repaired off site will be hand delivered to SPS department once repairs are completed.

13. HOURS OF WORK

The contractor shall provide this PM between the hours of 7:00 a.m. and 3:30 p.m., Monday through Friday, holidays excluded.

14. GOVERNMENT HOLIDAYS:

Holidays observed by the Federal Government:

New Year's Day	1 January
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	11 November
Thanksgiving Day	4th Thursday in November
Christmas Day	25 December

If a holiday falls on Sunday, the following Monday shall be observed as the legal holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a legal holiday By U.S. Government agencies. Also included would be any day specifically declared by the President of the United States of America as a national holiday.

15. SMOKING POLICY

Smoking is not permitted within or around the VA Medical Center, except in designated areas.

16. SERVICE CONTRACTS

Offeror shall provide in the space provided below, the name, location, and telephone number of the office where service calls are to be placed:

Name:
Location:
Mobile:
Fax:
Email:
Web:

16. BADGES AND PARKING

- 16.1 All contractor personnel shall be required to wear identification (I. D.) badges during the entire time they are on the VAMC grounds. I. D. badges shall have an identification picture, name of the individual and the represented company depicted on it.
- 16.2 It is the responsibility of the contract personnel to park in the appropriate designated parking areas. Parking information shall be available from the VAMC Security Service.
- 16.3 The VAMC shall not invalidate or make reimbursement for parking violations of the contractor's personnel under any circumstance.