



Department of Health and Human Services
Indian Health Service



Statement of Work (SOW)
Hematological Testing

1. PURPOSE OF THE PROJECT

The Oklahoma City Area Office (OCA), Indian Health Services (IHS) National Supply Service Center require equipment, services, and supplies required to perform and technologically standardize hematological testing across OCA laboratories while ensuring the highest level of patient care.

2. DETAILED DESCRIPTION OF THE TECHNICAL REQUIREMENTS

Equipment: Contractor shall provide Sysmex Corporation hematology analyzers or "or equal" analyzers which incorporate the following salient characteristics:

- I. Single aspiration systems that prevent the necessity of performing open and closed-mode quality controls as well as routine mode-to-mode correlation studies for accreditation compliance are preferred for this acquisition.
- II. Utilize fluorescent measurement technology or an equivalent/greater technology, to provide direct measure or a combination of direct measure and calculation for the differentiation of the WBC population.
- III. Utilize a dedicated channel and a non-cyanide hemoglobin analysis or equivalent methodology.
- IV. Utilize a dedicated channel with a direct current detection methodology or equivalent method to separate RBC and platelets.
- V. Provide a direct measure of the RSC hematocrit.
- VI. Offer platelet counts by fluorescence optical and/or impedance methods to clients requiring this feature.
- VII. Offer on-board fluorescent technology for reticulocyte analysis to clients requiring this feature.
- VIII. Offer on-board NRBC analysis for separation of RBC and WBC populations to clients requiring this feature.
- IX. Offer Body Fluid Analysis to clients requiring this feature.

Services: Contractor shall provide the following services:

- I. Provide an automated hematology analyzer from a line of technologically standardized platforms that is appropriate to the test volumes and workload needs of each participating site.
- II. Plan the instrument installation to accommodate the requisite side-by-side correlation testing in compliance with laboratory accreditation standards. Additionally, installation shall occur with a prioritized staggered start date so that all facilities can be set up within 6 weeks from the award of the contract and so that imminent needs will be addressed appropriately by prioritization. Side-by-side testing shall be accommodated for each lab transitioning over to a new technology. The installation dates, training, and testing shall be coordinated with the Contracting Officer's Representative.
- III. Provide post-installation training to site staff either on-site as appropriate with two off-site training slots per facility if on-site training is not feasible for the routine operation



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and maintenance of the equipment. Additional supplemental training shall be provided on-site as needed if there is a change in the primary operator of the equipment.

- IV. The vendor shall provide a preventative maintenance agreement for each analyzer that includes routine cleaning, replacement of worn parts, and calibration. Additionally, this support shall provide for service calls when the equipment is experiencing problems that cannot be resolved through the telephone technical assistance services. Service agreement options such as 24/7 or 8 am to 5 pm access shall be available to each site so they customize their service needs appropriately.

Supplies: Contractor shall provide the following supplies:

- I. All reagents and consumables for equipment installed at each location. Supplies will include but are not limited to:
 - a. Quality Control (QC) Material that can be processed utilizing an autoloader on the instrument.
 - b. All calibration materials including linearity products necessary.
 - c. All consumable or periodic parts for instruments.
 - d. Additional supplies and equipment deemed necessary by the Contracting Officer Representative.
- II. All supplies must comply with the College of American Pathologists and Joint Commission Accreditation standards.
- III. Quantities for each location shall be based on estimated usage per site plus a 10% overage to ensure patient care is not compromised.

Units/vendors should be TAA/BAA compliant, FAR 52.225-5 Trade-Agreements.

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be the best value to the Government, price, and other factors considered. The following factors shall be used to evaluate offers: Technical capability (60%), Delivery Timeline (20%), and Price (20%). Past performance, if applicable may also be considered.

3. PERIOD OF PERFORMANCE

Base Period: 2/1/24 – 1/31/25

Option Period 1: 2/1/25 – 1/31/26

Option Period 2: 2/1/26 – 1/31/27

Option Period 3: 2/1/27 – 1/31/28

Option Period 4: 2/1/28 – 1/31/29



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4. **SPECIAL REQUIREMENTS**

- 4.1. In accordance with HHSAR 304.1300(b) non-routine contractor employees shall comply with OPDIV DHHS/SE Region – Human Resources, Security Clearance Guidance – Visitors (3/29/12) policy for contract performance period. Contractor employees will be required to obtain a visitor’s pass upon arrival for services from Facilities Management.
- 4.2. Security Requirements: Contractor personnel will be required to contact the government-designated point of contact upon arrival when reporting for service calls or delivery supplies. The contractor shall be responsible for the security of all organizational information. Current rules and regulations applicable to the premises, where the work shall be performed shall apply to the contractor and its employees while working on the premises. These regulations include but are not limited to, escort by facility officials, presentation of valid identification, smoking restriction, and any safety procedures.
- 4.3. The contractor shall not disclose or cause to disseminate any information concerning the operations of the healthcare facilities. Such action(s) could result in a violation of the contract and possible legal actions. All inquiries, comments, or complaints arising from any matter observed, experienced, or learned of as a result of or in connection with the performance of the contract, the resolution of which may require the dissemination of official information shall be directed to the government’s designated representative.
- 4.4. Equipment to be delivered to each facility when the installation date has been determined by the Contracting Officer's Representative. Supplies shall be delivered to each facility monthly and indicate "Attn: Laboratory". Damaged equipment, products, and supplies shall not be accepted. The contractor shall cite the contract number on all written correspondence and invoices.

5. **DELIVERABLES AND REPORTING REQUIREMENTS**

- 5.1. Delivery: Contractor shall provide on-site delivery and installation of equipment to participating OCA laboratories in coordination with the contracting officer and/or his/her representative.
- 5.2. Contractor Point of Contact: The contractor shall furnish one designated point of contact (POC) to the government’s designated representative for coordination of supplies, delivery, and/or maintenance. The POC will be empowered to make daily decisions to ensure that the contract implementation and day-to-day maintenance meet the terms and conditions of this contract.
- 5.3. Contractor’s Phone Numbers: The contractor shall provide a toll-free telephone number for service calls, which must be answered during at least eight working hours, between 8:00 am and 4:30 pm, Monday through Friday.



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5.4. Personnel Qualifications:

N/A

6. GOVERNMENT-FURNISHED PROPERTY, FACILITIES AND SERVICES

6.1. The Government will not need to provide property, facilities, or services for this requirement.

7. CONTRACTOR FURNISHED PROPERTY, FACILITIES AND SERVICES

7.1. Required personnel, materials, supplies, and equipment: The contractor shall furnish professional staffing, equipment, services, supplies, reagents, and quality control necessary for successful contract performance.

8. CHANGES TO THE STATEMENT OF WORK (SOW)

Any changes to this SOW shall be authorized and approved only through written correspondence from the Contracting Officer. Costs incurred by the contractor through the actions of parties other than the Contracting Officer shall be borne by the contractor.

9. DELIVERABLES/PERFORMANCE MATRIX

The contractor shall provide the below reagents for hematology testing based on the below-estimated number of tests every month for the identified federal laboratories.

X

Andrea Klimo

Department Supervisor Signature:

Administrative Officer Signature: _____