STATEMENT OF WORK (DRAFT)

1. **SCOPE OF WORK:** SOFTWARE SUBSCRIPTION MAINTENANCE, SUPPORT, AND CIS DATABRIDGE SUITE (OR EQUAL) HOSPITAL PERPETUAL LICENSE

(A) The intent of this Request for Quote is to enter into a new, Firm-Fixed-Price base plus four option year contract for license software subscription maintenance and support, applicable software updates, and intervening service calls for DSS Databridge OR EQUAL. The base year period of performance shall be 08/26/2026 to 08/25/2027.

a. Option year one period of performance shall be 08/26/2027 to 08/25/2028.
b. Option year two period of performance shall be 08/26/2028 to 08/25/2029.
c. Option year three period of performance shall be 08/26/2029 to 08/25/2030.
d. Option year four period of performance shall be 08/26/2030 to 08/25/2031.

(B) The Vendor shall provide all labor, supervision, materials, parts and transportation required to maintain and repair DSS DataBridge OR EQUAL.

a. NOTE: DSS CIS Databridge has already been installed years prior and is currently active at VA San Diego. A new contract is being sought for continued services upon expiration of the current contract.

2. **SCHEDULE OF SERVICES:** The intent of the Government to award a Firm-Fixed-Price base plus four option year contract for license software subscription maintenance and support, applicable software updates, and intervening service calls for DSS Databridge OR EQUAL.

3. **Location:** (664) VA San Diego Healthcare System
3350 La Jolla Village Drive
San Diego, CA 92161

4. **DESCRIPTION/SPECIFICATIONS**

The Vendor shall perform at least one on-site preventive maintenance inspection during the contract period. PM inspection shall be scheduled by direction of the VA Point of Contact (POC). Hardware parts and applicable software updates shall be included in support agreement. Telephone support services shall be available 24 hours a day, 365 days a year. On-site service calls shall be included, with a response time of 5 business days.

Vendor shall provide the POC an electronic copy of the field service report after every PM or on-site service call within 7 calendar days. At a minimum, this report must contain a detailed description of any services or repairs performed for each item of equipment, and must also include a listing of replacement parts, when applicable, total hours of service, safety check, performance data, and the date. The report will also include any Vendor recommendations necessary to maintain the equipment in optimum operating condition. Service Technician shall document and report to the POC any unsafe conditions or signs of misuse or abuse regarding this medical equipment.

5. SALIENT CHARACTERISTICS:

5.1 The system shall provide bidirectional interoperability with VistA and CPRS using HL7 standards to support exchange of patient demographics, orders, results, device data, and clinical documentation.

5.2 The system shall offer the capability (but not require the presence) to interface with external ICU or Anesthesia Record Keeping (ARK) systems. Such connectivity shall rely on HL7-compliant interfaces and shall not mandate the use of any specific commercial ARK product.

5.3 The system shall function as a middleware interface capable of filtering, transferring, and synchronizing clinical data to and from VistA without requiring adoption of any proprietary or single-vendor clinical information system.

5.4 The system shall support near real-time exchange of physiological monitoring data, vital signs, anesthesia or perioperative data, and clinical documentation inputs to improve workflow efficiency and enhance completeness of the patient record.

5.5 The system shall include modular integration components (e.g., ICU data modules, anesthesia data modules, perioperative interfaces, and analytics components) to support flexible and scalable deployment.

5.6 The system shall operate within a standards-based integration framework and shall be compatible with multiple commercial off-the-shelf (COTS) clinical systems that comply with HL7 standards.

5.7 The system shall support creation and maintenance of a unified patient record within VistA/CPRS by integrating disparate clinical inputs while allowing medical centers to select any compliant anesthesia or ICU information system.

5.8 The system shall reduce manual documentation burden by enabling automated transfer of clinical and device data from compatible systems.

5.9 The system shall comply with all applicable VA security and privacy requirements, including VA, NIST, and FIPS policies, and shall not require vendor-specific hosting, proprietary cloud environments, or proprietary security frameworks.

5.10 All patient clinical data shall remain stored within VistA, and the system shall not require creation or maintenance of proprietary standalone databases for patient information.

5.11 The system shall be compatible with the VA San Diego Healthcare System's networking architecture, including VLAN 659 PeriOp, DSS PeriOp Manager servers, VistA Production and Test Multi-Listener addresses, VA DNS/NTP/WSUS services, and other approved enterprise resources. The system shall not require modifications to the existing network architecture.

6. SERVICE CALLS: Service also includes all necessary intervening service calls required to repair an instrument. Intervening services will be rendered as directed by the POC. All services (PMI's and intervening service calls) shall be performed in accordance with original manufacturer's specifications and FDA guidelines.

7. PLANNED MAINTENANCE INSPECTIONS (PMI) AND INTERVENING SERVICES:
Preventive maintenance (PM) services shall include, but not limited to the following:

(A) Cleaning of the equipment;
(B) Reviewing operating software diagnosis to ensure that it is operating in accordance with the manufacturer's specifications;
(C) Calibrating and lubricating the equipment;
(D) Performing intervening maintenance;

(E) Testing and replacement of faulty and worn parts and/or parts which are likely to become faulty, fail, or become worn;
(F) Inspecting and replacing, when indicated, electrical wiring and cables for wear and fraying (G) Inspecting and replacing, when indicated, all mechanical components.
(H) The Contractor shall furnish documentation, all measurements, and calibration data collected to ensure that the system is performing in accordance with the manufacturer's performance standards;
(I) PMIs shall be performed during normal working hours of the VASDHC. PMIs shall be scheduled a minimum of three (3) days in advance with the COTR and performed during the first five (5) working days of the months specified in the PM plan. PMI's shall be performed in accordance with manufacturer's instructions, specification and at the intervals depicted in the schedule of services. This contract also includes all intervening service calls during normal working hours and parts required for maintaining this equipment in optimum operating condition.

8. PARTS:

(A) The Vendor shall furnish replacement parts meeting or exceeding the original equipment manufacturer specifications.
(B) Replaced parts are to be disposed of by the Vendor after obtaining approval from the POC, except for hard drives that have the capability of storing sensitive information. They must be disposed of according to local Facility Policy and with the Information Security Officer (ISO) concurrence.
(C) Operating and consumable supplies are not part of this contract. Replaced parts covered by the Planned Maintenance Inspection or intervening services shall be itemized as a no-charge item on the Vendor's invoice and shall be identified by the part listed on the manufacturer's schematics or part list.
(D) The Vendor is required to have a sufficient supply in stock or be able to obtain all parts required for work under this contract. The Vendor shall have complete service documentation, including necessary manuals and schematics.
(E) Unserviceable parts will be replaced by the Vendor on an exchange basis within eight (8) working hours, labor to install replacement part are included.
(F) Part numbers as shown on the manufacture schematics/parts list will identify all parts that are replaced. All newly installed replacement parts become the property of the Government. Any worn defective parts will be replaced free of any charges.
(G) When parts are required and are not covered by Preventive Maintenance and have intervening services, such needs shall be identified to the POC along with an estimate of charges. The POC will evaluate these needs and request through the Contracting Officer appropriate action(s). These parts will be installed under a separate purchase order.

9. TEST EQUIPMENT: The VA shall not furnish parts and/or test equipment for the performance of this contract. It is the responsibility of the Vendor to bring the appropriate equipment and/or supplies necessary to complete the work as required within.

10. REMOVAL OF EQUIPMENT: Government property shall not be removed from the station without a signed property pass. This property pass may be obtained after the removal is authorized by the Contracting Officer or POC. If sensitive data is stored on the device, the Facility Information Security Officer must be involved and should approve the process of removing equipment from the government site. Equipment shall not be removed by the Vendor from the government site for minor repairs. The Vendor assumes full responsibility for the equipment while it is off-site or in transit.

11. BADGES AND PARKING:

(a) All Vendor personnel are required to wear I.D. badges during the entire time he/she is on Government property. I.D. badges must have an identification picture and shall state the name of the individual and the company he/she represents.

(b) It is the responsibility of the Vendor's personnel to park in the appropriate designated parking areas. Parking information is available from VASDHS Police Service. VASDHS will not validate or make reimbursement for parking violations of the Vendor's personnel under any circumstance.

12. REPORTING (During Normal Working Hours); For any repairs or service that will be performed during the normal working hours of 8:00 a.m. through 5:00 p.m., Monday- Friday the Vendor shall check-in with the Police Service and with the POC before proceeding to the job site. Vendor shall also check-out with the POC and Police Service before leaving the job site.

13. REPORTING (During **Other** than Normal Working Hours). On-site services shall be performed during normal working hours (8:00AM – 5:00PM, Monday – Friday) only. A separate, pre-authorized Purchase Order will be required for on-site services performed during other than normal working hours.

14. AUTHORIZED SERVICES: Only those services specified herein are authorized under this contract. Before performing any service or repairs of a non-contract nature, the POC or Contracting Officer must be advised of the reasons 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. The Vendor is cautioned that only the Contracting Officer may authorize additional services or repairs and that reimbursement will not be made unless this prior authorization is obtained.

15. GOVERNMENT HOLIDAYS:

The Vendor is not required to provide service on the following National holidays, not shall the Vendor be paid for these holidays.

The following national holidays observed by the Federal Government:

New Year's Day	1 January
Martin Luther King's Birthday	Third Monday in January
President's Day	Third Monday in February
Memorial Day	Last Monday in May
Juneteenth	19 June
Independence Day	4 July
Labor Day	First Monday in September
Columbus Day	Second Monday in October
Veterans Day	11 November
Thanksgiving Day	4th Thursday in November
Christmas Day	25 December

If a holiday falls on Sunday, the following Monday shall be observed as the National Holiday. When a holiday falls on a Saturday, the preceding Friday is observed as a National Holiday by U.S. Government agencies. Also included would be any day specifically declared by the President of the United States.

16. INVOICE AND PAYMENT: Payment to be made monthly in arrears. The Vendor shall submit original invoices in proper electronic format to the Financial Services Center (FSC). Proper electronic format means an automated system transmitting information electronically according to the accepted electronic data transmission methods below:

1. VA's Electronic Invoice Presentment and Payment System – The FSC uses a third-party contractor, OB10, to transition vendors from paper to electronic invoice submission. Please see OB10 contact information below to begin submitting electronic invoices, free of charge.
2. A system that conforms to the X12 electronic data interchange (EDI) formats established by the Accredited Standards Center (ASC) chartered by the American National Standards Institute (ANSI). The X12 EDI Web site (http://www.x12.org) Vendor e-Invoice Set-Up Information:
    1. OB10 e-Invoice Setup Information: 1-877-752-0900
    2. OB10 e-Invoice e-mail: USClientServices@ob10.com
    3. Financial Services Center e-Invoice Contact Information: 1-877-353-9791 4. Financial Service Center e-Invoice e-mail: vafsccshd@va.gov

The invoice MUST be itemized to include the following information listed below. Any information listed below that is not provided on an invoice will render that invoice incomplete and the invoice will be returned for immediate correction.

(a) Time period being invoiced for.

(b) Description of services.

(c) Unit Cost Billed.

(d) Extended amount due.

(e) Invoice number, and date.

(f) Contract and obligation number.