

STATEMENT OF WORK

TITLE OF PROJECT:

Acquisition of Wall Doc Primary Care Station (Telehealth Supplies/Equipment)

BACKGROUND:

The Telehealth Wall Doc system is a clinical care device that is a vital tool to safely connect providers and patients for a medical or consultation purposes. It provides synchronous audio, video and content sharing. The Wall doc is a stationary system that is used in many other VA hospitals. This technology is critical infrastructure that needs to meet our clinician's and patient needs.

TYPE OF CONTRACT:

Firm-Fixed-Price

PERFORMANCE PERIOD:

The contractor shall complete the work required under this SOW within 60 Days or less from date of award, unless otherwise directed by the Contracting Officer (CO). If the contractor proposes an earlier completion date, and the Government accepts the contractor's proposal, the contractor's proposed completion date shall prevail. Work at the Government site shall not take place on Federal holidays or weekends unless directed by the CO.

PLACE OF PERFORMANCE / DELIVERY:

DEPARTMENT OF VETERANS AFFAIRS

JAMES J. PETERS – BRONX VA MEDICAL CENTER

130 WEST KINGSBRIDGE ROAD

BRONX, NY 10548

INFORMATION SECURITY CONSIDERATIONS:

The Certification and Accreditation (C&A) requirements do not apply and a Security Accreditation Package is not required.

All VA sensitive information shall be protected at all times in accordance with local security field office System Security Plans (SSP's) and Authority to Operate (ATO)'s for all systems/LAN's accessed while performing the tasks detailed in this SOW.

Invoicing

As of November 15, 2013, all vendors submitting commercial invoices via fax to the VA Financial Services Center will be RETURNED.

All vendors invoicing VA are required to use the Tungsten Network (Formerly OB-10) e-Invoicing system to submit invoices for payment. It is the responsibility of the vendor to have an active OB10 account established prior to invoicing.

For OB10 registration and/or additional information, please use:

<http://www.tungsten-network.com/US/en/veterans-affairs/>

SCOPE:

Quantity: 3 Telehealth Wall Doc Stationary Systems

James J. Peters – Bronx VA Medical Center is looking to acquire an additional 3 Telehealth Wall Doc Stationary systems. The additional systems will provide VA Bronx medical center clinics with additional Telehealth technology allowing synchronous connection between the different departments at its facility as well as to other VA Medical Centers.

There shall be a total of 3 Telehealth Wall Doc stationary systems purchased. The Telehealth Wall Doc system will include locked drawers and accessories that offer the functionality to dispense medication and supplies in a controlled manner. The type of medical wall doc system and numbers will be provided below in Section #2, Specifications. The Telehealth Wall Doc system will also be capable of adding an additional screen in order to add the existing VA system, in terms of network and integration with the VA's Electronic Health Record system.

In addition, software for monitoring the Telehealth Wall Doc system will be included. This will allow those in charge of managing the wall docs and equipment the ability to monitor alarms, battery life, and generate reports for management. A minimum of 5 years comprehensive warranty should be included. This will provide service and support of the mechanical, electrical, and electronic components of the wall doc.

1. Definitions

Acceptance Signature - COR or VA designee signature; indicates COR accepts work status as stated in SOW

CO - Contracting Officer

COR - Contracting Officer's Representative

CPRS – Computerized Patient Record System

CTR – Contracting Technical Representative

ECRI – Emergency Care Research Institute

FTC – Facility Telehealth Coordinator

HCS – Health Care System

MSDS – Material Safety Data Sheet

NFPA - National Fire Protection Association

OI&T – Office of Information and Technology

OEM – Original Equipment Manufacturer

RFP – Request for Proposal

SOW – Scope of Work

VA – Department of Veterans Affairs
VACO – Department of Veterans Affairs Central Office
VAMC – Department of Veterans Affairs Medical Center
VHA – Veterans Health Administration
VISN – Veterans Integrated Service Network
VistA – Veterans Health Information Systems and Technology Architecture

2. CLINs

Part#	Description	Quantity
GMDWESPDLT2S1EHCVCJT3	WallDoc Primary Care Station w/ TotalExam 3 Camera, ClearSteth CP and TotalExam 3 Otoscope - Lockable, Wall Mounted Primary Care Station w/Articulating and Height Adjustable Single 27" 1080p HD Monitor, Badge Reader, 8 Port 10/100 Switch	3
GMD52430001	TotalENT Specula - Disposable Specula for Combination Oto/Derm Scope (Box of 850)	3
CTS-SX20-PHD4X-K9	SX20 Quick Set with 4x PHDCam, 1 mic, remote and TC7 sw	3
GZ-CON-PZDN-SX2PHD4X	ZCare 24X7XNBD Technical Support for SX20 Quick Set HD, NPP, 4x PHDCam, 1 mic, remote control (CONUS ONLY)	3
GMT80010031	Installation, Certification and Overview of New Components - Must be Purchased with Travel Part Number GMT80010005. Prepaid Voucher - Voucher Expires 24 Months from Date of Purchase.	3
GMT80010005	On site travel - prepaid voucher - payment due Net 30 after entitlement	3

3. Specifications

The James J. Peters VA Medical Center wall doc specifications are designed to outline all the requirements of the Biomedical Engineering, and OI&T. These specifications also meet the Emergency Care Research Institute (ECRI) criteria. The FTC wall doc specifications are provided below:

Wall doc Specifications:

A. Battery and power supply for wall docs:

- Lithium Ion Phosphate battery or better technology

- Battery life of 8 hours or better
- Power supply and power cord must meet NFPA standards for patient care equipment: 500 milliohms and 500 micro amps.
- Battery indicator LED readout in user interface location
- Battery charging time to 100% full charge 4 hours or less
- Battery life warranted for 5 years or better
- Minimum battery cycle life: 600 cycles or more

B. Physical properties for wall docs:

- Splash protection and anti-microbial for all exposed surfaces.
- Sealed design is water resistant and allows for cleaning and disinfecting.
- All cabling must be integrated into wall doc with minimal exposure.
- Option for adding accessories.
- Work surface height shall be no greater than 43 inches.
- Work surface shall be no less than 234 square inches.
- User height adjustment stored within individual user profile.
- Memory setting for user preference of touchscreen brightness and lighting options.
- On-board calculator.
- Accurate percentage battery display.
- Adjustable LCD screen size – Minimum Screen Size 17 inch
- Computer and keyboard space shall be independent from and not encumber work space.
- Wall doc shall be designed such that minor liquid spills (up to 150 ml) on the workspace shall be contained within the workspace (e.g. spilled liquids will not leak onto electronic equipment).
- Empty wall doc with power supply shall not be excessive in weight and shall not exceed 165 lbs.
- Protruding edges and corners of wall doc shall be rounded or otherwise protected to prevent injury to staff or patients.
- Equipment shall be constructed of durable materials that will withstand typical use for no less than 5 years (or warranty period, whichever is greater).

C. Centralized Management of wall docs:

- Centralized auditing of keypad access with centralized control user codes.
- Centralized management software for wall docs. Features should include alarm management, battery management, network activity, and optional integration with RTLS (Real time location system).
- Centralized management software should be web based (preferred) and have integration to our Active Directory system to access.
- Unified communication tools that receive messages and send service requests from wall doc to vendor for remote fleet and asset management.
- Remote fleet management with no software to install or maintain on hospital servers.

D. Security

- If wall doc has storage drawers, drawers shall be lockable.
- If wall doc uses electronic locking mechanism, electronic lock timeout shall be adjustable.

- Wall doc shall have apparatus to physically secure computer if needed
- If applicable, electronic keypad lifespan shall exceed 1,000,000 keystrokes

E. Computer Components

- Computer, monitor, keyboard, mouse and scanner will be provided by VA.
- Wall doc shall have apparatus for housing computer.
- Apparatus for housing computer shall not require tools to access.
- Apparatus for housing computer shall allow user access to visualize computer status (e.g. shall be able to see power indicator).
- Apparatus for housing computer shall allow user physical access to power button on computer.
- Apparatus for housing computer shall include adequate ventilation for proper cooling of computer.
- External monitor shall have a VESA (Video Electronics Standards Association) compliant mount.
- Shall accommodate external monitor no less than 19 inches.
- Height of VA computer monitor shall be adjustable independently from work surface.
- Adjustable computer monitor height shall be adjustable without tools.
- Adjustable computer monitor shall be able to tilt up and down.
- Computer monitor shall be able to rotate from side to side.
- Wall doc shall have a keyboard tray that fits standard sized alphanumeric (Windows 104-key) keyboard with numeric keypad.
- Keyboard tray shall pull out far enough to expose all keys.
- Keyboard angle shall be adjustable (both positive and negative tilt).
- Adjustable Keyboard tray includes Left/Right mouse tray for user preference.
- External USB Ports

4. Warranty and Support

Support and Warranty of the equipment will be provided upon receipt and acceptance of the equipment. The procurement COR must sign off on acceptance before the warranty cycle begins. The warranty and support must be provided in the quote to cover all components of the Telehealth Wall Doc system, the mechanical, electrical, and electronic aspects.

STANDARD MANUFACTURER'S WARRANTY REQUIRED.

If available at no additional charge, the following terms are requested:

- Warranty comprehensive coverage upon initial receipt and acceptance signature.
- Warranty comprehensive coverage to include at minimum wall doc components, battery, and LCD screen.
- 4 hours call back response during normal business hours of 7AM to 5PM for Eastern Time Zone.
- Twenty four hours on site response for repairs.
- Parts cache for maintenance use and repairs.
- One preventative maintenance visit per year per wall doc.

- Service reports sent to all appropriate points of contact with quarterly aggregate reports.
- WHEN (Weekend, Holidays, Evenings, Nights) support on week days between 1630-0800 Weekends and Federal Holidays.

VA OI&T will have full access to the hardware and software that constitute the system, including any diagnostic software features and general administration rights. The VA OI&T point of contact and the Facility Telehealth Coordinator must be briefed by the vendor on all software upgrades and changes and agree to each prior to installation. The vendor shall provide and install manufacturer recommended software upgrades and changes at no additional charge during warranty/contract period. This includes all software on wall docs or centralized software used to manage wall docs. The vendor will provide two (2) sets of user manuals and technical manuals per 40 wall docs to VA OI&T in hard copy and electronic file.

For any repairs or services that will be performed during normal working hours, the vendor's service representative will report upon arrival to the Facility Telehealth coordinator (FTC) and/or OI&T Point of Contact or designee. Upon completion of the work, the vendor's service representative must report in person to the Point of Contact and must present a copy of his/her field service report signed by the service using the equipment. This report must reflect date and time of service, name of company, and the name of the vendor's service representative. At a minimum, this report must contain a detailed description of any services or repairs performed and must also include a listing of replacement parts when applicable. The report will also include the vendor's recommendations necessary to maintain the equipment in best operating condition. Preventive maintenance procedures followed should be thoroughly documented (step-by-step) on the service report and according to OEM specifications.

A copy of the service report shall be provided to both VA OI&T and the FTC Coordinator.

5. Installation

All work and installation will be coordinated with the COR, the FTC Coordinator, and OI&T groups. Phasing and work schedule will be provided and coordinated with the COR. A detailed installation schedule will be provided during the project implementation kick-off meeting. The installations will occur at the discretion of the COR. The full deployment shall have a one year deployment window. This will allow JJP VAMC to plan and prepare all aspects of the new equipment. In addition to the COR, an additional representative will act as a liaison to ensure that the vendor meets government expectations and follows the guidelines as set by the Contracting Officer.

The vendor will confine operations (including storage of materials) on Government premises to areas authorized and approved by the Contracting Officer. The Contractor shall hold and save the Government, its officers and agents, free and harmless from liability of any nature occasioned by the Contractor's performance. Working space and space available shall be as determined by the COR.

6. Testing

The Contractor shall verify to the FTC coordinator, OI&T, and Biomedical Engineering that the system meets all requirements stated on this contract through demonstration and validation.

7. Training

The Contractor will be responsible for providing on-site user training of the Telehealth Wall Doc system. Each in-house location will have two weeks on-site user training included to be used at their discretion. Training can be held concurrently at multiple in-house locations in a staggered scheduled as deemed by COR. Training shall have a 1 year window to be used.

8. Operations and Storage Areas

The Contractor shall confine all operations (including storage of materials) on Government premises to areas authorized and approved by the Contracting Officer. The Contractor shall hold and save the Government, its officers and agents, free and harmless from liability of any nature occasioned by the Contractor's performance.

Working space and space available shall be as determined by the COR.

Debris will be removed daily by the contractor unless otherwise directed.

Workmen are subject to rules of the Medical Center applicable to their conduct. All personal automobiles and contractor trucks shall be parked at the contractor's staging area or offsite of the VA premises.

Work will be executed so as to interfere as little as possible with normal functioning of the Medical Center as a whole, including operations of utility services, fire protection systems and any existing equipment, with work being done by others. Do not store materials and equipment in other than the designated contractor storage areas.

Daily, the Contractor shall keep work, storage, and staging areas clean and neat. The Contractor shall provide sufficient trash containers so that there is no debris lying around. The containers shall be emptied at least weekly and more frequently if needed.

9. Phasing:

The contractor shall submit a phasing schedule in writing to the COR for approval two weeks prior to the start of any work.

James J. Peters Medical Center is a fully operational hospital. The Contractor must schedule his work around VA operations and specifically for the convenience of the hospitals. Contractor must note work at times other than normal operating hours.

10. Protection of Existing Structures, Equipment, Utilities, and Improvements:

The Contractor shall preserve and protect all structures and equipment on or adjacent to the work site. The contractor shall replace at his own expense damage to such items to the satisfaction of the Contracting Officer.

Contractor shall take all measures and provide all materials necessary for protecting and preserving existing equipment and property in affected areas of installation against dust, debris and physical damage, so that equipment and affected areas to be used in Medical Center operations will not be hindered. Contractor shall permit access to VA personnel through installation areas as required for maintenance and normal Medical Center operations.

When the installation area is turned over to Contractor, Contractor shall accept entire responsibility therefore. Contractor shall maintain in operating condition, existing fire protection, alarm equipment and other operating equipment in the installation area. IT IS VERY IMPORTANT THAT ESSENTIAL AND LIFE SAFETY SYSTEMS BE CONTINUOUSLY MAINTAINED AND NOT INTERRUPTED WITHOUT TWO WEEKS PRIOR WRITTEN NOTICE AND APPROVAL FROM THE VA MEDICAL CENTER.

11. Sign-in Procedures:

All Contractor workers are required to sign in and out at the VA Police as directed by the COR or designee. A valid state driver's license or state identification card is mandatory for all employees to have access to these facilities. All contractor employees are required to wear the assigned VA badge at all times.

If after-hour key service is needed, contact VA Police Dispatch, 718-584-9000 extension 5377.

12. Material Safety Data Sheet (MSDS):

Contractor shall provide three (3) copies of each Material Safety Data Sheet for every product, chemical, etc. used on this project. MSDS sheets shall be provided for any material on the same day those materials arrive on VA property. At no time shall the contractor have, or permit subcontractors to have, materials on station without MSDS sheets. All instructions for use shall be followed. Products will not be used until MSDS's are submitted to the COR.

The contractor shall maintain a current, green in color, loose-leaf notebook on the job site at all times, which is readily available for viewing by the COR or VA Safety Officer.

13. Work Hours:

Normal business hours are 8:00AM to 4:30PM Monday through Friday excluding Federal holidays. Work completed outside this time must be requested through the COR.

Requests for after-hours work must be submitted in writing to the COR two (2) weeks prior to work. The VA requires that information submitted must contain: extent of work, workers involved, the affected areas, and the estimated times of operation.

14. ID Badges/Sticker:

All workers are required to obtain a time-limited I.D. badge or daily sticker from the VA Police Service located on the ground floor of Building 100. This badge or daily sticker must be worn at all times when workers are on site.

15. Estimates:

Vendors will submit one quotation for the purchase of Telehealth Wall Doc system and match the requirements outlined in this Request for Proposal (RFP). In the quotes, vendors will indicate whether their solution has MET, NOT MET or MET WITH QUALIFICATIONS for each line item in this document (MET WITH QUALIFICATIONS will require a detailed listing of non-compliance). In addition, vendors will complete the Instructions to Offertory's (ITO) and respond in detail to each question. Vendors are required to respond to each item individually in both documents. Include the specification/question number and text in your response document to facilitate review.

Vendors whose responses fall within the competitive range shall provide on-site presentations and demonstrations to the FTC Coordinator and OI&T AND Biomedical Engineering at the James J. Peters VAMC Bronx.