

**SUPPLY  
STATEMENT OF WORK (SOW)  
as of 09/05/2018**

*Contracting Officer fills out blue text.*

<b>Contract Number:</b>	<i>(completed by the CO at time of award)</i>
<b>Task Order Number:</b>	<i>(completed by the CO at time of award if a TO)</i>
<b>IFCAP Tracking Number:</b>	<b>652-19-1-136-0008</b>
<b>Follow-on to Contract and Task Order Number:</b>	Not Applicable

**1. Contracting Officer's Representative (COR).**

Name:	Michelle Reeves
Section:	Logistics
Address:	1201 Broad Rock Blvd, Richmond VA 23249
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**2. Contract Title.** PAR Excellence Software and Hardware System Support.

**3. Background/Dates of Service (Period of Performance).** The Hunter Holmes McGuire VA Medical Center is requesting PAR Excellence Software and Hardware System Support service at the medical center in Richmond, VA from October 1, 2018 through September 30, 2019, with four (4) option years.

**4. Scope.**

The Contractor shall provide all labor, personnel, equipment, tools, materials, supervision and other items and services necessary to maintain the operation of existing VAMC Richmond PAR Excellence systems in place as needed by RICVAMC. Vendor will respond and be able to respond to VAMC Richmond needs via remote access and on-site should remote access not correct the problem.

**5. Specific Tasks.**

1. Diagnose problems and determine whether such problem is related to software or hardware. If such problem is determined to be caused by software or hardware covered under the Warranty, PAR Excellence will correct the problem.
2. If the problem is Software related, PAR Excellence shall attempt to correct the problem via phone. If necessary, PAR Excellence shall make all required changes to the Software and related Documentation.
3. Make available to VAMC Richmond all updates and improvements to the Licensed Software as they are made available.

4. Make its staff readily available by telephone to diagnose and correct problems for customers 24 hours a day, seven days a week.
5. If the problem is related to PAR Excellence covered hardware PAR Excellence will initially attempt to correct the problem via phone. If necessary, PAR Excellence shall repair or replace the product at no charge provided it is returned during the period covered by the Warranty, with transportation charges prepaid to the PAR Excellence Service Department. PAR Excellence may use remanufactured, refurbished or used parts and modules in making repairs.
6. VAMC Richmond will pay Software/Hardware Support Fees per below table for items in its configuration that are out of warranty.

### Software/Hardware Support Fees Rider

The following is a list of the Support Fees for all software and equipment that can be purchased from PAR Excellence. The hospital only pays Support Fees on the software and equipment included in their unique configuration. Support fees do not begin until the warranty period ends.

SOFTWARE LICENSES	MONTHLY FEE
PAR Server Facility License	\$ 315.00
PAR Client License	\$ 52.50
PAR Vision License	\$ 65.00
PAR Express Level A License	\$ 52.50
PAR Express Level B License	\$ 35.00
PAR Express Level C License	\$ 10.00
PAR Bins License	\$ 10.00
HARDWARE	
PAR Display – 14 Patient	\$ 63.00
PAR Display – 28 Patient	\$ 73.50
PAR Display Auxiliary – 14 Patient	\$ 10.50
PAR Display Auxiliary – 28 Patient	\$ 15.75
PAR Replenish	\$ 36.75
Downloader	\$ 2.75
Downloader - USB	\$ 3.75
Touch Probe	\$ 5.25
Barcode Scanner	\$ 12.60
PAR Bins	
Small Hanging Scale	\$ .25
Medium Hanging Scale	\$ .25
Medium Heavy Duty Hanging Scale	\$ .25
Small Platform Scale	\$ .25
Medium Platform Scale	\$ .25
Large Platform Scale	\$ .25
Catheter Scale (per item)	\$ .25
PAR Bins Cart	\$ 15.00
PAR Replenish Controller	\$ 10.00
PAR Express Controller – 8 Port	\$ 10.00

## SUPPORT SERVICE VOLUME DISCOUNTS

When the monthly fee reaches the level below, the applicable discount will be applied.

\$ 2,500 - \$ 4,999.....	5%	\$20,000 - \$24,999.....	25%
\$ 5,000 - \$ 7,499.....	10%	\$25,000 - \$34,999 .....	30%
\$ 7,500 - \$ 9,999 .....	12.5%	\$35,000 - \$49,999 .....	35%
\$10,000 - \$14,999 .....	15%	\$50,000 and above.....	40%
\$15,000 - \$19,999 .....	20%		02/17/12

## 6. DEFINITIONS/ACRONYMS:

- A. CO - Contracting Officer
- C. COR - Contracting Officer's Representative
- D. PM - Preventive Maintenance Services, which are periodic in nature and are, required to maintain the equipment in such condition that it may be operated in accordance with its intended design and functional capacity with minimal incidence of malfunction or inoperative conditions.
- E. FSE - Field Service Engineer, a person who is authorized by the contractor to perform maintenance (corrective and/or preventive) services on the RICHMOND VAMC premises.
- F. ESR - Vendor Engineering Service Report, a documentation of the services rendered for each incidence of work performance under the terms and conditions of the contract.
- G. Acceptance Signature - VA employee who is authorized to sign-off on the ESR which indicates that the PM has been concluded or is still pending completion, or that the Emergency Repair has been accomplished or is still in a pending status.
- H. Authorization Signature - COR signature; indicates COR accepts work status as stated in ESR.
- I. RICHMOND VAMC – Hunter Holmes McGuire VA Medical Center, located in Richmond, VA
- J. OEM – Original Equipment Manufacture.
- K. QASP - Quality Assurance Surveillance Plan