PERFORMANCE WORK STATEMENT

Emergency Department Telehealth Equipment Replacement

Rosebud Indian Health Service

800 Hospital Drive | P.O. Box 550 | Rosebud, South Dakota 57570

Requesting Organization	Rosebud Indian Health Service
Requirement	Replacement of broken Emergency Department telehealth audiovisual equipment
Place of Performance	Rosebud IHS, 800 Hospital Drive, Rosebud, SD 57570
Period of Performance	All equipment delivered and installed 60 days post award.
Required Completion	As soon as practicable after award, coordinated with the Contracting Officer Representative
Contract Type	FFP

Prepared from the FY 2026 HHS-393 equipment requisition. Vendor pricing is not included in the technical performance requirements.

1. Background

Rosebud Indian Health Service (IHS) operates telehealth capability in the Emergency Department (ED) to support timely remote clinical consultation and continuity of care. Existing telehealth monitor and associated audiovisual components are broken or no longer reliably support ED operations. Replacement equipment and professional installation services are required to restore a complete, functional, supportable telehealth room system.

2. Objective

The objective of this requirement is to furnish, deliver, install, configure, integrate, test, and place into service a complete Emergency Department telehealth audiovisual system using the equipment identified in Attachment A. The completed system shall provide reliable two-way video and audio communications suitable for clinical telehealth encounters and shall be fully operational at final acceptance.

3. Scope

The contractor shall provide all labor, supervision, tools, materials, shipping, insurance, manufacturer support, incidental hardware, and professional services necessary to complete the requirement. Work includes pre-installation coordination, equipment delivery, mounting, cabling, configuration, network coordination, functional testing, user orientation, documentation, and warranty/support activation.

This PWS is written as a performance-based requirement. The contractor is responsible for determining the specific work methods and incidental materials needed to achieve the required results, except where the Government identifies a mandatory product, interface, security, safety, or facility constraint.

4. General Requirements

4.1. Single Point of Responsibility. The contractor shall be responsible for the end-to-end operational result, including compatibility of the furnished equipment, accessories, cabling, mounts, configuration, and professional services.

4.2. New Equipment. All equipment shall be new, unused, current-production manufacturer equipment unless the Contracting Officer authorizes otherwise in writing. Refurbished, remanufactured, gray-market, or previously registered equipment is not acceptable.

4.3. Authorized Supply Chain. The contractor shall furnish equipment through an authorized distribution channel and shall provide manufacturer serial numbers, entitlement information, and support-registration confirmation at acceptance.

4.4. Substitutions. No substitutions shall be made for identified Cisco components without prior written approval from the Contracting Officer. Any proposed substitution shall be equal to or better than the stated item and shall be fully compatible with the existing IHS telehealth and network environment. Approval of a substitution does not relieve the contractor of performance responsibility.

4.5. Coordination. The contractor shall coordinate all onsite work with the Contracting Officer Representative (COR), facility Information Technology (IT), ED leadership, Biomedical/Clinical Engineering as applicable, Facilities Management, and Infection Prevention personnel.

5. Specific Tasks

5.1 Project Kickoff and Site Validation

- Conduct a kickoff meeting within five business days after award, or another timeframe approved by the COR.
- Confirm room conditions, mounting surfaces, ceiling grid, cable pathways, electrical power, network drops, equipment placement, and access constraints before installation.
- Identify any Government action, outage, facility modification, or additional incidental material needed to complete the work.
- Submit a brief installation plan and proposed schedule before onsite work begins.

5.2 Equipment Furnishing and Delivery

- Provide the equipment, accessories, manufacturer support, and professional services listed in Attachment A.
- Package and transport equipment to prevent damage. Freight insurance shall cover the equipment until Government receipt and acceptance.
- Coordinate delivery with the COR. Unattended delivery or delivery to an unapproved location is not acceptable.
- Remove packaging and installation debris from the work area unless the COR directs otherwise.

5.3 Installation

- Install the Cisco Codec EQ, Room Vision PTZ camera, Cisco Ceiling Microphone Pro, Room Navigator, and all specified mounts, brackets, antennas, power cords, and network cabling.
- Mount equipment securely in locations approved by the Government and in accordance with manufacturer instructions, applicable building requirements, and facility safety rules.
- Route and dress cables neatly; label both ends of contractor-installed cables; provide strain relief; and avoid trip, pinch, heat, and infection-control hazards.
- Use plenum-rated cabling and fire-stopping materials where required by the installed pathway. The contractor shall not penetrate fire-rated assemblies without prior facility approval.
- Protect patient-care operations and adjacent surfaces during work. Work areas shall be left clean and ready for clinical use.

5.4 Configuration and Integration

- Configure the system using manufacturer-supported firmware and settings approved by IHS IT.
- Coordinate network addressing, registration, authentication, and firewall requirements with IHS IT. The contractor shall not make unauthorized changes to Government network or security configurations.
- Configure camera positioning, microphone coverage, speaker output, display output, and touch-controller operation for the ED room environment.
- Integrate the replacement system with the Government-approved telehealth platform or call-control environment identified during kickoff.
- Apply manufacturer licenses and support entitlements and provide evidence of successful registration.

5.5 Testing and Commissioning

- Perform power-on, connectivity, audio, video, camera-control, touch-controller, and endpoint registration tests.
- Complete at least one successful end-to-end test call with a Government-designated remote endpoint.
- Verify that the camera provides usable framing and pan-tilt-zoom control across the intended clinical area and that the microphone provides clear voice pickup without excessive echo or noise.
- Correct deficiencies discovered during testing at no additional cost to the Government.
- Provide a completed test and acceptance checklist for Government review and signature.

5.6 Training and Turnover

- Provide a minimum of one live user-orientation session for ED staff and one technical turnover session for designated IT/technical staff. Sessions may be combined when approved by the COR.
- Cover system startup, initiating/ending calls, camera control, microphone behavior, basic troubleshooting, escalation procedures, and safe shutdown/restart.
- Provide quick-reference instructions and manufacturer documentation in electronic format.

5.7 Warranty and Support

- Activate the listed 8x5 next-business-day manufacturer support coverage for the Room Kit EQ and Ceiling Microphone Pro.
- Provide standard manufacturer warranties for all furnished equipment and pass all warranty rights to the Government.

- During the contractor workmanship warranty period of Twelve (12) months, correct installation-related defects at no additional cost to the Government.

6. Deliverables and Schedule

No.	Deliverable	Due	Format	Acceptance Standard
D-1	Kickoff meeting and site validation summary	Within 5 business days after award	Email/PDF	Identifies room conditions, dependencies, risks, and proposed schedule.
D-2	Installation plan and schedule	Before onsite installation	Email/PDF	Approved by COR and coordinated with affected departments.
D-3	Equipment delivery/serial-number list	At delivery	Excel or PDF	Matches Attachment A; items are new, undamaged, and traceable.
D-4	Installed and configured system	By required completion date	Operational system	Meets all acceptance tests in Section 12.
D-5	Test and acceptance checklist	At commissioning	PDF	Documents successful test results and open items, if any.
D-6	Training and quick-reference guide	Before final acceptance	Live + PDF	Government users can perform basic operation and escalation.
D-7	Final as-built/turnover package	Within 3 business days after commissioning	Electronic files	Includes equipment list, serials, locations, cable labels, configuration summary, warranties, support entitlements, and contacts.

7. Performance Standards and Quality Assurance

Performance Objective	Standard	Surveillance Method	Acceptable Quality Level
Complete, compatible equipment delivery	All required equipment and accessories delivered new, undamaged, and as specified.	Inspection of delivery and serial-number list	100% of required items
Safe, professional installation	Equipment securely mounted; cables labeled and managed; work area clean; no facility damage.	COR/IT/Facilities inspection	No critical deficiencies
Operational telehealth system	Audio, video, camera control, controller, registration, and end-to-end call test pass.	Witnessed functional testing	100% of acceptance tests pass
Timely completion	Work and deliverables completed within the approved schedule.	Schedule and deliverable review	No unapproved delay
Complete turnover	Documentation, training, warranties, support entitlements, and escalation contacts provided.	Deliverable review	All required turnover items accepted

8. Place and Hours of Performance

Primary place of performance: Rosebud Indian Health Service, Emergency Department, 800 Hospital Drive, Rosebud, South Dakota 57570.

Normal onsite work hours: Monday through Friday, 0800-1730 CST. Work outside approved hours requires advance coordination and approval by the COR. The contractor shall minimize disruption to patient care and may be required to phase work around ED operations.

9. Period of Performance

The period of performance shall be sixty (60) calendar days after award or Notice to Proceed. The contractor shall propose the earliest practicable delivery and installation date. Any manufacturer support period shall begin no earlier than Government acceptance unless otherwise approved by the Contracting Officer.

10. Government Responsibilities and Government-Furnished Resources

- Provide reasonable access to the ED room and designated staging areas.
- Identify Government points of contact for contracting, IT, clinical operations, facilities, and security/privacy coordination.
- Provide available network information and perform Government-controlled network/security actions.
- Provide existing displays, furniture, power, network services, or other Government-furnished property only when specifically identified during kickoff.
- Review contractor deliverables and witness acceptance testing.

Unless expressly identified in writing, the contractor shall not assume that existing mounts, cables, adapters, or room infrastructure are suitable for reuse.

11. Security, Privacy, and Access

- Contractor personnel shall comply with facility access, identification, escort, cybersecurity, privacy, and acceptable-use requirements.
- The contractor shall not store, copy, transmit, or remove patient information or other sensitive Government information except as expressly authorized.
- Contractor-owned computers, removable media, or diagnostic devices shall not connect to the Government network without prior written authorization from IHS IT.
- Passwords, network addresses, configuration exports, and other sensitive technical information shall be handled as directed by IHS IT and shall not be included in unprotected email or general user documentation.
- Any suspected privacy or security incident shall be reported immediately to the COR and designated facility contacts.

12. Acceptance Criteria

The Government will accept the requirement when all equipment and services have been delivered and the following conditions are satisfied:

- All Attachment A equipment is delivered, installed, and free of damage.
- Equipment is securely mounted and installed in accordance with approved locations and manufacturer instructions.
- System powers on without errors and all required components are recognized.
- The endpoint successfully registers to the Government-approved telehealth/call-control environment.
- A successful end-to-end test call demonstrates intelligible two-way audio and clear two-way video.
- Camera pan, tilt, zoom, preset/framing functions, and touch-controller functions operate correctly.
- Microphone pickup and speaker output are suitable for the intended ED clinical space without unacceptable echo, feedback, or distortion.
- Cables are labeled, secured, and professionally managed; the work area is clean and undamaged.
- Manufacturer warranties and support entitlements are active and registered to the Government as directed.
- Training, test records, serial-number list, configuration summary, and final turnover documentation are accepted by the COR.
- All punch-list items are corrected or an approved written correction plan is in place.

13. Contractor Qualifications

- Demonstrated experience installing and commissioning enterprise-grade Cisco collaboration/telehealth room systems or comparable systems.
- Personnel qualified to perform low-voltage audiovisual installation, mounting, configuration, and troubleshooting for the furnished equipment.
- Ability to coordinate with healthcare clinical, IT, facilities, and security stakeholders in an active patient-care environment.
- Appropriate licenses, insurance, and manufacturer authorization required to furnish and support the proposed equipment.

14. Safety and Infection-Control Requirements

- Comply with facility safety, infection-prevention, interim life-safety, and construction/maintenance requirements applicable to the work area.
- Use appropriate barriers, dust/debris controls, ladder safety, and cable-management practices. Coordinate any above-ceiling work before beginning.
- Immediately report facility damage, safety hazards, or impacts to patient-care operations and correct contractor-caused damage at no additional cost to the Government.

15. Invoicing and Payment

The contractor may invoice only for supplies and services delivered and accepted in accordance with the contract. The invoice shall identify the contract/order number, accepted line items, delivery/acceptance date, and any other information required by the award document. Final payment is contingent upon Government acceptance of the installed system and required turnover documentation.

16. Contracting Authority

No person other than the Contracting Officer has authority to bind the Government with respect to this contract.

No action or omission of any government employee or representative other than the Contracting Officer shall increase or decrease the scope of this contract or shall otherwise modify the terms and conditions of this contract.

In no event shall any of the following be effective or binding on the Government or imputed to the Contracting Officer with respect to this contract:

An understanding or agreement between the Contractor and anyone other than the Contracting Officer;

A purported modification or change order issued by anyone other than the Contracting Officer;

A promise by anyone other than the Contracting Officer to provide additional funding or make payments; or

An order, direction, consent, or permission from anyone other than the Contracting Officer to:

Incur costs in excess of a specified estimated cost, allotment of funds, or other ceiling; or expend hours in excess of a specified level of effort.

17. COR Information

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Attachment A - Required Equipment and Services

The contractor shall furnish the following items and quantities as part of a complete operational solution. Zero-dollar components in the source equipment schedule are included as bundled components and remain required deliverables. The exact manufacturer part numbers shall be confirmed in the contractor quotation and approved equipment submittal.

Item	Description	Qty.	Unit	Requirement Notes
1	NITAAC CIO-CS contract fee (administrative line item, if applicable)	1	EA	Administrative fee associated with the selected ordering vehicle; not a technical acceptance item.
2	Cisco Room Kit EQ with Room Vision PTZ	1	EA	Core room-system bundle.
3	STD 8x5xNBD support for Cisco Room Kit EQ with Room Vision PTZ	1	EA	Manufacturer support coverage.
4	Power cord for United States of America, 2 m, 10 A	1	EA	Compatible with furnished equipment.
5	Drop-ceiling grid mounting kit for Ceiling Microphone Pro	1	EA	Install in approved ceiling location.
6	Ethernet CAT5e network cable, 3 m	1	EA	Provide additional incidental patching/cabling as needed for a complete installation.
7	Ceiling/wall bracket for Room Vision PTZ camera, carbon black	1	EA	Mounting location subject to Government approval.
8	Antennas for Cisco Codec EQ	1	EA	Bundled/required component.
9	Cisco Room Vision PTZ camera, carbon black	1	EA	Bundled/required component.
10	Cisco Room Navigator table stand, First Light (white)	1	EA	Install and configure as room controller.
11	Cisco Ceiling Microphone Pro, carbon black	1	EA	Configure for usable ED room coverage.
12	SNTC 8x5xNBD support for Cisco Ceiling Microphone Pro, carbon black	1	EA	Manufacturer support coverage.
13	Cisco Codec EQ unit	1	EA	Bundled/required component.
14	Wall mount kit for Codec EQ	1	EA	Install in Government-approved location.
15	Freight insurance	1	EA	Coverage through delivery and Government receipt.
16	Professional services	1	LOT	Includes project coordination, site validation, installation, mounting, cabling, configuration, integration, testing, training, and turnover documentation described in this PWS.

Attachment B - Government Review Checklist

Review Item	Complete / Notes
Requirement title and location confirmed	☐
Contract/order type selected on cover page	☐
Period of performance and work hours completed	☐
COR and technical points of contact entered	☐
Cisco brand-name/limited-sources justification completed, if required	☐
IHS IT/network/security requirements validated	☐
Facilities and Infection Prevention requirements validated	☐
Support term and start date confirmed	☐
Existing display(s), furniture, power, and network responsibilities clarified	☐
Acceptance test remote endpoint identified	☐
Funding and independent Government cost estimate documented separately	☐
Final solicitation/award clauses and invoicing instructions added by Acquisition	☐

Acquisition note: The source HHS-393 requisition lists a total planning amount of $37,228.49. Keep pricing and the independent Government cost estimate separate from the externally issued PWS unless the Contracting Officer directs otherwise.