

Questions:

1. It was stated in the SOW that this is for Preventative & Corrective Maintenance for the CT Injectors. 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. 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?

This is a new requirement.

4. How much was the previous award amount?

N/A. This is a new requirement.

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

24/7 Technical Support is required, Response time to emergency calls for service will be no more than one (1) hour after notification; Contractor will respond with onsite visits to service calls within 24 hours on the event that a phone call or technical support cannot resolve the problem.