Statement of Work

Commented [DK1]: Can be removed

1. **Contract Title:** Preventative Maintenance and Repair of Anesthesia Equipment

2. **Background:** The New Mexico Veterans Affairs Healthcare System (NMVAHCS) requires preventive maintenance and repair of Government—Owned Anesthesia Equipment directly used for patient care. **Note:** The term "facility" within this statement of work references the New Mexico Veterans Affairs Healthcare System.

3. **Scope of Work:** The contractor shall be responsible for preventive maintenance on all anesthesia equipment listed in this contract. Reference enclosed equipment listing and SOW for quantities and details in section 11.

    a. Each preventive maintenance inspection will include a complete inspection, vaporizer efficacy testing, and calibration of each unit as described in the Preventative Maintenance Section of the current associated equipment Service Manual that will be provided to the Contractor.

    b. The preventative maintenance inspection is to be scheduled with the Program Point of Contact and should be in accordance with the manufacturer's recommendation. Any parts that are needed to perform the preventative maintenance will be provided by the Contractor.
        i. The Carestation 650s and Avance CS2s will receive semi-annual preventative maintenance.
        ii. The Carescape Respironics Modules will receive annual Preventative Maintenance.
        iii. The LCS vaporizers will undergo an efficacy test semi-annually.

    c. The Contractor shall be responsible for repair services on the Carestation 650s, Avance CS2s and Carescape Respironics Modules including all parts, labor and travel required to repair the units to manufacturer specified functioning levels.
        i. Original Equipment Manufacturer (OEM) parts must be used for all repairs and preventative maintenance. Refurbished and non-OEM parts are not authorized.

    d. The contractor shall provide next day shipping to the facility for any parts required for repairs or preventative maintenance for the equipment through the Contractor's parts depot.
        i. The Contractor shall provide the facility with prefilled shipping labels.

    e. The Contractor shall respond within 4 hours to any emergency that arises regarding the equipment.

    f. The Contractor shall send a replacement or loaner if the unit cannot be repaired and send it back to the facility within 48 hours.

    g. The Contractor shall not replace the equipment in section 11 with another without Contracting approval and all changes must be noted through a contract modification. The location of this equipment is found in section 8 of this SOW.

    h. The Contractor shall verify that the equipment that was serviced is fully functional before sending it back to the facility.

i. The Contractor shall deliver a hard copy or electronic copy of a Field Service Report that delineates the service performed and confirms quality assurance tests results to the facility, refer to section 5 for additional details.

j. Service technicians shall be certified by the OEM to perform preventative maintenance, inspection and repairs on the enclosed specified equipment. The Contractor shall provide documentation/copy of certification upon request.

k. This contract shall provide for the addition and removal of equipment covered in the scope of services. The Contractor shall not remove any hard drives off station without prior approval from the Program Point of Contact.

l. The Contractor shall provide a total of two OEM Technical Training Sessions for Biomedical Staff, focusing on basic servicing and troubleshooting of the Carestation 650 model. These sessions will take place in a classroom setting at the GE Healthcare Institute, located at 3114 N. Grandview Blvd., Waukesha, WI 53188. All relevant training materials will be provided by the Contractor, while GE will issue certifications of completion to the participants. A total of two individuals will be trained, one during the base year of the contract and the other during Option Year One, travel is not included.

m. The Contractor shall provide two OEM Technical Training Sessions for Biomedical Staff, focusing on basic servicing and troubleshooting of the Avance CS2 Model. These sessions will take place in a classroom setting at the GE Healthcare Institute, located at 3114 N. Grandview Blvd., Waukesha, WI 53188. All relevant training materials will be provided by the Contractor. GE will issue certificates of completion to the participants. A total of two individuals will be trained, one during the base year and the other in Option Year One, travel not included.

4. **Over and Above Repairs/Emergency Maintenance:**

a. The Contractor shall provide unlimited telephone technical support and onsite service calls. These service calls shall be used for any maintenance or repair service as determined by Biomedical Engineering.

b. Telephone Response Time: The Contractor's Field Service Engineers (FSE) or Technical Support must respond by phone to Biomedical Engineering within four (4) hours after receipt of telephone notification between the hours of 7:00 am to 4:00 pm Mountain Time, Monday through Friday.

c. Any emergency or additional work that needs to be performed must be approved through an executed contract modification signed by the Contracting Officer.

d. The Contractor shall provide an on-schedule quote to both the CO and Program Point of Contact for review and consideration. Additional funding will be provided by the facility through an executed contract modification.

e. Once an emergency modification has been issued to the contractor, the FSE shall be on site within 48 hours of modification emergency notification.

5. Field Service Reports shall be provided to the Biomedical Engineering Department, New Mexico Veterans Affairs Healthcare System located at section 8 of this SOW, within two weeks of service for all service activities including preventive maintenance, emergency repairs, and safety inspections, and shall contain the following information:

a. Date(s) and period of service.
b. Name of Technician who performed service.
c. Complete description of equipment serviced including model number and serial number.
d. A statement of the complaint that initiated the service call.
e. Complete description of equipment services performed including upgrades, updates and software changes made.
f. Complete list of all materials, parts, or assemblies installed or replaced including serial numbers of parts where applicable.
g. Total standard labor hours, total overtime/premium hours, and total travel hours expended during the repair.

All field service reports for equipment located at the New Mexico Veterans Affairs Healthcare System shall be emailed to ABQBIOMED@va.gov. Failure to carry out the above procedures shall be considered as a failure to document the service visit and shall constitute a failure to perform.

6. **Security:**
   a. Security Requirements for Unclassified Information: The Contractor, their personnel, and their subcontractors shall be subject to the Federal laws, regulations, standards, and VA Directives and Handbooks regarding information and information system security that are delineated in this contract.
   b. The contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship in support of this contract requiring the disclosure of information, documentary material, and/or Program Point of Contact generated under or relating to this contract. The contractor is required to abide by Government and facility guidance for protecting sensitive and proprietary information.
   c. Upon arrival to the facility, the Contractor shall check in with Biomed prior to performing any service. Please contact the program point of contact in section 8 to check in procedures.

7. **Guarantee:**

The contractor shall guarantee workmanship and all parts furnished by the contractor for a period of not less than 90 days.

8. **Places of Performance:**

Delivery of services shall be coordinated through Biomedical Engineering located at:

New Mexico VA Health Care System
1501 San Pedro Dr. SE
Albuquerque, NM 87108

Program Point of Contact: To be determined upon award

9. **Hours of Coverage:**
   a. Normal hours of coverage are Monday through Friday from 7:00 am to 4:00 pm local time. All service/repairs shall be performed during normal hours of coverage unless requested or approved by the Program Point of Contact.
   b. Work performed outside the normal hours of coverage shall be approved by the Contracting Officer. Funding for services that are outside the normal coverage hours or on holidays shall have approved modification prior to any service being allowed. If services are conducted outside of normal hours of coverage are requested for the sole

convenience of the contractor, no additional cost to the Government shall be allowed and must be coordinated with the Program Point of Contact.
NOTE: All hardware/software modifications, upgrades, updates, enhancements, installations et, for the enclosed inventory listing shall be scheduled and performed during normal hours of coverage at no additional charge to the government.

c. Federal Holidays observed are located at the following link: https://www.opm.gov/policy-data-oversight/snow-dismissal-procedures/federal-holidays/

10. **Period of Performance:** One base year plus four, one-year options.

11. **Equipment Inventory Listing to be Supported:**
Table 1

L/I	SYSTEM	SERIAL#	EE#	VAHCS	Warranty end
i.	AVANCE CS2	APKA01838	108139	NMVAHCS	4/6/2023
ii.	AVANCE CS2	APKA01839	109032	NMVAHCS	4/6/2023
iii.	AVANCE CS2	APKA01840	109029	NMVAHCS	4/6/2023
iv.	AVANCE CS2	APKA01841	108135	NMVAHCS	4/6/2023
v.	AVANCE CS2	APKA01842	109030	NMVAHCS	4/6/2023
vi.	AVANCE CS2	APKA01843	109031	NMVAHCS	4/6/2023
vii.	AVANCE CS2	APKB00232	108269	NMVAHCS	4/6/2023
viii.	AVANCE CS2	APKB00233	108270	NMVAHCS	4/6/2023
ix.	CARESTATION 650 A1	SM720150104MA	100568	NMVAHCS	11/4/2022
x.	CARESTATION 650 A1	SM720150106MA	100573	NMVAHCS	11/4/2022
xi.	CARESTATION 650 A1	SM720150107MA	100580	NMVAHCS	11/4/2022
xii.	CARESTATION 650 A1	SM720150108MA	100567	NMVAHCS	11/4/2022
xiii.	CARESTATION 650 A1	SM720150110MA	100565	NMVAHCS	11/4/2022
xiv.	CARESTATION 650 A1	SM720150114MA	100570	NMVAHCS	11/4/2022
xv.	CARESTATION 650 A1	SM720150118MA	100574	NMVAHCS	11/4/2022
xvi.	CARESTATION 650 A1	SM720150124MA	100577	NMVAHCS	11/4/2022
xvii.	CARESTATION 650 A1	SM720150125MA	100576	NMVAHCS	11/4/2022

xviii.	CARESTATION 650 A1	SM721390018MA	107502	NMVAHCS	11/4/2022
xix.	E-SCAIO-00, RESPIRATORY MODULE	SGV20080152HA		NMVAHCS	4/6/2023
xx.	E-SCAIO-00, RESPIRATORY MODULE	SGV20090014HA		NMVAHCS	4/6/2023
xxi.	E-SCAIO-00, RESPIRATORY MODULE	SGV20090062HA		NMVAHCS	4/6/2023
xxii.	E-SCAIO-00, RESPIRATORY MODULE	SGV20090066HA		NMVAHCS	4/6/2023
xxiii.	E-SCAIO-00, RESPIRATORY MODULE	SGV20090143HA		NMVAHCS	4/6/2023
xxiv.	E-SCAIO-00, RESPIRATORY MODULE	SGV20100015HA		NMVAHCS	4/6/2023
xxv.	E-SCAIO-00, RESPIRATORY MODULE	SGV20100075HA		NMVAHCS	4/6/2023
xxvi.	E-SCAIO-00, RESPIRATORY MODULE	SGV20100085HA		NMVAHCS	4/6/2023
xxvii.	E-SCAIO-00, RESPIRATORY MODULE	SGV20100102HA		NMVAHCS	4/6/2023
xviii.	E-SCAIO-00, RESPIRATORY MODULE	SGV20110003HA		NMVAHCS	4/6/2023
xxix.	E-SCAIO-00, RESPIRATORY MODULE	SGV21450044HA		NMVAHCS	11/4/2022
xxx.	E-SCAIO-00, RESPIRATORY MODULE	SGV21450047HA		NMVAHCS	11/4/2022
xxxi.	E-SCAIO-00, RESPIRATORY MODULE	SGV21450052HA		NMVAHCS	11/4/2022
xxxii.	E-SCAIO-00, RESPIRATORY MODULE	SGV21450066HA		NMVAHCS	11/4/2022
xxiii.	E-SCAIO-00, RESPIRATORY MODULE	SGV21450185HA		NMVAHCS	11/4/2022
xxiv.	E-SCAIO-00, RESPIRATORY MODULE	SGV21450214HA		NMVAHCS	11/4/2022
xxxv.	E-SCAIO-00, RESPIRATORY MODULE	SGV21460004HA		NMVAHCS	11/4/2022
xxvi.	E-SCAIO-00, RESPIRATORY MODULE	SGV21460009HA		NMVAHCS	11/4/2022
xxvii.	E-SCAIO-00, RESPIRATORY MODULE	SGV21460301HA		NMVAHCS	11/4/2022
xviii.	E-SCAIO-00, RESPIRATORY MODULE	SGV21460302HA		NMVAHCS	11/4/2022

12. **Acronyms:**
    a. BAA - Business Associate Agreement
    b. CO - Contracting Officer. The Federal employee who is warranted by the Government to enter into contracts on behalf of the Government and is the only person authorized to make changes to those contracts

c. PROGRAM POINT OF CONTACT - Contracting Officer's Representative. Individual designated by the CO to place orders, furnish technical guidance, advice, certify invoices, and provide general supervision of the work performed under the executed contract
d. FSE - Field Service Engineer
e. GMP - Good Manufacturing Practice
f. HIPAA - Health Insurance Portability and Accountability Act of 1996
g. IPRM - Information Protection Risk Management
h. ISA - Interconnection Agreement
i. ISO - International Standards Organization
j. MOU - Memorandum of Understanding
k. NMVAHCS – New Mexico Veterans Affairs Healthcare System
l. OEM - Original Equipment Manufacturer
m. PM - Preventive Maintenance
n. SOW – Statement of Work
o. SME - Subject Matter Expert
p. VAMC-Department of Veterans Affairs Medical Center