

Statement of Work

1. SCOPE:

This is an inclusive contract, the Contractor shall provide all necessary labor, materials, supplies, parts, software (needed for the general operation of the equipment), tools, equipment, travel, transportation expenses and other related costs to provide Preventive Maintenance Services and Intervening Services on audiology diagnostic equipment listed in the attachment for VA San Diego. All services to inspect, make adjustments, repair, replace parts, and test for operating efficiency and other such services shall be performed in accordance with the terms, conditions, provisions and specifications of the contract.

The contract shall consist of one (1) base year with the Government's option to renew the contract for four (4) optional one-year (1) periods.

- A. The equipment shall be maintained in optimum operating condition and meet the manufacturer's specification for operation and performance.
- B. As a consolidated contract with option years, it is reasonable to expect that usage and/or requirements, based upon estimated quantities of numerous healthcare facilities, may change during the contract period.
- C. Changes determined by the Contracting Officer (CO) to be within the general scope of the contract shall be made in accordance with FAR 52.212-4(c), "Changes," and shall not necessitate new solicitation proceedings.

2. PARTICIPATING FACILITIES:

VA SAN DIEGO HEALTHCARE SYSTEM	
3350 La Jolla Village Drive San Diego, CA 92161	Oceanside CBOC 1300 Rancho Del Oro Road, Room #1D-101 Oceanside, CA 92056
Chula Vista CBOC 835 Third Ave. Suite D, Room #153 Chula Vista, CA 91911	Mission Valley CBOC 8810 Rio San Diego Drive, Room #1111 San Diego, CA 92108

3. PREVENTIVE MAINTENANCE INSPECTION (PMI) AND CORRECTIVE MAINTENANCE (CM) SERVICES:

- A. Preventive Maintenance Inspections (PMI) is completed annually or semi-annually as stated on attachment.
- B. Specifications and Requirements: All work performed shall be accomplished in accordance with manufacturer's specifications including, but not limited to adjustments, calibrations, cleaning, lubrication, testing, disassembly, check-out, replacement of worn or defective parts, etc. required to keep the equipment in optimum operating condition. All equipment must be maintained in such condition which shall satisfy the requirements of the Department of Health, Education and Welfare, National Fire Protection Association (NFPA), Joint Commission (JC), Association for the Advancement of Medical Instrumentation (AAMI) and the State of California. Vendor shall apply

VA supplied PMI labels (when available) to all devices listed in this contract. No vendor labels are acceptable when VA labels are available.

At a minimum, PMI are to include:

- a) Wear, misalignment, maladjustment, damage, or other malfunctions with respect to the manufacturer's specifications
 - b) Inspection for loose boards, connectors and cables
 - c) Testing of electrical components for proper voltage and grounding for safety and fire hazard
 - d) Cleaning and lubrication of equipment as required
 - e) Repair or replacement of all defective components necessary to conform to instrument specifications
 - f) Calibration or standardization of instrument as required.
 - g) Testing for proper operation of the entire system and subsystems
 - h) Replacement of defective parts
 - i) Documentation on proper function and performance of instrument
 - j) Software updates, if applicable
- C. PMI services are to be scheduled at least three (3) days in advance with the Contracting Officer Representative (COR) and corrective maintenance services are to be completed within one (1) calendar day. If a loaner equipment is needed because a CM service cannot be completed on-site within 1 day, then the loaner equipment will be provided within 48 hours. If applicable, software updates are included for the general operation of the equipment.
- D. PMI Hours and Reporting Locations:

VA SAN DIEGO HEALTHCARE SYSTEM BIO-MED DEPARTMENT	MONDAY – FRIDAY 6:00 AM – 8:00 AM, 4:00 PM – 8PM SATURDAY & SUNDAY 8:00 AM – 12:00 PM
--	---

Holidays: The Contractor is not required to provide services on the following National Holidays nor shall the Contractor be paid for these National Holidays:

When a National Holiday falls on a Sunday, the following Monday shall be observed as a National Holiday. When a National Holiday falls on a Saturday, the proceeding Friday is observed as a National Holiday by U.S. Government agencies. Also included, would be any other day, specifically declared by the President of the United States of America to be a National Holiday.

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

- E. Delay in Access/Intervening Service Call: If patient care necessitates delay in access to equipment, Repair Personnel shall notify the COR however CM shall be completed within 1 calendar day of the Repair Personnel's notification. Documentation of the delay on the Field Service Report with a concurring signature from the COR is required. Contractor's Repair Personnel are responsible for proper documentation of delays. The Field Service Report must confirm the actual time access for repair is given.
- F. Removal of Equipment: Should a piece of equipment require repair at the Contractor's plant, if requested, Contractor shall provide a loaner or as / like loaner at no extra charge within 48 hours. The loaner equipment shall be delivered to the Audiology clinic, set up, and calibrated in place for clinical use within 48 hours of removal of the VA-owned equipment. The Contractor may not remove equipment from a Government site for only minor repairs. Government property cannot be removed from the station without a signed Property Pass and authorization by the COR.
- G. Performance verification is required at the conclusion of every PMI. This verification procedure includes performance testing for accuracy and precision of the instrument.
- H. Discontinuance of Service: The Government reserves the right to terminate service on a particular machine meeting replacement criteria upon written notice to the Contractor with payment to be prorated.
- I. Safety Standards: Contractor shall provide electrical safety measurements on all equipment under this contract after all work has been completed for each visit. The standards to be used are those of the Veterans Affairs, DM&S Supplement, MP-3 "Supplement to VA Engineering" Chapter 2, Appendix 2C, Change 4, November 4, 1983, "Leakage Current Limits". A copy of these standards shall be provided upon request. These standards are strictly enforced. Any equipment not meeting the minimum standards shall be considered "Inoperable" until it "Passes" the minimum standards. All equipment shall be subject to inspection by VA Biomedical Engineering personnel to verify compliance with these standards.
- J. Corrective maintenance services shall be completed in a flexible timeline as required by the COR to minimize patient care downtime and foster veteran centricity. Extensions beyond one (1) calendar day require the approval of the COR. These inspections/services are to be scheduled with the COR and are to be performed as specified below.
- K. Inspection for internal and/or external causes of medical and electronic problems, including:
 - a) Wear, misalignment, maladjustment, damage, or other malfunctions with respect to the manufacturer's specifications.
 - b) Inspect for loose boards, connectors and cables.
 - c) Test electrically for proper voltage and grounding for safety and fire hazard.
 - d) Cleaning and lubrication of equipment as required.
 - e) Repair or replacement of all defective components necessary to conform to instrument specifications.
 - f) Calibration or standardization of instrument as required.
 - g) Testing for proper operation of the entire system and subsystems.
 - h) Replace defective parts.
 - i) Document proper function and performance of instrument

4. Parts:

- A. Only standard new or like-new parts shall be furnished by the Contractor. All parts shall be of current manufacture and shall have versatility with presently installed equipment (See FAR Clause 52.211-5 (Aug 2000). All major components and parts furnished by the Contractor shall carry the manufacturers' standard commercial warranty.
- B. All newly installed replacement parts become the property of the Government. Replaced parts are to be disposed of by the Contractor after obtaining approval from the COR.
- C. The Contractor shall provide required replacement parts
- D. Operating and consumable supplies are part of this contract and shall be itemized as no charge item(s) on the Contractor's invoice and shall be identified by part numbers listed on the manufacturer's schematics or parts list.
- E. The VA shall **not** furnish parts, service manuals and/or test equipment for the performance of this contract. It is the responsibility of the Contractor to bring the appropriate equipment and/or supplies necessary to complete the work as required.

5. Reporting:

- A. All PMI services shall be performed during the PMI hours listed in Section 3D, PMI Hours and Reporting Locations. All CM services shall occur as soon as possible, within 24 hours and can be done during normal business hours with COR approval. Upon arriving, the Field Service Engineers (FSE) shall report in person at the designated location. After all work is completed, the FSE shall submit, in writing, a complete Report of Services rendered to Biomedical Engineering. The service report must be signed by the COR or Designee of the department where the equipment is located.
- B. All service reports to be submitted, at a minimum, shall contain a detailed description of any services or repairs performed. The report shall also include a list of replacement parts, safety checks, performance data, and the date, along with any Contractor recommendations necessary to maintain the equipment in optimum operating condition. FSE shall document and report to the COR, any unsafe condition concerning the equipment or signs of misuse or neglect. FSE shall document the field service report for all problems and their respective corrections, including all performance verification. The service report must be legible and signed by the COR or department Designee.
- C. Both the check-in and check-out procedures are mandatory and shall be strictly enforced

6. Qualifications/ Certification:

- A. The FSE performing maintenance and repair services must be fully qualified and competent. "Fully qualified" is defined as factory-trained or equivalent and experienced to work on the equipment assigned.
- B. The Contractor shall provide written verification of the competency of their personnel and a list of credentials for each qualified FSE for each make and model of the equipment serviced at the VA Healthcare Facilities. This information is ***required with proposal and at each change of personnel*** performing under this contract during its duration.
- C. The CO or COR reserves the right to reject any of the Contractor's personnel from performing services if he determines they are not "fully qualified" or the contractor fails to provide the necessary documentation for approval of each FSE.

- D. Training certificates, experience in lieu of training certificates, experience with maintenance/repair of specific equipment to be maintained, period of time with Contractor, and the ability to use diagnostic software and computerized hardware for maintenance of assigned equipment shall be information needed for the Government to verify competency.

7. Ordering, Invoice, and Payment:

- A. The Contractor shall list in the spaces below the name(s) and address(es) of customer service departments with whom the Government facilities shall place orders:

Name:
Address:
Phone No:
Email:

- B. The Contractor shall submit in arrears a properly completed individual itemized invoices in accordance with FAR clauses 52.212-4(g) Contract Terms and Conditions – Commercial Items to:

Tungsten Network

<http://www.tungsten-network.com/customer-campaigns/veterans-affairs/>

The following information shall be listed on all invoices:

- Facility's name and address where service was provided
 - Contract number
 - Purchase order number
 - Obligation number
 - Type of service provided
 - Equipment serviced
- C. No advance payments shall be authorized. Payment shall be made on a monthly basis for services provided during the billing month in arrears in accordance with FAR 52.212-4, para. (i) upon submission of a properly prepared invoice for prices stipulated in this contract for services delivered and accepted in accordance with the terms and conditions of the contract, less any deductions stipulated in this contract.
- D. Payment of invoices may be delayed if the appropriate invoices as specified in the contract are not completed and submitted as required.

8. Contractor Personnel:

- A. Contractor's Program Manager. The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person shall be designated in writing to the Contracting Officer. The Contractor's Program Manager shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

Company Name:

Contact Name:
Address:
Phone No:
Email:

B. Contractor Employees

The contractor shall not employ persons for work on this contract if such employee is identified to the contractor as a potential threat to the health, safety, security, general wellbeing, or operational mission of the installation and its population.

Contractor personnel shall present a neat appearance and be easily recognized as contractor employees. This may be accomplished by wearing distinctive clothing bearing the name of the company and/or wearing badges bearing the Contractor's and employee's name. Contractor Field Service Engineers shall be dressed to present a clean, neat appearance at all times when performing under this contract.

Contract Personnel shall be subject to the same quality assurance standards or exceed current recognized national standards as established by the Joint Commission (JC). The Contractor shall perform services in accordance with the ethical, professional and technical standards of the equipment repair industry as consistent with VA Policy, Regulations and Procedures.

C. Badge

Contractor shall obtain a "Contractor I.D Badge" from the VA Police. All Contractor personnel are required to wear I.D Badge during the entire time on VA facility. The I.D Badge **MUST** have an identification picture and shall state the name of the individual and the company represented.

D. Smoking

Contractor personnel may smoke only in designated areas. It is the responsibility of the VISN 22 Healthcare Facilities to provide a safe and healthful environment for employees and patients and to serve as a leader in community health awareness and education. It is in fulfillment of this obligation that the facilities are committed to the establishment of a smoke-free environment. This policy applies to every location in the Healthcare Facilities. There shall be no smoking within 25 feet of all entrances to buildings. Smoking is allowed in all outside areas that are 25 feet away from entrances to buildings unless indicated otherwise. Enclosed patios connected to facility buildings are considered part of the building and as such are non-smoking areas.

9. Insurance Coverage:

The Contractor agrees to procure and maintain, while the contract is in effect, Workers Compensation and Employee's Public Liability Insurance in accordance with Federal and State of California laws. The Government shall be held harmless against any or all loss, cost, damage, claim expense or liability whatsoever, because of accident or injury to persons or property of others occurring in the performance of this contract. The Contractor shall be responsible for all damage to property, which may be done by him, or any employee engaged in the performance of this contract.

Before commencing work under this contract, the Contracting Officer shall require the Contractor to furnish certification from his/her insurance company indicating that the coverage specified by FAR 52.228-5 and per FAR Subpart 28.307-2 has been obtained and that it may not be changed or canceled without guaranteed thirty (30) days' notice to the Contracting Officer. Contractor is required to provide copies of proof of Workers Compensation, Employee Public Liability Insurance, and vehicle insurance within fifteen (15) calendar days after notification of contract award.

10. Ordering Activities & Ordering Officers:

- A. The Contractor shall not accept any instructions issued by any other person(s) other than the Contracting Officer or his/her delegated representative acting within the limits of his/her authority. Only those services specified herein are authorized. Before performing any service of a non-contract nature, the Contractor shall advise the Contracting Officer of the reasons for additional work. Changes to the resulting contract are not authorized, unless in writing by the Contracting Officer. Any commitment or changes, which affect the price, quantity and authority to amend, rendered decision on questions of fact in dispute and related contract administration problems are duties of the Contracting Officer and cannot be re-delegated.

Upon award, the contractor will be notified of a designation of COR and the responsibilities and limitations authorized. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in this contract. All modifications to the contract must be made in writing by the Contracting Officer.

- B. Contractors shall have the capabilities to accept credit card as method of payment when required.

TRAVEL: Travel/mileage expenses are not authorized under this Contract. Use of Government vehicles is prohibited.

MISCELLANEOUS: Toll Charges: It is agreed and understood that the price proposed in the contractor's proposal includes any bridge or road toll charges.

CHANGES: Changes to this original statement of work shall only be authorized and approved by the VA Contracting Officer.

Changes determined by the Contracting Officer to be within the general scope of the contract shall be made in accordance with FAR 52.212-4(c), "Changes," and shall not necessitate new solicitation proceedings.

11. Security Requirements:

- A. All Contractor personnel are required to check into the facility's Police & Security office at each visit to pick up a "Contractor" badge prior to contacting the COTR. The Contractor must wear badges bearing the Contractor's name and the employee's name in English during the entire time the Contractor is on any of the VA Medical Facility grounds covered under this contract.
- B. It is the responsibility of the contract personnel to park in the appropriate designated parking areas. Parking information is available from VA Police & Security Service Office. The Contractor assumes full responsibility for any parking violations.

- C. ADP Security: Protection of Computer Equipment, confidentiality of patient information, and the integrity of computer software/data at all Healthcare Facilities are essential. Software installed on each PC is copyrighted and copy of software for use elsewhere is prohibited. In the event of a possible security violation, the Healthcare Center's ADP Security Committee shall investigate and recommend corrective action to the appropriate agency.

12. Required Registrations:

- A. SYSTEM FOR AWARD MANAGEMENT: www.SAM.GOV

- B. DATA UNIVERSAL NUMBERING SYSTEM (DUNS):

In accordance with FAR Provision 52.212-1 paragraph (j), the Contractor shall provide the Dun and Bradstreet number assigned to his/her firm in the space provided below:

DUNS#: - -

This solicitation incorporates one or more clauses by reference with the same force and effect as if they were given in full text. The Offeror is cautioned that the listed provisions may include blocks that must be completed by the Offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the Offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation or offer. The full text of a clause and provision may be accessed electronically at this/these addresses;

Federal Acquisition Regulation: <http://farsite.hill.af.mil/vffar1.htm>; Veterans Affairs Acquisition Regulation: http://farsite.hill.af.mil/reghtml/regs/other/vaar/852.htm#P753_117590