

**THIS IS NOT A SOLICITATION.** This is a Sources Sought (SS) notice issued in accordance with to conduct market research. This SS is issued solely for information and planning purposes - it does not constitute a Request for Quote (RFQ) or a promise to issue a RFQ in the future. This source sought does not commit the Government to contract for any supply or service whatsoever. The Department of Veterans Affairs (VA) is not, at this time, seeking quotes and will not accept unsolicited quotes. Responders are advised that the U.S. Government will not pay for any information or administrative costs incurred in response to this SS; all costs associated with responding to this SS will be solely at the interested vendor's expense. Not responding to this SS does not preclude participation in any future RFQ, if any is issued. Any information submitted by respondents to this SS is strictly voluntary. All submissions become Government property and will not be returned. This announcement is based upon the best information available and is subject to future modification.

#### OVERVIEW:

The Department of Veterans Affairs, Network Contracting Office (NCO) 16, MEDVAMC 2002 Holcombe Blvd Houston, TX 77030-4298 has a requirement for Unlimited Technical Support and Preventive Maintenance for Sterrad Brand Sterilizers, Models (NX, 100S, 100NX 1DR).

It is anticipated that this will be a base year with four option years. The successful proposer must be able to:

Must be able to furnish all **OEM parts**, labor, supervision, material, and test equipment to service the sterilizers.

#### Specifications:

-Unlimited technical support, including system diagnostics, telephone troubleshooting assistance, and scheduling/dispatch of on-site support.

-All necessary PM s performed by a Field Service Engineer according to the System Service Guide (semi-annually)

-Unlimited number of non-user-error CM calls

-Mandatory and non-mandatory product system improvements included

-Provide calibration records for all tools used to service equipment upon request. All test measurement and diagnostic equipment used must be NIST Traceable, meeting, or exceeding, ISO 9001 Standards.

-All parts used must be new (OEM) or factory(OEM) rebuilt for that model and type of device. If any action requires replacement of hard drive (or other storage media), the contractor shall not remove the hard drive (storage media) from the VA premises and must turn over said device to Biomedical Engineering.

-Annual Device Certification shall be provided upon request.

**Labor to include:**

This service contract shall provide technical service support including, but not limited to, system diagnostic, telephone troubleshooting assistance, and scheduling/dispatch of on-site support as needed. Preventive Maintenance (PM) will be provided by a field service engineer according to the System Service Guide. All necessary parts, labor, and travel will be included. This will also include an unlimited number of non-user-error Corrective Maintenance (CM) calls. Systems are targeted to return to manufacturer specifications within 24 hours of the issue being reported to Technical Support. Mandatory and non-mandatory product system improvements will be covered.

- **All service technicians are required to have proper training and competencies, and certificates demonstrating this training and competency will be made available upon request. Semi-annual on-site certifications must be accomplished in accordance with manufacturer s guidelines.**
- Must be able to furnish all **OEM parts**, labor, supervision, material, and test equipment to service the sterilizers.

VETERANS FIRST CONTRACTING PROGRAM: The Dept. of Veteran s Affairs is dedicated to the Veterans First Contracting Program and encourages any certified Service Disabled Veteran Owned Small Business (SDVOSB) or Veteran Owned Small Business (VOSB) capable of furnishing the required services to respond. In accordance with Veterans Affairs Acquisition Regulation (VAAR) sections 819.7005 and 819 7006, if a sufficient number of eligible SDVOSB or VOSB firms are identified during market research the acquisition will be set-aside for SDVOSB or VOSB participation.

**INFORMATION REQUESTED FROM INDUSTRY:**

Please submit your response (capability statement) in accordance with the following:

No more than 5 pages (excluding transmittal page). Include the name, email address and phone number of the appropriate representative of your company;

Address if your firm has the capability to perform the repair and installation listed above;

Address how long it would take from the date of contract award for you to commence furnishing services;

Indicate whether your company, subcontractors, teaming partners, joint ventures have a Federal Socio-Economic status, e.g., Small Business, Service-Disabled Veteran Owned Small Business, Veteran Owned Small Business, Woman-Owned Small Business, Disadvantaged Small Business, and Hub Zone.

If you are Service- Disabled or Veteran Owned Small Business, is your company registered in VA's VetBiz repository?

Mark your response as Proprietary Information if the information is considered business sensitive;

NO MARKETING MATERIALS ARE ALLOWED IN RESPONSE TO THIS SS. The Government will not review any other information or attachments included, that are in excess of the 5-page limitation.

Submit your response via email to [joey.grismore2@va.gov](mailto:joey.grismore2@va.gov)

Submit your response by 0900 CST, 23 July 2018.