

**THIS REQUEST FOR INFORMATION (RFI)/SOURCES SOUGHT IS ISSUED SOLELY FOR INFORMATION AND PLANNING PURPOSES ONLY AND DOES NOT CONSTITUTE A SOLICITATION.**

**THE SUBMISSION OF PRICING, CAPABILITIES FOR PLANNING PURPOSES, AND OTHER MARKET INFORMATION IS HIGHLY ENCOURAGED AND ALLOWED UNDER THIS RFI IN ACCORDANCE WITH (IAW) FAR 15.201(e).**

**DISCLAIMER**

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. All information received in response to this RFI that is marked as proprietary will be handled accordingly. IAW FAR 15.201(e), responses to this notice are not offers and cannot be accepted by the Government to form a binding contract. Responders are solely responsible for all expenses associated with responding to this RFI.

**SOURCES SOUGHT DESCRIPTION**

This is NOT a solicitation announcement. This is a sources sought/RFI only. The purpose of this sources sought/RFI is to gain knowledge of potential qualified sources and their size classification relative to NAICS 811219 (size standard of \$22 Million). Responses to this sources sought will be used by the Government to make appropriate acquisition decisions. After review of the responses to this sources sought, a solicitation announcement may be published. Responses to this sources sought synopsis are not considered adequate responses for a solicitation announcement. The Request for Information (RFI) solicitation number is **36C26220Q0115**.

The Department of Veterans Affairs (VA), VISN 22 Network Contracting Office is seeking sources that can provide licensing and maintenance renewal for a service agreement for the DSX 65000MCN2POS for the VA San Diego Healthcare System, San Diego, VA Phoenix Healthcare System, and Greater Los Angeles Healthcare System:

**Statement of Work**

**1. Contract Title.**

Dynex Technologist Service agreement for pre-existing DSX 65000MCN2POS equipment

**2. Background.**

The purpose of this request is to establish an annual service agreement to provide support for the Dynex DSX equipment in use at the San Diego, VA Phoenix, and Greater Los Angeles Healthcare System's main laboratory. The equipment is used daily to support testing of patient specimens. The equipment must remain in good working condition as the hospital is dependent on patient results within a limited agreed upon time. The laboratory has only a single instrument for the testing; there is no back up equipment which puts an even greater need for the service agreement.

**3. Scope.**

Purchase is requested to ensure continued service maintenance of existing equipment necessary to ensure continued patient testing and peak performance by preventing any unnecessary downtime of equipment due to faulty maintenance. This purchase is also necessary to avoid useless spending of government funds by reducing the chances of expensive service calls.

**Must be brand name or equal to:**

## "SILVER" Service Agreement Level 2 – DSX 65000MCN2POS

Base year plus 4 optional years.

### **Annual Service Agreement must provide the following:**

- Online/telephone technical support, 8:00am – 6:00pm Eastern time or normal business hours. - Excluding weekends and holidays.
- Service Engineer on site within 24 hours after best efforts are made to diagnose the issues and determine the needed repair and parts.
- Service agreement price must include:
  - Scheduled Preventative Maintenance. All travel, labor, and materials expenses included.
  - All Dynex certified spare parts needed and used in repairing the instrument.
  - All travel and labor expenses for on-site service.

### **4. Specific Tasks.**

As described on attached sheet Dynex Technologies request encompasses the following; field service and technical support offering. Rev F No. BRO665-001 “Silver” Annual Service Agreement Level 2

#### **4.1 Task 1 - Enterprise Management Controls.**

4.1.1 Subtask 1 - Integration Management Control Planning. Provide the technical and functional activities at the required level for integration of all tasks specified within this SOW. Include productivity and management methods such as quality assurance, progress/status reporting and program reviews. Provide the centralized administrative, clerical, documentation and related functions.

4.1.2 Subtask 2 - Contract Management. Prepare a Contract Management Plan describing the technical approach, organizational resources and management controls to be employed to meet the cost, performance and schedule requirements throughout Contract execution. Provide a monthly status report monitoring the quality assurance, progress/status reporting and program review applied to this contract.

**Deliverables:**                      **Contract Management Plan**  
   **Monthly Status Report**

**Deliverables:**                      N/A

### **5. Performance Monitoring**

- Service calls on time.
- Provide adequate, knowledgeable, and friendly support.
- Number of days the instrument is not run due to waiting for service.
- Addresses any concerns about quality of service.

### **6. Security Requirements**

Not applicable. This request is for a Service Maintenance Agreement on an instrument that is already in use within the laboratory. Instruments: San Diego, VA Phoenix, and Greater Los Angeles Healthcare System -DSX 65000MCN2POS

### **7. Government-Furnished Equipment (GFE)/Government-Furnished Information (GFI).**

N/A

### **8. Other Pertinent Information or Special Considerations.**

Requires a service agreement authorized by the manufacture of the equipment, Dynex. No substitutes will serve our needs for maintenance due to the pre-existing Dynex equipment located at the VA San Diego Healthcare System, San Diego, VA Phoenix, and Greater Los Angeles Healthcare System.

- a. Identification of Possible Follow-on Work. N/A
- b. Identification of Potential Conflicts of Interest (COI). None known
- c. Identification of Non-Disclosure Requirements. NA

- d. Packaging, Packing and Shipping Instructions. N/A  
e. Inspection and Acceptance Criteria. N/A

**9. Risk Control** N/A

**10. Place of Performance.**

VA San Diego Healthcare System  
3350 La Jolla Village Drive  
San Diego, CA 92161

Phoenix VA Healthcare System  
650 E Indian School Rd.  
Phoenix, AZ, 85012

VA Greater Los Angeles Healthcare System  
11301 Wilshire Blvd.  
Los Angeles, CA 90073

**11. Period of Performance.**

Base year plus 4 optional years

**12. Delivery Schedule.** NA

**Brand Name or Equal to:**

| <b>FIRM FIXED PRICE -BASE YEAR PLUS 4 OPTION YEARS ESTIMATED DATES</b> |                           |  |                   |                    |                          |                           |
|--|---------------------------|--|-------------------|--------------------|--------------------------|---------------------------|
| <b><u>Line Item</u></b>  | <b><u>Item Number</u></b> | <b><u>Description</u></b>  | <b><u>QTY</u></b> | <b><u>UNIT</u></b> | <b><u>UNIT PRICE</u></b> | <b><u>TOTAL PRICE</u></b> |
| 1  | 65000MCN2POS              | VA Phoenix Base Year:<br><b>1DXC2893</b> Service<br><br>11/22/2019 – 11/21/2020<br><br>1DXC2660 Service<br>Silver Annual Service Level 2                                 | 1                 | EA                 | \$                       | \$                        |
| 2  | 65000MCN2POS              | San Diego VA Base Year:<br><b>1DXC2660</b> Service<br><br>12/10/2019 – 12/09/2020<br><br>1DXC2660 Service<br>Silver Annual Service Level 2                               | 1                 | EA                 | \$                       | \$                        |
| 3  | 65000MCN2POS              | VA Greater Los Angeles Base Year:<br><b>1DXC2546</b> and <b>1DXC2659</b> Service<br><br>12/10/2019 – 12/09/2020<br><br>1DXC2660 Service<br>Silver Annual Service Level 2 | 2                 | EA                 | \$                       | \$                        |

|    |              |   |   |    |    |    |
|----|--------------|---|---|----|----|----|
|    |              |   |   |    |    |    |
| 4  | 65000MCN2POS | VA Phoenix Option Year 1:<br><b>1DXC2893</b> Service<br>11/22/2020– 11/21/2021<br>Silver Annual Service Level 2                                     | 1 | EA | \$ | \$ |
| 5  | 65000MCN2POS | San Diego VA Option Year 1:<br><b>1DXC2660</b> Service<br>12/10/2020 – 12/09/2021<br>Silver Annual Service Level 2                                  | 1 | EA | \$ | \$ |
| 6  | 65000MCN2POS | VA Greater Los Angeles Option<br>Year 1: <b>1DXC2546</b> and <b>1DXC2659</b><br>Service<br>12/10/2020 – 12/09/2021<br>Silver Annual Service Level 2 | 2 | EA | \$ | \$ |
|    |              |   |   |    |    |    |
| 7  | 65000MCN2POS | VA Phoenix Option Year 2:<br><b>1DXC2893</b> Service<br>11/22/2021- 11/21/2022<br>Silver Annual Service Level 2                                     | 1 | EA | \$ | \$ |
| 8  | 65000MCN2POS | San Diego VA Option Year 2:<br><b>1DXC2660</b> Service<br>12/10/2021 – 12/09/2022<br>Silver Annual Service Level 2                                  | 1 | EA | \$ | \$ |
| 9  | 65000MCN2POS | VA Greater Los Angeles Option<br>Year 2: <b>1DXC2546</b> and <b>1DXC2659</b><br>Service<br>12/10/2021 – 12/09/2022<br>Silver Annual Service Level 2 | 2 | EA | \$ | \$ |
|    |              |   |   |    |    |    |
| 10 | 65000MCN2POS | VA Phoenix Option Year 3:<br><b>1DXC2893</b> Service<br>11/22/2022 – 11/21/2023<br>Silver Annual Service Level 2                                    | 1 | EA | \$ | \$ |

|                    |              |   |   |    |    |                 |
|--------------------|--------------|---|---|----|----|-----------------|
| 11                 | 65000MCN2POS | San Diego VA Option Year 3:<br><b>1DXC2660</b> Service<br><br>12/10/2022 – 12/09/2023<br><br>Silver Annual Service Level 2                                  | 1 | EA | \$ | \$              |
| 12                 | 65000MCN2POS | VA Greater Los Angeles Option<br>Year 3: <b>1DXC2546</b> and <b>1DXC2659</b><br>Service<br><br>12/10/2022 – 12/09/2023<br><br>Silver Annual Service Level 2 | 2 | EA | \$ | \$              |
|                    |              |   |   |    |    |                 |
| 13                 | 65000MCN2POS | VA Phoenix Option Year 4:<br><b>1DXC2893</b> Service<br><br>11/22/2023 – 11/21/2024<br><br>Silver Annual Service Level 2                                    | 1 | EA | \$ | \$              |
| 14                 | 65000MCN2POS | San Diego VA Option Year 4:<br><b>1DXC2660</b> Service<br><br>12/10/2023 - 12/09/2024<br><br>Silver Annual Service Level 2                                  | 1 | EA | \$ | \$              |
| 15                 | 65000MCN2POS | VA Greater Los Angeles Option<br>Year 4: <b>1DXC2546</b> and <b>1DXC2659</b><br>Service<br><br>12/10/2023 - 12/09/2024<br><br>Silver Annual Service Level 2 | 2 | EA | \$ | \$              |
| <b>TOTAL PRICE</b> |              |   |   |    |    | <b>\$ _____</b> |

The information identified above is intended to be descriptive, not restrictive and to indicate the quality of the supplies/services that will be satisfactory. It is the responsibility of the interested source to demonstrate to the government that the interested parties can provide the supplies/services that fulfill the required specifications.

If you are interested, and are capable of providing the sought out supplies/services, please provide the requested information as well as the information indicated below. Response to this notice should include company name, address, point of contact, size of business pursuant to the following questions:

**(1) Please indicate the size status and representations of your business, such as but not limited to: Service Disabled Veteran Owned Small Business (SDVOSB), Veteran Owned**

**Small Business (VOSB), Hubzone, Woman Owned Small Business (WOSB), Large Business, etc.)?**

**(2) Is your company considered small under the NAICS code identified under this RFI?**

**(3) Are you the manufacturer, distributor, or an equivalent solution to the items being referenced above?**

**(4) If you are a large business, do you have any designated distributors? If so, please provide their company name, telephone, point of Contact and size status (if available).**

**(5) If you're a small business and you are an authorized distributor/reseller for the items identified above or an equivalent solution, do you alter; assemble; modify; the items requested in any way? If you do, state how and what is altered; assembled; modified?**

**(6) Does your company have an FSS contract with GSA or the NAC or are you a contract holder with NASA SEWP or any other federal contract? If so, please provide the contract number.**

**(7) If you are an FSS GSA/NAC or NASA SEWP contract holder or other federal contract holder, are the items/solution you are providing information for available on your schedule/contract?**

**(8) Please provide general pricing of your products/solution for market research purposes.**

**(9) Please submit your capabilities in regards to the salient characteristics being provided and any information pertaining to "equal to items" to establish capabilities for planning purposes?**

**(10) Please review salient characteristics/statement of work (if applicable) and provide feedback or suggestions. If none, please reply as N/A.**

**(11) Please provide your DUNS number.**

**\*\*\* Submissions addressing Section (8) should show clear, compelling and convincing\*\*\*  
evidence that all "equal to items" meet all the salient characteristics.**

Responses to this notice shall be submitted and reference RFI 36C26220Q0115 via email to Carol.Evans3@va.gov. Telephone responses shall not be accepted. Responses must be received no later than Tuesday, November 7th, 2019 at 3:00 p.m. PST. If a solicitation is issued it shall be announced at a later date, and all interested parties must respond to that solicitation announcement separately from the responses to this sources sought. Responses to this sources sought notice are not a request to be added to a prospective bidders list or to receive a copy of the solicitation.