This Sources Sought Notice is for informational and planning purposes only and shall not be construed as a solicitation or as an obligation or commitment by the Government. This notice is intended strictly for Market Research. This is a Request for Information ONLY. This is NOT a solicitation for proposals, proposal abstracts, or quotations.

The Department of Veterans Affairs South Texas Healthcare System in Dallas, Texas, intends to award a firm-fixed price contract, for the purchase of **Elekta Versa Maintenance Agreement**. (See below salient characteristics for more information).

The Government is conducting a market survey to help determine the availability and technical capability of qualified service-disabled veteran-owned small businesses, veteran-owned small businesses, small businesses, HUBZone small businesses and/or other large businesses capable of serving the needs identified below. This notice of intent is for open market as well as Federal Supply Schedule items.

The purpose of this notice is to gain knowledge of potential qualified sources and their size classification/socioeconomic status (service-disabled veteran owned small business, veteran owned small business, women-owned small business, HUB Zone, 8(a), small business or large business, relative to NAICS 811210. Responses to this notice will be used by the Government to make appropriate acquisition decisions. A solicitation is not currently available. If a solicitation is issued, it will be announced on Federal Business opportunities website http://www.fbo.gov or GSA E-Buy at a later date, and all interested parties must respond to that solicitation announcement separately from the responses to this announcement.

***Brand-name or Equal *** Your responses to the information requested will assist the Government in determining the appropriate acquisition method, including whether a set-aside is possible. If you are an authorized distributor or reseller, please provide a letter of authorization from the original equipment manufacturer.

Please advise if you can provide the services for this requirement. Please submit all information to Oneka Robertson at Oneka.Robertson@va.gov no later than Wednesday, June 13, 2026, 12:00 PM ET (12:00 PM CT).

A.1 PRICE/COST SCHEDULE

ITEM INFORMATION

ITEM NUMBER	DESCRIPTION OF SUPPLIES/SERVICES	QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001		12.00	MO		
	Versa HD Maintenance and Support. Gold Level Service Contract Period: Base POP: 9.14.2026 through 9.13.2027 LOCAL STOCK NUMBER: 0001				
0002		12.00	MO		
	TPS Maintenance and Support. Gold Level Service Contract Period: Base POP Begin: 9.14.2026 POP End: 9.13.2027 LOCAL STOCK NUMBER: 0002				
0003		12.00	MO		
	OIS Maintenance and support. Gold Level Service. Contract Period: Base POP Begin: 9.14.2026 POP End: 9.13.2027 LOCAL STOCK NUMBER: 0003				
0004		12.00	MO		
	ABC Maintenance and support. Gold Level Service. Contract Period: Base POP Begin: 9.14.2026 POP End: 9.13.2027 LOCAL STOCK NUMBER: 0004				
1001		12.00	MO		
	Versa HD Maintenance and Support. Gold Level Service Contract Period: Option Year 1 POP: 9.14.2027 through 9.13.2028 LOCAL STOCK NUMBER: 0001				

1002	**12.00**	**MO**
TPS Maintenance and Support. Gold Level Service Contract Period: Option Year 1 POP: 9.14.2027 through 9.13.2028 **LOCAL STOCK NUMBER: 0002**		
1003	**12.00**	**MO**
OIS Maintenance and support. Gold Level Service. Contract Period: Option Year 1 POP: 9.14.2027 through 9.13.2028 **LOCAL STOCK NUMBER: 0003**		
1004	**12.00**	**MO**
ABC Maintenance and support. Gold Level Service. Contract Period: Base POP Begin: 9.14.2027 POP End: 9.13.2028 **LOCAL STOCK NUMBER: 0004**		
2001	**12.00**	**MO**
Versa HD Maintenance and Support. Gold Level Service Contract Period: Option Year 2 POP: 9.14.2028 through 9.13.2029 **LOCAL STOCK NUMBER: 0001**		
2002	**12.00**	**MO**
TPS Maintenance and Support. Gold Level Service Contract Period: Option Year 1 POP: 9.14.2028 through 9.13.2029 **LOCAL STOCK NUMBER: 0002**		
2003	**12.00**	**MO**
OIS Maintenance and support. Gold Level Service. Contract Period: Option Year 1 POP: 9.14.2028 through 9.13.2029		

	LOCAL STOCK NUMBER: 0003		
2004		12.00	MO
	ABC Maintenance and support. Gold Level Service. Contract Period: Base POP Begin: 9.14.2028 POP End: 9.13.2029 LOCAL STOCK NUMBER: 0004		

STATEMENT OF WORK

Contractor Shall Provide all materials, tools, labor, travel and equipment necessary to provide preventive and corrective maintenance for the Elekta Versa HD located (Site ID 30000079_CMS) in the South Texas Veterans Healthcare System as defined in the SOW. This shall be a base plus four contract.

Conformance Standards:

All services provided under this contract must be performed in conformance with the Code of Federal Regulations Part 21, National Fire Protection Agency (NFPA), Occupational Safety and Health Administration (OSHA), and Original Equipment Manufacturer standards and specifications.

Hours of Work and Badging Requirements:

a. Hours of work for preventative maintenance (PM) and Emergency Repairs shall be during normal business hours, Monday through Friday. This excludes federal holiday or as otherwise arranged with the Contracting Officer Representative (COR).

b. The ten holidays observed by the Federal Government are New Year's Day, Martin Luther King Day, president's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day. Also, any other day declared by the President of the United States to be a national holiday.

c. The Contractor's Field Service Engineers must report to the COR to apply for a Contractor's Badge. If a contractor's badge is not obtained they must sign in at the Security Police Desk to obtain a one day badge. Field Service Engineers must sign in at Biomedical Engineering Services and inform Biomedical Engineering personnel of their presents before work begins. Upon completion of work, the Field Service Engineer must report to Biomedical Engineering personnel and debrief them on the work accomplished. If they received a one day badge from the Security Police they must report back to the Security Police Desk to return the badge and sign out.

Equipment

1.	Versa HD	EE# 139062	SN# 154178
2.	Monaco	EE# 139068	SN# 2UA6201NFS
3.	HexaPOD	EE# 139063	SN# 042552
4.	ABC	EE# 139064	SN# 1000365
5.	Mosaiq	EE# 139066	SN# 142370000792

HOURS OF COVERAGE

a. Normal business hours of coverage are Monday through Friday, 8:00am thru 9:00pm for Versa HD, 8:00am thru 5:00pm for TPS excluding federal holidays. All service/repairs will be performed during the normal business hours of coverage unless requested and approved by the COR.

b. Preventive maintenance will be performed annually. Preventive maintenance is to be performed inside normal business hours.

c. Work performed inside the normal hours of coverage will include service time and include parts and travel time.

d. Note: Hardware/software scheduled and performed inside normal hours of coverage at no additional charge to the Government (unless it would be detrimental to equipment up-time; to be determined by COR).

e. Federal Holidays observed by the VAMC are:

• New Years Day Labor Day

• Martin Luther King Day

• Columbus Day

• President's Day

• Veterans Day

• Memorial Day

• Juneteenth

• Christmas Day

• Thanksgiving Day

• Independence Day

And any other day specifically declared by the President of the United States to be a national holiday

LABOR AND PARTS COVERAGE

Management Service Reviews

The vendor service manager will conduct a periodic management meeting. This will take place either in person or remotely as agreed between the Parties, with the intention of reviewing the performance of both the vendor and the Products, and to mutually plan any activities or changes needed for the period ahead.

Hardware/Software Safety Releases

The supply, and, where STVHCS is unable to do so itself, installation of all software and hardware releases declared by Elekta, via the publication of a mandatory Field Change Order, as necessary to maintain the safe operation of the Products.

Genuine Parts Availability

Availability of Unique vendor product spare parts, Field Replaceable Units or modification kits by vendor's Lifecycle Stock Control Management System to ensure availability throughout the expected system lifetime.

Spare Parts

Should any Product or part be defective in material or workmanship and/or does not perform according to the Product’s Specifications, the vendor shall supply and deliver at its cost any replacement spare parts necessary to restore compliance with the Specifications.

Unique Components Coverage

Unique Components are spare parts not covered under the general Spare Parts Module

The Unique Components are:

• All Imaging panels

• All X-Ray Tubes

• All Ion Chambers

• All MLC Cameras

• All Magnetrons

• All Thyratrons

• All Image Intensifiers

• All Electron Guns

Corrective Maintenance (Emergency Support)

On-site technical support by vendor-certified engineers to resolve urgent technical issues. The service includes a report detailing any actions undertaken and any additional work the engineer recommends needs to be addressed. Emergency Support is carried out during the Agreed Available Time. Travel time and costs are to be included.

Planned Maintenance

The vendor shall perform site visits for the purposes of planned maintenance ("PM"). The number and duration of the visits required shall vary according to the products covered and will be in accordance with the vendor planned maintenance schedules published at the time. Unless specifically agreed otherwise, all planned maintenance will be carried out during Normal Office Hours. The vendor will make available the recommended schedule including the duration of visits, time between visits and general scope of work at the beginning of each agreement year. Mutually convenient dates will then be agreed upon between STVHCS and the vendor. The vendor shall issue a report detailing the actions undertaken during the planned maintenance visits and any additional recommended work.

SOFTWARE SUPPORT

Software Updates

Updates are minor improvements, patches, or service pack releases to a version of software, but do not upgrade the software to the next major version (if one exists).

Software Upgrades

Upgrades are major software releases of feature enhancements and performance improvements to existing licensed software functionality. This option does not cover the transition onto alternative or next generation platforms.

Updates/Upgrades/New Licensable Software installation will be scheduled at times convenient to both the STVHCS and the vendor, but within Normal Office Hours. The responsibility for installation may be that of the vendor or STVHCS, depending which Software is being installed.

SYSTEM AVAILABILITY

The Customer will inform vendor in a timely manner and in advance of any planned power outages.

Uptime Guarantee

The vendor guarantees that the Hardware will achieve an annual Uptime listed in the Service Scope of Supply for the duration of this Agreement. Uptime statistics will be evaluated for each successive twelve (12) month period from the Effective Date ("Contract Year").

Uptime percentage will be calculated using the following formula:

UPTIME = Agreed Available Time – Downtime

Agreed Available Time: For the purposes of the Uptime calculation, Agreed Available Time

shall exclude time set aside by STVHCS or in mutual agreement between STVHCS and the vendor for

planned activities such as planned maintenance, system modifications, improvements and/or updates or customer-initiated treatment shutdowns. Downtime, with the exclusions set out below, means the aggregate hours within the Agreed Available Time during a Contract Year, when the Product(s) are inoperable solely due to system failure in the Product(s) which, as a result thereof, cannot be used for patient treatment. For the avoidance of a doubt, if a specific system component is inoperable but a

patient can still be treated, the Product(s) will be classified as degraded and will not constitute Downtime. Downtime begins when STVHCS notifies the vendor during the Agreed Available Time notifying that, due to an unplanned event, the Customer is no longer able to treat patients and the Product(s) is available for immediate servicing. Downtime continues during the Agreed Available

Time period until repair has been completed and the vendor returns access to the Product(s) back to the customer for them to initiate QA procedures and thereafter allow clinical use to recommence. Start and end of Downtime shall be as documented within the vendor's service management

system.

Any repair time or inoperability that occurs outside the Agreed Available Time

is excluded from the Downtime calculation.

All system failures, damage or malfunction of the Product(s) caused by STVHCS are excluded from the downtime calculation.

If the Hardware fails to achieve the specific Uptime criteria on average over a Contract Year, then STVHCS shall benefit from a discount, applicable to the agreed service for the applicable Product for the Contract Year following that in which the Uptime has not been met. This discount shall be the sole

and exclusive remedy for any failure to meet the Uptime Guarantee.

Percentage Uptime Linac

From To Gold

99 100 0.0%

98 99 0.0%

97 98 0.0%

96 97 3.0%

95 96 4.0%

94 95 5.0%

93 94 6.0%

92 93 7.0%

91 92 8.0%

90 91 9.0%

<90 90 10.0%

Technical Support - Email/Phone

Access to the vendor Support line or a vendor representative, providing technical assistance and advice to ensure optimal system uptime. Access to vendor Support will be offered during Normal Office Hours.

Application Support - Telephone

Direct access to the vendor Support line, providing clinical and applications expertise to ensure optimal use of the system. Access to vendor Support will be offered during Normal Office Hours.

Technical Information Supply

Includes provision of technical information and bulletins designed to keep STVHCS up-to-date with regards to the covered products. Typical information includes, but is not limited to:

• Current and pending software updates & upgrades,

• Upcoming events and training opportunities,

• Important service announcements.

CONNECTIVITY, MONITORING AND REMOTE ACCCESS

For Linac, MOSAIQ and Monaco:

Remote Services Technical Online Support

Secure remote access and phone communication for quick problem resolution, pre-checks prior to on-site visits and over the shoulder support. Technical Online Support will be offered during Normal Office Hours.

Remote Services Application Online Support

Secure controlled remote access and phone communication for guided application advice to safeguard clinical availability and enable refresher training. Applications Online Support will be offered during Normal Office Hours.

Remote Services Alerts and Notifications

The ability to receive e-mail of system failures or recommended pre-emptive actions before problems occur. Alerts and Notifications will be available at any time when the Elekta system is running and connected to elekta IntelliMax®.

BUSINESS SERVICES

Elekta Care™ Community

Access to the Elekta CareTM Community providing a range of useful system and product information.

Information on the community changes all the time, but typically includes:

- Proactive & preventive information and articles
- Frequently Asked Questions
- Knowledge bases
- Documentation
- Useful training information

Documentation/Reports:

The Contractor shall submit a legible field service report within 3 working days, which shall include detailed descriptions of the preventive maintenance inspection and/or emergency repair services performed, including replaced parts and estimated prices required for the service call.

NOTE: Any additional charges to be claimed must have been approved by the COR before service was performed and a valid purchase order must be obtained prior to initiation of the service repair if outside scope/hours of coverage.

Competency of Personnel Servicing Equipment:

a. The Contractor's staff shall include a "fully qualified" Field Service Representative assigned to this area and a "fully qualified" Field Service Representative who shall serve as the backup.

b. "Fully qualified" is based upon training and on experience in the field. For training, the Field Service Representatives must have successfully completed a formalized training program for the equipment covered under this contract. For field experience, the Field Service Engineers must have a minimum of one (1) year of experience providing preventive maintenance and emergency repair services on the same make and model of equipment covered under this contract.

c. Personnel with any laptops, thumb drives or CD/DVD's intended to be plugged in to the equipment are required to allow these devices to be scanned by Biomedical Engineering personnel for malware before they are plugged in to the systems. After repairs are completed, these systems must be brought to Biomedical Engineering personnel to be scanned for possible patient personnel health history.

Test Equipment:

Upon request of the COR or the Contracting Officer, the Contractor shall provide a copy of the current Calibration Certification of all test equipment which is to be used by the Contractor to perform service under this contract. Calibration of equipment shall be traceable and in conformance with test equipment Original Equipment Manufacturer standards.

Safety Requirements:

In the performance of this contract, the Contractor shall take such safety precautions as the Contracting Officer may determine to be reasonably necessary to protect the lives and health of occupants of the building. The Contracting Officer shall notify the Contractor of any safety issues and the action necessary to correct these issues. Such notice, when served on the Contractor or his representative at the work site, shall be deemed sufficient for the corrective actions to be taken. If the Contractor fails or refuses to comply promptly, the Contracting Officer may issue an order stopping all or part of the work, and hold the Contractor in default.

Information Systems Officer, Information Protection:

The contractor will not have access to VA Desktop computers nor will they have access to online resources belonging to the government while conducting services in the application of complex adaptive system theory to health care organizations. The certification and accreditation requirements do not apply to this procurement nor is a security accreditation package required. If removal of equipment from the VA is required, any memory storage devices, such as hard drives, solid state drives and non-volatile memory units will remain in VA control and will not be removed from VA custody.

Privacy Officer:

The contractor will not have access to protected Patient Health Information (PHI) nor will they have the capability of accessing patient information during the services provided to the VA and if removal of equipment from the VA is required, any memory storage devices, such as hard drives, solid state drives and non-volatile memory units will remain in VA control and will not be removed from VA custody. All research data available for Contractor analyses is de-identified.

Records Manager:

RECORDS MANAGEMENT:

1. Citations to pertinent laws, codes and regulations such as 44 U.S.C chapters 21, 29, 31 and 33; Freedom of Information Act (5 U.S.C. 552); Privacy Act (5 U.S.C. 552a); 36 CFR Part 1222 and Part 1228.

2. Contractor shall treat all deliverables under the contract as the property of the U.S. Government for which the Government Agency shall have unlimited rights to use, dispose of, or disclose such data contained therein as it determines to be in the public interest.

3. Contractor shall not create or maintain any records that are not specifically tied to or authorized by the contract using Government IT equipment and/or Government records.

4. Contractor shall not retain, use, sell, or disseminate copies of any deliverable that contains information covered by the Privacy Act of 1974 or that which is generally protected by the Freedom of Information Act.

5. Contractor shall not create or maintain any records containing any Government Agency records that are not specifically tied to or authorized by the contract.

6. The Government Agency owns the rights to all data/records produced as part of this contract.

7. The Government Agency owns the rights to all electronic information (electronic data, electronic information systems, electronic databases, etc.) and all supporting documentation created as part of

this contract. Contractor must deliver sufficient technical documentation with all data deliverables to permit the agency to use the data.

8. Contractor agrees to comply with Federal and Agency records management policies, including those policies associated with the safeguarding of records covered by the Privacy Act of 1974. These policies include the preservation of all records created or received regardless of format [paper, electronic, etc.] or mode of transmission [e-mail, fax, etc.] or state of completion [draft, final, etc.].

9. No disposition of documents will be allowed without the prior written consent of the Contracting Officer. The Agency and its contractors are responsible for preventing the alienation or unauthorized destruction of records, including all forms of mutilation. Willful and unlawful destruction, damage or alienation of Federal records is subject to the fines and penalties imposed by 18 U.S.C. 2701. Records may not be removed from the legal custody of the Agency or destroyed without regard to the provisions of the agency records schedules.

10. Contractor is required to obtain the Contracting Officer's approval prior to engaging in any contractual relationship (sub-contractor) in support of this contract requiring the disclosure of information, documentary material and/or records generated under, or relating to, this contract. The Contractor (and any sub-contractor) is required to abide by Government and Agency guidance for protecting sensitive and proprietary information.

Security Statement:

Reference the Interconnection Security Agreement already in place between contractor and the U.S. Department of Veterans Affairs.