

Statement of Work- Greater Los Angeles Healthcare System

Sakura Finetek Service & Preventative Maintenance

1. Introduction

The purpose of this Statement of Work (SOW) is to outline the tasks and responsibilities of the successful offeror in relation to the VA Greater Los Angeles Healthcare System (VAGLAHS) and VA Long Beach Healthcare System (VALBHS) for preventative maintenance and service on Sakura instruments.

1.1 Background

The VAGLAHS and VALBHS is part of the Desert Pacific Healthcare Network (VISN 22), and is one of the most diversified tertiary health care providers in the VA. It is a teaching hospital, providing a full range of patient services, with state-of-the art technology as well as education and research. It also boasts one of the largest and most diverse patient populations in the VA system.

The Histology section of the department currently has several instruments from Sakura Finetek. They have all been purchased and require annual preventative maintenance (PM) and as-needed service.

2. Scope

Contract#	Instrument Model/Description ⁽²⁾	Serial Number	Full Service with 1 P.M			
731767	TISSUE-TEK VIP6,FLOOR TISSUE PROCESSOR,115V,60Hz/ 6030	60301244	X			
732327	TISSUE-TEK VIP6,FLOOR TISSUE PROCESSOR,115V,60Hz/ 6030	60301137	X			
732080	TISSUE-TEK PRISMA,AUTOMATED STAINER/6130	61301092 -0115	X			
732080	TISSUE-TEK GLAS g2, 115 VAC, 60 HZ/6500	65000331	X			

732081	TISSUE-TEK PRISMA,AUTOMATED STAINER/6130	61301038 -0814	X			
732081	TISSUE-TEK GLAS g2, 115 VAC, 60 HZ/6500	65000304	X			
734088	TISSUE-TEK TEC5 EMBEDDING MODULE, 115V, 60HZ/5101	51013114	X			
734088	TISSUE-TEK TEC5 CRYO MODULE, 115V, 60HZ/ 5102	51023055	X			
Full Service Contract including unlimited emergency visits and one (1) PM visit per year						

3. Preventative Maintenance and As-Needed Repairs

Contractor will provide an agreed upon number of visits to VAGLAHS and VALBHS at a mutually convenient time to evaluate and provide preventative maintenance services as necessary due to normal Equipment usage. The Contractor's services are limited to the recommended service maintenance procedures for each specific equipment.

Any as-needed repairs (includes all travel, labor, parts and materials) and/or services beyond the preventative maintenance services, shall be included as part of this full service contract.

The Government will participate in reasonable telephone troubleshooting to help diagnose the nature of a problem. If the problem cannot be solved over the telephone, the Contractor shall dispatch a technician to VAGLAHS or VALBHS to repair the equipment

The Contractor shall make its best efforts to respond to a service call within one business day either by telephone or with an on-site visit.

The Contractor will replace or exchange equipment parts where needed for preventative maintenance services and as-needed repairs. The Contractor shall provide only Sakura or Sakura authorized replacement parts for the equipment listed in the statement of work.

4. Hours of Operation

- Normal tour-of-duty hours are 7:30 am to 5:00 pm, Monday through Friday, excluding Federal holidays. However, the service is operating 24/7 and as such there may be

instances in which the vendor's workday may be outside of this period. The vendor is required to coordinate these times with the designated Contracting Officer Representative (COR).

- In accordance with 5 U.S.C. 6103, Executive Order 11582 and Public Law 94-97 the following national holidays are observed and for the purpose of this contract are defined as "Legal Federal official holidays"

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

When a holiday falls on a Sunday, the following Monday will be observed as a National Holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a National Holiday by U.S. Government Agencies.

5. Security

5.1 Information Security

- The vendor shall ensure adequate LAN/Internet, data, information, and system security in accordance with VA standard operating procedures and standard contract language, conditions laws, and regulations. The vendor's firewall and web server shall meet or exceed the government minimum requirements for security. All government data shall be protected behind an approved firewall. Any security violations or attempted violations shall be reported to the VA Project Manager and the VBA Headquarters Information Security Officer as soon as possible. The vendor shall follow all applicable VA policies and procedures governing information security, especially those that pertain to certification accreditation.

- The contractor shall follow The Veterans Affairs Acquisition Regulation (VAAR) security clause VAAR- 852.273-75 “SECURITY REQUIREMENTS FOR UNCLASSIFIED INFORMATION TECHNOLOGY RESOURCES” cited in section C. Contract Clauses

(a) The contractor and their personnel shall be subject to the same Federal laws, regulations, standards and VA policies as VA personnel, regarding information and information system security. These include, but are not limited to Federal Information Security Management Act (FISMA), Appendix III of OMB Circular A-130, and guidance and standards, available from the Department of Commerce's National Institute of Standards and Technology (NIST). This also includes the use of common security configurations available from NIST's Web site at: <http://checklists.nist.gov>

(b) To ensure that appropriate security controls are in place, Contractors must follow the procedures set forth in "VA Information and Information System Security/Privacy Requirements for IT Contracts" located at the following Web site:
<http://www.iprm.oit.va.gov>

5.2 Contract Personnel Security

All contractor employees who require access to the Department of Veterans Affairs' computer systems shall be the subject of a background investigation and must receive a favorable adjudication from the VA Security and Investigations Center (07C). The level of background security investigation will be in accordance with VA Directive 0710 dated September 10, 2004 and is available at: <http://www.va.gov/pubs/asp/edsdirec.asp> (VA Handbook 0710, Appendix A, Tables 1 - 3). Appropriate Background Investigation (BI) forms will be provided upon contract (or task order) award, and are to be completed and returned to the VA Security and Investigations Center (07C) within 30 days for processing. Contractors will be notified by 07C when the BI has been completed and adjudicated. These requirements are applicable to all subcontractor personnel requiring the same access. If the security clearance investigation is not completed prior to the start date of the contract, the employee may work on the contract while the security clearance is being processed, but the contractor will be responsible for the actions of those individuals they provide to perform work for the VA. In the event that damage arises from work performed by contractor personnel, under the auspices of the contract, the contractor will be responsible for resources necessary to remedy the incident.