Department of Defense
Defense Health Agency
Performance Work Statement

Anesthesia Equipment Preventative Maintenance and Repair

Solicitation Number:
Version:
Date:

PART 1

1.0 GENERAL INFORMATION

1.1. **Description of Service/Introduction:** The contractor shall provide all personnel, equipment, tools, vehicles, materials, supervision, transportation, and services necessary to effectively, economically, and satisfactorily perform all services for the maintenance and repair of medical equipment as required by this Performance Work Statement for the Naval Medical Readiness and Training Command Beaufort (NMRTC), SC. Service events shall include all preventive maintenance, corrective maintenance, and emergency maintenance activities necessary to keep medical equipment in good working order.

1.2. **Background:** NMRTC Beaufort, SC has a requirement for an anesthesia equipment maintenance contract in order to reduce medical equipment maintenance expenditures by eliminating government-managed manufacturer and third-party service contracts for equipment beyond the original warranty. This comprehensive maintenance management program combines the cost control protection of service contracts with administrative and technical expertise.

1.3. **Period of Performance (PoP):** The period of performance shall include a base year plus four option years.

Base Year: 13 August 2026 – 12 August 2027

Option Year 1: 13 August 2027 – 12 August 2028

Option Year 2: 13 August 2028 – 12 August 2029

Option Year 3: 13 August 2029 – 12 August 2030

Option Year 4: 13 August 2030 – 12 August 2031

Option year 5 (FAR 52.217-8) – 13 August 2031 – 13 February 2032

Recognized Federal holidays: Services shall not be required on Federal holidays or the day of observance of federally established holidays and local base holidays. In general, federal holidays falling on a Saturday are observed on the preceding Friday whereas holidays falling on a Sunday are observed on the following Monday. Additional federal holidays as authorized by the President of the United States and/or executive orders shall be considered part of standard Federal Government holidays.

- Government Escort. If no Government employee is unavailable to provide required escort services during routine maintenance or system outages, the COR shall assume escort responsibilities or provide alternate escort arrangements. The Contractor shall not remain on site without a required escort and shall follow all instructions issued by the KO or COR.

- In the event of a Government shutdown, the Contractor shall contact the COR to receive guidance. The Contracting Officer may issue a Stop-Work Order in accordance with FAR 52.242-15 if services under this contract are deemed non-essential.

1.4.

1.5. **Hours of operation:** The contractor is responsible for conducting business Monday thru Friday 0730 – 1630 except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

1.6. **Objectives:** To provide inspections, preventative maintenance and calibration for the Anesthesia equipment listed in this PWS.

1.7. **Scope:** The contractor shall provide all personnel, parts/equipment, and required inspection, preventive maintenance, corrective maintenance, and emergency maintenance services for anesthesia equipment listed in 2.2.1 for NMRTC Beaufort, SC. Good working order of equipment shall be maintained.

1.8. **Federal Regulations:** N/A

1.9. **Geographical Location:** N/A

1.10. **Quality Control (QC)**: The contractor shall develop and maintain an effective QC program to ensure services are performed in accordance with this PWS. The contractor shall develop and implement procedures to identify, prevent, and ensure nonrecurrence of defective services.

1.10.1. **Quality Assurance (QA):** The government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan provides a systematic method for the Government to evaluate performance and to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.11. **Contracting Officer Representative (COR):** The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor contractor's performance and notifies both the Contracting Officer (CO) and contractor of any deficiencies; coordinate availability of government furnished property; and provide site entry of contractor personnel. A letter of designation issued to the COR, a copy of which is sent to the contractor, states the responsibilities and limitations of the COR, especially regarding changes in cost or price, estimates or changes in delivery dates. The COR is not authorized to change any of the terms and conditions of the resulting contract.

1.12. **Contractor Identification:** Contractor personnel performing services in a contractor capacity in a government facility are required to possess and wear an identification badge that displays his or her name and the name of their company.

1.12.1. The contractor shall report to NMRTC Beaufort 1 Pinckney Blvd, Beaufort, SC 29902 where designated staff having a clear understanding of the contract requirements, will escort the contractor to required location for service maintenance before any services are performed under this contract.

1.12.2. After services are completed, the contractor shall report to the designated staff before departure.

PART 2

2.0 SPECIFIC TASK

2.1. **Program Requirements:** The contractor will be required to provide Inspections, Preventative Maintenance and Calibrations on a 12-month cycle per the OEM. Upon award the contractor can reach out to the (MTF) Medical Treatment Facilities BIOMEDICAL team to receive the predetermined maintenance plans already assigned at NMRTC Beaufort Medical Treatment Facility (MTF).

2.2. **Equipment List:** Requested services include all preventive maintenance, corrective maintenance, and emergency maintenance necessary for the equipment listed below. Identified equipment is only used on human patients and not in a veterinary setting.

2.2.1. The identified equipment below requires preventative, corrective and emergency maintenance.

Manufacture	Model	Serial Number	Service Plan	Inspection Cycle	Location
Drager Medical	Apollo	ASFL - 0355	PM, Corrective and Emergency	August/February	Naval Hospital Beaufort
Drager Medical	Apollo	ASHD - 0106	PM, Corrective and Emergency	July / January	Naval Hospital Beaufort
Drager Medical	Apollo	ASHD - 0108	PM, Corrective and Emergency	August/February	Naval Hospital Beaufort
Drager Medical	Infinity C700	412727082	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	Infinity C700	412727035	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	Infinity C700	412727083	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	P2500 IACS Power supply	USKD-0035	PM, Corrective and Emergency	January	Naval Hospital Beaufort

Drager Medical	P2500 IACS Power supply	USKD-0052	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	P2500 IACS Power supply	USKD-0054	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	Infinity M540 Monitor	5612522967	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	Infinity M540 Monitor	5612529461	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	Infinity M540 Monitor	5612530272	PM, Corrective and Emergency	January	Naval Hospital Beaufort
Drager Medical	D-Vapor	ASHC-0427	PM w/PM Parts	July / January	Naval Hospital Beaufort
Drager Medical	D-Vapor	ASFK-0394	PM w/PM Parts	August/February	Naval Hospital Beaufort
Drager Medical	D-Vapor	ASHC-0426	PM w/PM Parts	August/February	Naval Hospital Beaufort
Drager Medical	Vapor 2000 ISO	ASHD-0078	PM w/PM Parts	August/February	Naval Hospital Beaufort
Drager Medical	Vapor 2000 ISO	ASFL-0883	PM w/PM Parts	August/February	Naval Hospital Beaufort
Drager Medical	Vapor 2000 ISO	ASHD-0079	PM w/PM Parts	July / January	Naval Hospital Beaufort
Drager Medical	Vapor 2000 SEVO	ASHD-0532	PM w/PM Parts	July / January	Naval Hospital Beaufort
Drager Medical	Vapor 2000 SEVO	ASHD-0533	PM w/PM Parts	August/February	Naval Hospital Beaufort

Drager Medical	Vapor 2000 SEVO	ASFL-1143	PM w/PM Parts	August/February	Naval Hospital Beaufort

2.3. **Performance Evaluation.** The contractor shall check in with the BIOMED team immediately upon arrival at the facility. Following check-in, the contractor shall coordinate with the Medical Repair team for an escort to the equipment location and to receive an initial briefing on the equipment issue. While performing maintenance, the contractor shall maintain active communication with the Medical Repair team via phone or text. Prior to departure, the contractor shall provide a comprehensive back-brief to the Medical Repair team detailing the work accomplished, any parts ordered, and the scheduled return date and time if follow-on service is required.

2.4. **Correspondence.** The contractor shall maintain a suspense or correspondence tracking system to ensure timely responses to all correspondence and reports. Specifically, the contractor shall provide field service reports no later than 10 calendar days after services are completed in order to close out the respective work orders.

2.5. **Suggestions.** If the Military Treatment Facility (MTF) is tasked with evaluating suggestions relating to the maintenance and/or repair of medical equipment, the contractor shall provide technical input and support when requested by medical repair personnel. This input may support inquiries, evaluations, or questions originating from various stakeholders, to include Department owners, Command Leadership, Quality Control, Infection Control, Defense Health Agency (DHA) entities, and the EPRC Committee.

2.6. **Program Services.**

2.6.1. The contractor shall provide all personnel, equipment, tools, vehicles, materials, supervision, transportation and services necessary to effectively, and satisfactorily perform all requested services, which includes all corrective, preventive maintenance, calibration and emergency maintenance of equipment identified in 2.2.1 This Performance Work Statement is designed for the maintenance, scheduled/unscheduled, activities necessary to keep the medical equipment in good working order.

2.6.2. **Compliance.** The contractor shall perform the required services in accordance with current codes, standards, directives, and criteria governing the operation, maintenance, and repair of medical equipment, including, but not limited to, Original Equipment Manufacturer (OEM) equipment manuals, the Joint Commission, NFPA, OSHA, and the Environmental Protection Agency (EPA). The contractor shall remain abreast of any changes in codes that affect the medical equipment. The contractor shall notify medical repair personnel, in writing, when modifications to equipment or services are required to maintain code compliance.

2.6.3. **Fees.** The services requested are Firm Fixed Price (FFP). Repairs directly or indirectly affected by acts of God or other force majeure events or user/operator errors, misuse or abuses are not included in the resulting FFP agreement. Any requested work orders for moves and changes of equipment are not covered.

2.7. **Scheduled Maintenance.**

2.7.1 **Preventive Maintenance.** The contractor shall provide preventive maintenance coverage for all equipment identified in 2.2.1. Preventive maintenance shall be performed in accordance with manufacturer's specifications and shall be performed at a time mutually agreed upon by the equipment maintainer and the service contractor. Services scheduled after normal duty hours at the request of MTF

and approval by medical repair staff and purchasing supervisor of the MTF are not included in the FFP Contract.

2.7.2 **Work Schedule.** The MTF requests a projected detailed work completion date from the contractor by the 15th day of the month for the scheduled preventive maintenance work scheduled for the following month, including inspections and testing where applicable.

2.8. **Repair and Maintenance Records.**

2.8.1. **Detailed Service Reports.** The contractor shall maintain copies of all field service reports for maintenance and repair activities on all equipment included in the Program as long as the equipment is actively being used in at the medical facility. This information shall be available to the MTF within 3 business days of service from operators or medical repair personnel.

2.8.2. **Equipment Identifier.** The contractor may use its own numbering system for each equipment item, but shall also include a Defense Medical Logistics Standard Support (DMLSS) Equipment Control Number (ECN) number furnished by the MTF and/or serial number for each item of equipment covered by the Program.

2.8.3. **MTF Required Documentation.** The contractor's personnel shall also be responsible for assuring that field service reports are completed and forwarded to medical repair personnel within two working days of the completion of a scheduled service event but no later than the last business day of the month the service was rendered. The report shall provide, at minimum, an identification of the equipment serviced, the type of service performed (preventive maintenance or repair), an itemized list of parts and supplies furnished and the cost of each, and the total man-hours expended, including labor cost. If parts and labor are included in the contract, costs should still be provided as if the costs were not included.

2.8.4 **Records Ownership.** All maintenance/repair records and updates (including those recorded during the tenure of the contract) shall remain the property of the government.

2.9. **Unscheduled Maintenance and Repair.**

2.9.1. **Service Calls.** The Contractor shall record the status of each service event and have the ability to keep the MTF updated. Contractor shall ensure that the responding contractor or a dispatched repair technician is at the location requiring service within two business days, unless a delay has been approved by MTF Medical Repair personnel. In the event the operator contacts the contractor for service, contractor shall contact MTF medical repair staff before reporting the facility or authorization of repair is rendered. Contractors shall check in with and sign in with medical repair personnel once they arrive on site.

2.9.2. **Equipment Performance.** The contractor shall restore the equipment listed in the equipment list to full performance. Full performance means that all defective parts have been replaced with parts equivalent to or better than Original Equipment Manufacturer (OEM) parts and that the item of equipment meets or exceeds the OEM's original performance specifications prior to the service event.

To meet government-defined timeline standards and specific Mean Time to Repair (MTTR) requirements, the contractor shall adhere to the following response and completion times based on the work order classification:

- Emergency Work Orders: The response time shall be immediate, not to exceed two (2) hours from the time of notification. The maximum completion time for repairs is five (5) calendar days.

- Urgent Work Orders: The response time shall be no later than 48 hours from the time of notification. The maximum completion time for repairs is seven (7) calendar days.
- Routine Unscheduled Work Orders: The maximum completion time for repairs is 30 calendar days from the time of notification

2.10. **Equipment Software/Hardware.** With respect to equipment covered by the Program, Program services include rebooting, software backups, software updates, and required soft/hardware recalls to include reloading the MTF's associated equipment software and performing safety-related software updates, as requested by the MTF's Medical Repair Department and/or FDA.

2.11. **Non-Economical Repairs.**

- **Initial Equipment Inspection:** Upon contract award, the contractor shall inspect all equipment listed in the Performance Work Statement (PWS). If any equipment is found to be operating outside of Original Equipment Manufacturer (OEM) standards during this initial inspection, it shall be the responsibility of the MTF (BIOMED team) to order the necessary parts and restore the equipment to OEM standards.
- **Beyond Economical Repair (BER) Determination:** For the duration of the contract, if any repair is impractical due to equipment obsolescence, the limited availability of parts, or if the expected single repair costs for a unit of equipment are estimated in good faith to equal or exceed 50% of the equipment replacement cost, medical repair personnel shall make the determination that the equipment is deemed to be beyond economical repair. When a unit of equipment is deemed to be beyond economical repair, the medical repair personnel shall request the item be removed from the equipment list. In turn, the contractor will potentially be issued a contract modification to incorporate the revision of the equipment list.
- **Equipment Obsolescence and Replacement:** If a unit or a component of the equipment is considered to be obsolete by the OEM, is not repairable, and the OEM/contractor cannot conduct services on the equipment, it will be the independent responsibility of the MTF (Equipment Custodian/Department) to handle the replacement of the unit or component (e.g., via new procurement or equipment transfer). The MTF handles the entire replacement process independently to ensure compliance with OEM specifications.

2.12. **Government Medical Equipment Maintenance Personnel.** Government medical equipment maintenance personnel work on direct patient care equipment. The contractor shall cooperate with medical equipment maintenance personnel to achieve the common goal of providing the best possible maintenance service to the MTF. The contractor shall work in conjunction with medical equipment maintenance personnel as required during the installation, repair or removal of medical equipment.

3.0. **Equipment Inspection.**

3.1. **General.** Any deficiencies disclosed during the course of any inspection, which constitutes a safety hazard to either personnel or equipment, shall be immediately reported to MTF Medical Repair personnel. The equipment shall be de-powered and tagged as "Do Not Use" when equipment is not in operation or operation of equipment would create a potentially unsafe situation. This process should be in accordance to OSHA and MTF standards and medical repair personnel awareness.

4.0. **GOVERNMENT AND CONTRACTOR RESPONSIBILITIES/RELATIONS.**

4.1. **Instructions and Directions.** During the execution of the contract award, which includes this Performance Work Statement, the contractor shall direct all administrative and technical questions to the

MTF, unless otherwise directed. The contractor may consult with the medical treatment facility personnel concerning local conditions and operational requirements.

5.0 **SECURITY**

5.1. **Security Requirements.** The contractor and its subcontractors shall comply with base security requirements, including, but not limited to, base pass requirements and security clearance requirements. The MTF may require replacement and dismissal from the work site of contract personnel whose continued performance under the Performance Work Statement would be contrary to the public interest or inconsistent with the best interests of national security, as permitted by law or regulation. Work under this Performance Work Statement is unclassified; however contractor personnel have access to protected information (PHI, PII, Privacy Act information, etc.) in the normal course of their work. The contractor shall comply with all applicable Federal, Department of Defense (DOD), and Navy security regulations and procedures during the performance of this Performance Work Statement. Contractor shall not disclose and must safeguard procurement sensitive information, computer systems and data, privacy act data, and government personnel work products that are obtained or generated in performance of this Performance Work Statement. The MTF shall provide clearances for personnel requiring access to government computers and workstations as required and deemed necessary by the MTF.

5.2. **Pass and Identification Requirements.** The contractor shall ensure that personnel obtain the required pass and identification items as applicable for contractor personnel and privately owned vehicles. The government reserves the right, without provision of notice or reason, to revoke passes issued to any contractor personnel at any time. Furthermore, issuance of such passes are subject to contractor personnel meeting all security requirements of the government.

6.0 **SAFETY**

6.1. **Safety Program.** The contractor shall comply with current standard commercial, Navy, OSHA and MTF practices concerning safety programs or as indicated on the contract award. This includes the current requirement for maintaining Material Safety Data Sheets (MSDS) for any chemicals used. MSDS shall be made available to the government on request. Contractor shall supply all safety equipment and personal protection equipment required for performance of work. Contractor shall supply, maintain, and certify personnel on the use of all safety equipment and personnel protection equipment required for performance of work

6.2. **Hazard Communication Program.** The contractor shall comply with the MTF's Hazard Communication program for all personnel, in accordance with current OSHA requirements.

7.0. **CONTRACTOR-FURNISHED ITEMS AND SERVICES**.

7.1. **General.** The contractor shall furnish all supplies, materials, tools, equipment, and labor necessary to efficiently and satisfactorily perform Program services. This includes sole responsibility for providing all parts necessary for the maintenance and repair (including scheduled parts replacement, unscheduled repair parts, and consumables) for all equipment and items covered under this contract.

7.2. **Protection of Government Facilities.** The contractor shall protect all facilities from damage caused by the contractor and shall repair, at no additional cost to the government, all damage caused by the contractor's activities. During performance of services, contractor shall operate on-site at the MTF in a safe, neat, clean, and orderly manner. The contractor shall be responsible for all means, methods,

techniques, sequences, and procedures of the Program services. Contractor personnel shall always demonstrate appropriate behavior and dress.

8.0 **Points of Contact**

8.1 **Points of Contact:**

TBD

PART 3
3.0 GOVERNMENT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES

The Requiring Activity Authority has assessed the need for Government Furnished Property, Utilities, and Materials and determined:

3.1. **Services:** The Government:

☒ Will **NOT** provide Government Furnished Services in support of this contract/task order. As a result, this paragraph is Not Applicable.

☐ **WILL** provide Government Furnished Services required in support of this contract/task orders. These Services are described below:

_____
_____

3.2. **Utilities:** The Government:

☒ Will **NOT** provide Utilities in support of this contract/task order. As a result, this paragraph is Not Applicable.

☐ **WILL** provide Utilities in support of this contract/task orders. The Government provided Utilities are described below:

3.3. **Materials**: The Government:

☐ Will **NOT** provide Materials in support of this contract/task order. As a result, this paragraph is Not Applicable.

☐ **IS** providing Materials in support of this contract/task orders. The Government-provided Materials are described below:

PART 4
4.0 CONTRACTOR FURNISHED ITEMS AND SERVICES

4.1. **General:** The contractor shall furnish all supplies, equipment, facilities and services required to perform work listed under Section 2 of this PWS.

PART 7, ATTACHMENT 1
PERFORMANCE REQUIREMENTS SUMMARY

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective (The Service required—usually a shall statement from Part 2)	**PWS Reference**	**Acceptable Quality Level (AQL)** (This is the maximum error rate. It could possibly be "Zero deviation from standard")	**Method of Surveillance**
Performance Requirements Summary (PRS) 1. The contractor shall provide all personnel, equipment, tools, vehicles, materials, supervision, transportation and services necessary to effectively, and satisfactorily perform all requested services, which includes all corrective, preventive maintenance, calibration and emergency maintenance of equipment identified in 3.2.1 of this Performance Work Statement.	**PWS Part 2. Section 2.1.1** The contractor will be required to provide Inspections, Preventative Maintenance and Calibrations on a 12-month cycle per the OEM. Upon award the contractor can reach out to the (MTF) Medical Treatment Facilities BIOMEDICAL team to receive the predetermined maintenance plans already assigned at NMRTC Beaufort Medical Treatment Facility (MTF).	**95% of the time**	Periodic Surveillance by Med Repair Team, Contractor escorted to equipment and department POC. BMET randomly checks in with contractor to see if any issues arise or if assistance is needed.