

Statement of Work Description

Background/ Scope

- The Veteran's Health Care System of the Ozarks (VA) owns and/or operates medical systems and devices that require various types of service. This Scope of Work addresses a laboratory analyzer. The unit needs Preventive Maintenance service to provide accurate information and function.
- These items require the following services: Preventive Maintenance

Objectives

- To ensure all equipment is maintained to operate in a correct and safe manner as intended and designed by the Original Equipment Manufacturer (OEM).
- To ensure that preventive maintenance (PM) is completed on time and in accordance with OEM recommendations.
- To ensure the software operates as designed and is updated with the latest versions.
- To ensure that all items are inspected to ensure safe and correct operation and in compliance with applicable local, state and federal regulations.

Tasks (Add/Delete and modify as necessary)

- Provide preventive maintenance to a Biomerieux Mini Vidas instrument for multiparametric immunoassay systems.
- Travel and labor included.
- Parts coverage excluding consumable items.
- Priority Parts Delivery including overnight shipping of parts.
- All system software and safety upgrades will be included.

Delivery

- Vendor must be able to access all necessary software in the equipment to perform the contracted functions.
- All personnel completing tasks will have factory certified training on the equipment that they will service. Vendor will provide training documentation when requested by Biomed.
- All on-site work should be completed between the hours of 8am and 5pm CST, Monday through Friday excluding holidays unless otherwise listed in the tasks section.
 - o If the VA agrees to after hour's billable service it will be charged at the vendor's preferred contract billing rate in affect at the contract start date.
 - o If vendor desires to provide service after normal hours at no additional cost to the VA a request can be made to Biomed for an escort. Afterhours work will normally only be approved if a VA escort is available to stay with the vendor during all work.
- Biomed personnel and the Department Head (or representative in the director's absence) will be informed in the following situations:
 - o To schedule any work.
 - o After arriving on site but before any work is started.
 - o To provide an approximate timeframe for the work.
 - o As soon as it is known that the work will take longer than expected.
 - o At completion of work prior to leaving the facility.
 - o To report any incomplete aspects of the work or issues that could not be corrected during the visit.
 - o To provide a written plan for corrective action for any work that cannot be completely within 24 hours. Plan must be provided to and approved by Biomed and the Department Director.
- A service ticket will be provided for each visit for each separate equipment item for which service is performed. The service ticket can be a hard copy or electronically transmitted to the Biomedical Department and the Department Director. Other forms of notification or adjustments to this method may be requested by the vendor and considered for approval by Biomed and Department Director.
 - o Service tickets/documentation will be provided within 5 business days of the actual work being completed.

- All test equipment used for this contract will have current calibration dates verifiable with documents traceable back to the US Bureau of Standards. Vendor will produce documents upon request.
- Proper Lock-out/Tag-out procedures will be used when appropriate.
- All OEM recommended safety aspects of the equipment being serviced will be adhered to.
- All work will be completed in accordance with Original Equipment Manufacturers (OEM) specifications and recommended procedures.
- All adjustments will be completed using OEM software as intended by the equipment design.

Government-Furnished Property

- The equipment to be service includes:
- BIOMERIEUX , INC., MiniVidas instrument for multiparametric immunoassay systems.
- PM # 6630-23590
- SERIAL # IVD1207586
- EQUIPMENT ID # 512046
- The covered equipment also includes any accessories included in the original purchase of the covered equipment not specifically listed here which may include but not limited to printers, UPS systems, monitors, keyboards, etc.
- VA will supply a useable work space for portable equipment service.

Security Requirements

- Vendors must to be registered at www.reptrax.com and will obtain an access badge from the VA Police Department or from Facility Engineering Department while performing work on-site.
- Vendor will contact Biomed whenever work is being performed in any VA facility to determine if an escort is needed. Biomed will arrange for an escort if needed.
- Security and privacy requirements vary depending on the equipment to be serviced and the service being performed. Vendor personnel may be required to complete any or all of the following but not limited to:

Place of Performance

- Work will be performed on equipment at the main facility at 1100 N College Ave, Fayetteville Arkansas, the satellite clinics located in various areas within the City of Fayetteville, or at one of the Community Based Outpatient Clinics (CBOCs) depending on the equipment location.
- Work may be performed remotely (remote connection) if possible with prior permission from Biomed. All necessary security and privacy issues will be addressed and complied with by the vendor before any remote connection or service is performed. Remote service access is extremely limited due to the heightened security requirements on our information networks. Vendor requests might not be approved.
- Equipment may be removed from the facilities for service with prior permission from Biomed and the Department Director.