

STATEMENT OF WORK:
GETINGE CARDIOSAVE INTRA-AORTIC BALLOON PUMP
SILVER SERVICE CONTRACT

A. GENERAL GUIDANCE

1. Scope of Work: Vendor shall provide A full GCare Silver Service on the Getinge Cardiosave Intra-Aortic Balloon Pumps (IABP) listed below when requested by the Ralph H. Johnson VA Medical Center Healthcare Technology Management Service (RHJVAMC HTM). Phone support for VA Biomedical Engineering will also be provided under contract period specified below. One preventive maintenance visit per twelve (12) month term for each unit will be provided during the term of this agreement. Travel, labor, and replacement parts for corrective maintenance and repair services will also be provided. The initial preventive maintenance will be coordinated with the hospital site. All units at the hospital site requiring a PM under the terms of this agreement will be scheduled to be completed on the same visit. The PM will consist of every feature outlined by Getinge in their Silver Service Care Agreement.

Contractor shall provide the following:

Complete maintenance responsibility of the following 3 Getinge Cardiosave IABP Hybrid units:

Model	S/N	Asset #
CARDIOSAVE IABP HYBRID	CH251005B7	1328378
CARDIOSAVE IABP HYBRID	CH251004B7	1339317
CARDIOSAVE IABP HYBRID	CH251193B7	1453893

Preventative Maintenance (onsite):

1. Contractor shall abide by OEM's (Getinge) recommended Preventative maintenance guidelines in GCare Silver Agreement
2. Contractor shall provide an electronic report of the preventative maintenance results of each device following completion. Reports shall include the Charleston VAMC asset number and equipment serial number
3. VA will provide work bench for contractor to perform maintenance; however, contractor must provide his own tools.

Corrective Maintenance (onsite):

1. Contractor shall provide travel and labor for repair services
2. Contractor shall provide replacement parts for repair services
3. Contractor to provide loaner equipment (when necessary)
4. 24x7 Technical Support from OEM
5. 24x7 Emergency clinical support from OEM

2. Locations: All three devices are at the main facility of RHJVAMC, the address is as follows:

109 Bee St.
Charleston, SC 29401

B. TERMS OF AGREEMENT

1. Replacement Parts and Additional Charges. Vendor shall supply necessary parts, provided replacement of the parts is required because of normal wear and tear or otherwise deemed necessary by vendor and RHJVAMC HTM. All Parts will be new, standard parts, or used, reworked or refurbished parts that comply with applicable performance and reliability specifications.

2. Inspection. An initial inspection will be conducted to ensure the equipment is in working order prior to any work being performed. Any deficiencies discovered or conditions listed in the specified exclusions will not be covered under the Service Warranty Policy.

3. Access to Equipment. Contractor's authorized representatives shall have full and free access to the equipment to perform maintenance service. The Contractor's Service Representative will charge for time waiting for equipment availability after a sixty (60) minute wait beyond the scheduled time.

4. Warranty. Repairs made during the term of this agreement are warranted for the period remaining on and under the conditions of this agreement or for ninety (90) days, whichever is longer.

C. GENERAL REQUIREMENTS:

1. The contractor shall provide the COR with a list of contractor employees expected to enter building. While on VA premises, all contractor personnel shall comply with the rules, regulations, and procedures governing the conduct of personnel and the operation of the facility.

2. An access badge will be given to the contractor's employee upon entrance into VA buildings. The contractor employee must safeguard the access badge and immediately report any lost, stolen, or destroyed badges to the COR. All contract personnel must properly display their access badges. Access badges must be worn at or above the waist (facing forward) at all times in the facility. The contractor's employees must return the access badge(s) to the COR or designee when the work is complete.

3. It is the responsibility of the contractor's personnel to park in the appropriate designated parking areas. Parking information shall be coordinated with each facility COR.

4. RHJVAMC does not validate or make reimbursement for parking violations of the contractor's personnel under any circumstance.

D. GOVERNMENT RESPONSIBILITIES:

The Government shall be responsible for making the equipment available to the Contractor during normal business hours 8:00 am - 5:00 pm, Mon-Fri. If there is a need for work to be done after hours, the Government will make arrangements for the Contractor to have access to the equipment.

E. CONTRACTOR PERSONNEL SECURITY REQUIREMENTS:

The contractor shall be required to comply with all security policies/requirements. All security policies/requirements must be met, and employees cleared prior to the contractor performing work under this contract. Employees that cannot meet the security and clearance requirements shall not be allowed to perform work under this contract.

F. INTERFERENCE TO NORMAL FUNCTION:

Contractor may be required to interrupt their work at any time so as not to interfere with the normal functioning of the facility, including utility services, fire protection systems, and passage of facility patients, personnel, equipment and carts.

1. In the event of an emergency, contractor services may be stopped and rescheduled at no additional cost to the government.
2. Contractor personnel shall inform the COR or the designee of the need to gain access to secured areas. If access is required to secure areas, prearranged scheduling will be made with COR or designee.

G. CONTRACTING REQUIREMENTS

REMOTE ACCESS:

If required, Vendor must comply with all VA Office of Information and Technology security requirements. Vendor must contact RHJVAMC HTM before accessing the system remotely.

REPORTING:

For repairs or services that will be performed during normal working hours, the Contractor's repairman must report to the Biomedical Engineering Section, G200 or by telephone at 843-789-7396, and while on station an identification badge shall be worn at all times. During the repair process, once the problem is identified, the vendor shall notify VA Biomedical Engineering before replacement parts are installed. After all work is completed, the Contractor's repairman must again report to the Biomedical Engineering Section and provide a complete report of services or repairs performed for each item of equipment and must also include a listing of replacement parts, when applicable.

NOTE: Payment of invoices may be delayed if the appropriate reports are not properly completed and submitted to the Biomedical Engineering Section as required above.

HOURS OF WORK:

The contractor shall be available during normal business hours of 8:00am – 4:30pm Monday – Friday excluding Federal Holidays and weekends. If it is deemed necessary that work be done outside of normal business hours due to clinic schedule, the contract will be flexible and decide – with HTM staff – on a time that does not impact patient care.

ADDITIONAL SERVICES:

The Contractor guarantees all equipment covered in this contract shall be in optimum working condition at the contract expiration date, ***provided*** the Contractor is notified of deficiencies at least one (1) day before the contract expiration date. All changes, updates or retrofits made on any component or system shall be annotated on station equipment manuals and records. Services also include recording all routine work; corrections and repair work in the equipment log.

AUTHORIZED SERVICES:

Only those services specified within the contract are authorized. Before performing any service or repair of a non-contract nature, the Contracting Officer or his/her designee must be advised of the reason for this additional work. If appropriate, the Contracting Officer or his/her designee may authorize the additional services or repairs under a separate purchase authorization. Contractor is cautioned that only the Contracting Officer or his/her designee may authorize additional services or repairs and reimbursement will not be made unless this prior authorization is obtained.

DISCONTINUANCE OF SERVICE:

The Government reserves the right to terminate service on a particular machine meeting replacement criterion upon thirty (30) days written notice to the Contractor with payment to be prorated.

TEST EQUIPMENT:

RHJVAMC will not furnish parts and/or test equipment for the performance of this contract. It is the responsibility of the Contractor to bring the appropriate equipment and/or supplies necessary to complete the work as required within.

PERFORMANCE CONFERENCE:

If appropriate, the Contracting Officer will schedule a performance conference for contract orientation purposes with the Contractor receiving award.

SPECIAL CONTRACT REQUIREMENTS:

Vendor must follow all Department of Veterans Affairs, Joint Commission, OSHA, and NFPA regulations when working on VA equipment.

CONTRACTOR SUBMITTALS:

Within fifteen calendar days after award date, but not later than performance of the first servicing of equipment, the Contractor will furnish two (2) copies of its preventive maintenance procedures manual which will be used during the preventive maintenance services of this contract to the Contracting Officer. These manuals are required by the Government as a condition of the facility's JCAHO accreditation and must be received before any invoice can be certified for payment.

SERVICE CONTRACTS:

Bidder shall provide in the space provided below, the name, location, and telephone number of the office where service calls are to be placed:

OBSOLETE MACHINES:

Services under a resulting contract will not cover obsolete machines where parts for such obsolete machines are not available under the original manufacturer's commercial price list, unless mutually agreed to by the Contracting Officer and the Contractor.

ORDERS:

The Contractor's repairman will report to the office of the Contracting Officer's Technical Representative (COTR) prior to start of work and after completing the services required during that call. Services to be rendered will be directed by the COTR and any changes must receive concurrence of the Contracting Officer and/or the COTR.

TYPE OF CONTRACT

The RHJVAMC anticipates award of a FIRM FIXED PRICE contract based on the contents of this solicitation.