

SCOPE OF WORK (SOW)

Contract Number:	<i>(completed by the CO at time of award)</i>
Task Order Number:	<i>(completed by the CO at time of award if a TO)</i>
IFCAP Tracking Number:	PR # 757-18-2-291-0081
Follow-on to Contract and Task Order Number:	If Applicable

Contract Title: Voicebrook Pathology Dictation Support and Maintenance Service
Statement of Work

Background: Voicebrook is the only provider of speech recognition and reporting solutions exclusively for Pathology. This impacts laboratories by providing dictation and reporting software to accurately and immediately capture and display the words used by pathologists to diagnose disease.

Scope:

Provide full service contract for Voicebrook VoiceOver system and Components

Specific Tasks:

- Provide maintenance on software and user support for the Voicebrook voice recognition dictation system in the Pathology Department

- Provide maintenance on Wired Headset, INSYNC Buddy Desktop, Sennheiser Wireless G3, Sennheiser ME3 Headset, and X-Keys USB Foot Pedals as needed.

- Provide any applicable Voicebrook software and OS updates as they become available.

- Communicate any update or service related information to users as they become available.

- Check in Requirements:

The Field Service Engineer must report to the Biomedical Engineering Department located in 1B090 of the Ambulatory Care Center to sign in with Biomedical Engineering before work begins. Submit any mobile media devices that would be used on the system to a virus scan. Upon completion of work, the Field Service Engineer must report to Biomedical Engineering to sign out and brief Biomedical Staff or Supervisor if Biomedical Staff is unavailable concerning completion of service. At the end of briefing Field Service Engineer will sign out in the Biomedical Engineering Department. Biomedical Engineering can be reached at 614-388-7273.

- Documentation/Reports:

The Contractor shall submit a legible field service report, which shall include detailed descriptions of the inspection and/or emergency repair services performed, including replaced parts and estimated prices required for the service call within 15 days of service being provided.

NOTE: Any additional charges to be claimed must have been approved by the COR before service was performed.

- Test Equipment:

Upon request of the COR or the Contracting Officer, the Contractor shall provide a copy of the current Calibration Certification of all test equipment which is to be used by the Contractor to perform service under this contract. Calibration of equipment shall be traceable and in conformance with test equipment Original Equipment Manufacturer standards.

Performance Monitoring:

Contractor shall provide Field Service Report upon completion of work

Service Employee Qualifications:

Service Employees shall be competent to perform the specific repairs as needed on any effected equipment or hardware. Service Provider should be an ASP provider with specific training with Voicebrook software applications and possess any licenses or certifications required to troubleshoot or update software or operating system.

Note that ASP stands for Authorized Service Provider of the equipment listed in the SOW; the prospective vendor is to be authorized by each OEM for the listed devices. If a device is going to receive corrective maintenance by the prospective (ASP) vendor, it is expected that the device be corrected by ordering the prescribed OEM replacement parts and repaired IAW OEM defined repair procedures where the subsequent OEM calibration following any repair is performed.

In the event that the labor associated with all repair activities summed with total parts cost and any associated shipping costs exceeds the original acquisition cost of the device or the current market value of the device calculated using the IRS MACRS annual depreciation table at 200% declining balance for the year in use of the device within the MAXIMO prescribed life expectancy and all historical associated expenses, the expectation of our organization is that the device be repaired. This implies that the device be *completely rebuilt, major components replaced, or minor parts replaced* depending on the level of repair needed.

Security Requirements: See VA 6500 Security Handbook (attached)

Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI):

Other Pertinent Information or Special Considerations:

Risk Control:

Place of Performance:

All work will be performed at the VA ACC, 420 N James Road, Columbus, Ohio 43219

Period of Performance:

Base: date of award to 02-28-2019

Option Year One: 03-01-2019 to 02-28-2020

Option Year Two: 03-01-2020 to 02-28-2021

Option Year Three: 03-01-2021 to 02-28-2022

Option Year Four: 03-01-2022 to 02-28-2023