

36C24820Q0042 – PM GREENLIGHT LASER SYSTEM

Questions:

1. It was stated in the SOW that this is for Preventative & Corrective Maintenance for the Laser system. Please explain how we are to address corrective maintenance repairs with our bid.

Manufacturer's Parts must be used to replace any defective components found during PM to maintain manufacturer specifications in accordance with FDA Class I, II, III devices intended for human use. Including resonator, laser source and optical components, electrical and cooling components, free loaner equipment w/down system. EXCLUDES: Consumable or accessory items, safety glasses, outer panels, fibers, fiber pole base and hand pieces. To access these unit's configurations and/or diagnostic embedded tools, the vendor must have the manufacturer's service keys, i.e. User Names, Passwords, and Service Software.

2. Is this contract considered full maintenance contract?

Yes.

3. Who was the incumbent vendor?

Boston Scientific

4. How much was the previous award amount?

\$10,295.00 per year

5. With the logistical challenges, what are the expectations of the customer of receiving responses to service calls?

24/7 Phone Support is required, 48 Hour Onsite Response Time; Free Loaner w/down system @ 4 days.