

**STATEMENT OF WORK
FOR PREVENTIVE AND CORRECTIVE MAINTENANCE SERVICE
FOR THE LUMENIS VERSAPULSE P20 LASER
AT THE MILO C. HUEMPFNER CBOC IN GREEN BAY, WISCONSIN**

A. GENERAL:

The Contractor shall furnish all labor, supervision, travel, materials and equipment necessary to provide preventative maintenance (PM) and corrective maintenance on one (1) Lumenis VersaPulse P20 Laser System located at the Milo C. Huempfer Community Based Outpatient Clinic (CBOC) in Green Bay, Wisconsin.

B. EQUIPMENT LISTING:

Green Bay Community Based Outpatient Clinic (CBOC):

<u>EE #</u>	<u>Manufacturer</u>	<u>Equipment Category</u>	<u>Model</u>	<u>Serial #</u>	<u>Location</u>
86760	LUMENIS, INC	LASERS: HO-YAG	VersaPulse P20	422	Green Bay, WI

C. REQUIRED TASKS/SPECIFICATIONS:

1. Preventive Maintenance:

The Contractor shall perform PM Service to ensure that the equipment listed herein performs in accordance with the Section C, Paragraph 4 of this Statement of Work ("Conformance Standards"). Upon completion of PM, the Contractor shall provide to the Contracting Officer's Representative (COR) checklists with worksheet originals indicating work performed, procedures utilized and actual values obtained (as applicable) because of the PM. The Contractor shall provide a written description of each Preventative Maintenance Inspection (PMI). This description shall include an itemized list of the procedures performed, including the electrical safety procedures utilized. PM services shall include, but need not be limited to, the following:

- a) Cleaning of equipment.
- b) Reviewing operating system software diagnostics to ensure that the system is operating to the **manufacturer's** specifications.
- c) Calibrating and lubricating the equipment.
- d) Performing remedial maintenance of non-emergent nature.
- e) Testing and replacing faulty and worn parts and/or parts likely to become faulty, fail or become worn.
- f) Inspecting and replacing where indicated, electrical wiring and cables for wear and fraying.
- g) Inspecting, and replacing where indicated, all mechanical components which may include, but is not limited to: cables and mounting hardware, chains, belts, bearings and tracks, interlocks, clutches, and motors for mechanical integrity, safety, and performance.
- h) Returning the equipment to the operating condition defined in Section C, Paragraph 3 of this Statement of Work ("Conformance Standards").
- i) Installation of any software updates or upgrades necessary to maintain proper operation of the system in accordance with Section C, Paragraph 3 ("Conformance Standards").
- j) Providing documentation of services performed.

PM services shall be scheduled and performed by the contractor annually during time described in section G, "Hours of Coverage".

2. Unscheduled Maintenance (Corrective Maintenance Services):

The Contractor shall maintain the equipment listed herein in accordance with Section C, Paragraph 4 of this Statement of Work ("Conformance Standards"). The Contractor shall provide repair services which may consist of calibration, cleaning, oiling, adjusting, replacing parts, and maintaining the equipment, including all intervening calls necessary between regular services and calibrations. All required parts shall be furnished to complete these repairs at no additional cost to the Government according to Section C, Paragraph 3 ("Materials").

The CO, COR or a previously designated alternate has the authority to approve/request a service call from the Contractor.

The Contractor's Field Service Engineer (FSE) will commence work (on-site physical response) within two (2) business days after receipt of notification of a corrective service need and will proceed progressively to completion of repairs without undue delay.

3. Materials:

All parts required are included in the contract price. The Contractor shall have ready access to all parts required to complete the PM. All parts supplied shall be compatible with existing equipment. All parts shall be of current manufacture and have complete versatility with the presently installed equipment. All parts shall perform identically to the original equipment specifications.

4. Conformance Standards:

Contract service shall ensure that the equipment listed herein functions in conformance with the latest published edition of NFPA-99, UL, OSHA, AAMI, TJC, and VA standards.

Contract service shall also ensure that the equipment performance/specifications are equal to or exceed the performance/specifications when the equipment was originally accepted after procurement.

All upgrades/updates shall also be included in this contract except for upgrades that provide new features or capabilities or that require hardware changes.

5. Service Manuals/Tools/Equipment:

The VA shall not provide tools, (test) equipment, service manuals, or service diagnostics software to the Contractor. The Contractor shall obtain, have on file, and make available to their FSEs all operation and technical documentation (such as operational and service manuals, schematics and parts lists) which are necessary to complete the services required herein. The location and listing of the service data manuals by name and/or manuals themselves shall be provided to the Contracting Officer upon request.

6. Documentation/Reports:

Documentation shall include detailed descriptions of scheduled maintenance performed and parts replaced to maintain the equipment in accordance with Section C, Paragraph 3 of this Statement of Work ("Conformance Standards"). The Vendor Engineering Service Report (ESR) shall only reference and report on equipment covered by this contract and shall not be grouped with equipment covered under separate contracts. Each ESR must, at a minimum, legibly document the following data in complete detail:

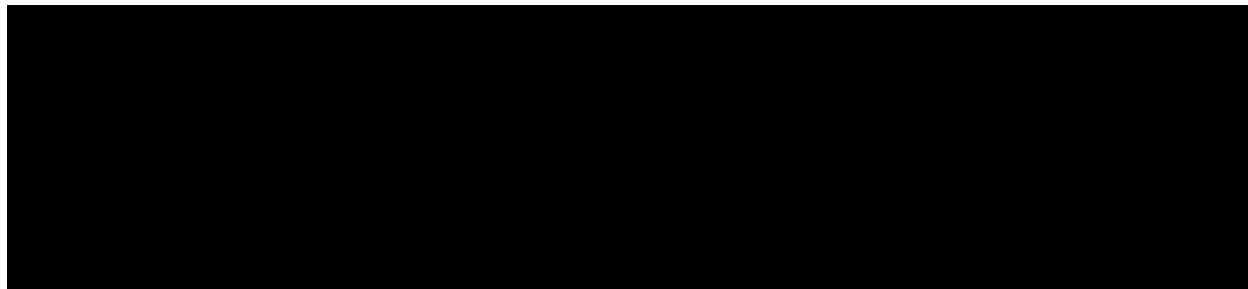
- a) Name of Contractor and Contract Number.
- b) Name of FSE who performed services.
- c) Contractor service ESR number/log number.
- d) Date, Time (starting and ending), equipment downtime and hours on-site for the service call.
- e) Description of problem reported by COR/End User (if applicable).
- f) Identification of equipment to be serviced: Inv. ID Number (EE Number), manufacturer's name, device name, model number, serial number and any other manufacturer specific information or identification information.
- g) Itemized descriptions of service performed including: Labor and Travel, Parts (with part numbers) and Materials and Circuit location of problem/corrective action.
- h) Signatures of FSE performing services and a VA employee who witnessed the services described.

The Contractor shall design/develop an ESR report form that, at a minimum, incorporates the above criteria. The form shall be on standard 8 ½ x 11 paper and shall be approved by the COR prior to use and implementation.

- 7. **Travel:** Any and all travel required by the Contractor to complete scheduled preventive maintenance is covered by this contract and shall not be separately charged to the Government. In addition, there shall be no additional charge for time spent at the site (during, or after the normal hours of coverage) awaiting the arrival of additional FSE and/or delivery of parts.

D. REPORTING REQUIREMENTS:

The Contractor shall be required to report to Biomedical Engineering to log in. This check in is mandatory. When the service is completed, the FSE shall document services rendered on a legible ESR(s). The FSE shall be required to log out with Biomedical Engineering and submit the ESR(s) to the COR. All ESRs shall be submitted to the equipment user for an "acceptance signature" and to the COR for an "authorization signature". If the COR is unavailable, a signed, authorized copy of the ESR shall be sent to the COR after the work can be reviewed (if requested or noted on the ESR).



E. CONDITION OF EQUIPMENT:

The Contractor accepts responsibility for the equipment, in "as is" condition.

F. REPORTING SERVICES REQUIRED THAT ARE BEYOND SCOPE OF CONTRACT:

The Contractor shall immediately, notify the CO and COR (in writing via email) of the existence or the development of any defects in, or repairs required, to the scheduled equipment which the Contractor considers he/she is not responsible for under the terms of this contract. The Contractor shall furnish the CO and COR with a written estimate of the cost to make necessary repairs.

G. HOURS OF COVERAGE:

Normal hours of coverage are Monday-Friday from 8:00 AM – 4:30 PM, excluding holidays. All services/repairs shall be performed during normal hours of coverage unless requested or approved by the CO, COR, or designee. Any exceptions/changes to the PM schedule shall be arranged and approved in advance with the COR or designee.

The Contractor is not required to provide service on the following holidays, nor will the Contractor be paid for these holidays. The following holidays are observed by the Federal Government:

New Year's Day	January 1st
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 4th
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	November 11th
Thanksgiving Day	4th Thursday in November
Christmas Day	December 25th

P. COMPETENCY OF PERSONNEL SERVICING EQUIPMENT:

1. The Contractor shall be an established business, with full time staff. The Contractors staff shall include, at a minimum, one "fully qualified" FSE.
2. "Fully Qualified" is based upon training and on experience in the field. For training, the FSE(s) has successfully completed a formalized training program, for the equipment specified herein. For field experience, the FSE(s) shall have relevant experience (except for equipment newly on the market) with respect to scheduled preventive maintenance, on the equipment covered by this contract.