

Statement of Work

The Contract shall provide 24 hours x 7 days a week support for the Addiction Management System software for the VA Oakland Mental Health and Addiction Clinic. The remote support includes the following:

- Responding to service calls and reviewing operating system diagnostics to ensure the equipment is operating within specifications.
- Resolving all software related issues and malfunctions.
- Installing and maintaining all applicable software updates, upgrades, and security patches as required.

A written service report of the work completed must be provided within 7 days, by email, fax, or hard copy to biomedical engineering.

Period of Performance from date of contract award to September 30, 2013.