

PERFORMANCE WORK STATEMENT

VITEK 2 Microbial Identification System

23 Mar 2023

SECTION C-1

GENERAL INFORMATION

SCOPE OF WORK. The contractor shall provide all personnel, equipment, tools, test equipment, transportation, parts, materials, supervision and other items and services necessary to perform preventive and corrective maintenance (on-site) for the Vitek 2 microbial identification system listed in attachment 1. This unit is physically located and used in the 673rd Medical Group, 5955 Zeamer Ave, Elmendorf AFB, Alaska.

1.2. CONTRACTOR PERSONNEL:

1.2.1. Contract Manager. The contractor shall provide a Contract Manager who shall be responsible for the performance of the work. The name of the person, and an alternate or alternates, who shall act for the contractor when the manager is absent, shall be designated in writing to the Contracting Officer.

1.2.1.1. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract.

1.2.1.2. The contract manager or alternate shall be available during normal duty hours within 24 hours to meet on the installation with government personnel (designated by the contracting officer) to discuss problem areas.

1.2.1.3. The contract manager and alternates must be able to read, write, speak, and understand English.

1.2.2. Contractor Employees. The contractor shall not employ persons for work on this contract if such employee is identified by the contractor as a potential threat to the health, safety, security, general well being or operational mission of the installation and its population.

1.2.3. Security Training. Reserved.

1.2.4. Employee Training. All maintenance service shall be performed by professionally trained technically qualified personnel. All contractor personnel performing services under this contract must have proof of factory training on these systems. If factory training occurred more than three years ago, proof must be presented to the individual has been actively engaged in repairing the system for 12 of the last 18 months. The contractor shall provide to the contracting officer a written list of technicians qualified to work on the equipment prior to contract award date. Contractor's personnel credentials shall be approved by the contracting officer and the

NCOIC of the Medical Equipment Repair Center (MERC) prior to award of the contract. Personnel changes will be coordinated through the contracting officer for addition and deletion from the qualified technician list.

1.3. QUALITY CONTROL. The contractor shall provide preventative maintenance on all systems in accordance with directives and the latest manufacturer specifications. All preventive maintenance shall be completed at intervals as specified in the latest applicable manufacturer service manuals (currently one PMI and calibration per year). Upon completion contractor will be required to provide documentation of completed work.

1.4. QUALITY ASSURANCE. MERC will inspect contractor's work on a random basis to determine if the requirements of this contract are being met. MERC will also accept customer complaints from the equipment users to determine the quality of the contractor's work.

1.5. PHYSICAL SECURITY. The contractor shall be responsible for safeguarding all government property provided for contractor use. At the end of the work period, all government facilities, equipment, and materials shall be secured.

1.6. HOURS OF OPERATION:

1.6.1 Normal Hours of Operation. The contractor shall perform the services required under this contract between normal duty hours 0730 AM to 1630 PM, Alaska Standard Time (AST), Monday through Friday excluding Federal Holidays.

1.6.1.1. Holidays. The contractor shall not be required to respond on-site during these federal holidays; New Years Day, Martin Luther King's birthday, President's birthday, Memorial Day, Juneteenth, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, and Christmas Day.

1.7. CONSERVATION OF UTILITIES. The contractor shall make sure employees practice utility conservation.

1.8. RECORDS/DOCUMENTATION. MERC will report and maintain records annotating date called, date scheduled, date & time arrived, and date & time completed. These records will provide the government data to determine if uptimes and response times are being met and will be available for review by the contractor

1.8.1. Upon arrival and prior to beginning work service technicians are to report to MERC (Room LC110) to sign the contractor log. Upon completion of preventive maintenance inspection (PMI) the contractor shall provide the MERC section a legible service report. The government representative shall countersign the report. Failure to sign in or provide the service report may result in payment for service being delayed until the service report is received by the MERC section. Service reports shall include:

1.8.1.1. Type of service, PMI, scheduled or unscheduled service call.

- 1.8.1.2. System nomenclature, model, serial number, location, and room number.
- 1.8.1.3. Description of all services rendered during the visit.
- 1.8.1.4. Listing of all discrepancies still existing with any item covered under this contract.
- 1.8.1.5. If replacement parts are used, a complete list of parts used by part number. The completed service report shall be turned into MERC work section prior to the contractor's representative departing the hospital.
- 1.8.1.6. Contractor shall provide a certification in writing that the system performs to or better than the manufacturer's specifications.
- 1.8.1.7. If service is completed after duty hours a copy of the service reports shall be provided to the MERC on-call technician or left in the card holder entrance at the MERC office.

SECTION C-2

DEFINITIONS (RESERVED)

SECTION C-3

GOVERNMENT-FURNISHED PROPERTY AND SERVICES (RESERVED)

3. GENERAL INFORMATION. The government will provide the equipment listed in attachment 1.

SECTION C-4

CONTRACTOR-FURNISHED ITEMS AND SERVICES

4.1. GENERAL INFORMATION. Contractor shall furnish all items needed to perform this contract according to all its terms.

4.1.1. SCOPE. The contractor shall provide hardware and software, corrective and preventive maintenance programs to include a complete set of special services tools, test equipment, fixtures, spare parts, verification procedures and schedules to provide an operational check of the system concurrent with normal operation and with no degradation in system performance, software problem analysis, associated reprogramming and correct software documentation.

4.1.2. EQUIPMENT UPDATES. The contractor shall furnish and install all software updates and equipment modifications normally provided by the manufacturer and installed at next PMI after they are made available by the manufacturer.

4.1.3. REPLACEMENT PARTS. The contractor shall have available any special tools, supplies, parts, transducers, and test equipment which are required for the servicing of the systems. The contractor shall use only original or factory refurbished replacement parts and be quality assurance tested by the manufacturer. If required replacement parts are not immediately available to the contractor while performing Preventive Maintenance Inspections (PMIs) or service repair call, the contractor shall notify MERC personnel in room LC110, of the deficiency. The contractor's service personnel shall carry or have available in the local area the manufacturer's "recommended stock" for each system covered by this contract. Replacement parts shall be returned to the manufacturer, by the contractor. Maintenance actions shall not be delayed by more than 24 hours due to delivery of a repair part or item.

4.1.4. SPECIAL TOOLS/TEST EQUIPMENT REQUIREMENTS. All tools, test equipment, and supplies used for preventive and corrective maintenance are included in this contract. No charge will be made for them during the period of this contract.

4.1.5. TECHNICAL DATA. The contractor shall have and maintain a complete file of the latest technical documentation on each system listed in the contract to include schematics, wiring diagrams, service manuals, troubleshooting guides, and service update memos.

4.1.6. SPECIAL WORKING CONDITIONS. All equipment, parts, materials, and services supplied by the contractor shall conform to the applicable safety standards as indicated in the current code of Federal Regulations, Occupational Safety Health Act (OSHA).

4.1.7. ACCESS TO SOFTWARE. The contractor shall have full access to all original software and all software necessary for troubleshooting, calibrating, and revising original software.

SECTION C-5

SPECIFIC TASKS

5. GENERAL INFORMATION. The contractor shall furnish maintenance support to include, as a minimum, corrective and preventive maintenance for the systems listed in attachment 1. The contractor's maintenance service support shall provide all parts, service, labor, travel time and expense to perform both preventive and corrective maintenance on all systems listed in attachment 1.

5.1. POINT OF CONTACT. The contractor shall provide a single point of contact for any maintenance that is required. This information should include name, title, address, and telephone number (Toll free to the government) of the contractor's personnel.

5.2. MAINTENACE ACTIONS. Once a maintenance action is started, it shall be continuous until the task is completed. Compliance shall be manifested by the continuous presence of the engineers on the job site, but not to include the waiting for arrival of parts. This requirement applies to normal hours. Contractor employees desiring to work after normal hours, do so at the contractor's expense.

5.2.1. PREVENTIVE MAINTENANCE INSPECTIONS (PMIs). PMIs are the care and servicing of the equipment in a serviceable condition in accordance with manufacturer's schedule and specifications listed in the latest applicable revision of their technical literature. This inspection includes, but is not limited to, checks for proper operation, detection and correction of incident failures either before they occur or before they develop into major defects; and includes actions pertaining to periodic technical inspections, lubrications, adjustments, calibrations, interior cleaning, and replacement of worn or deteriorated parts. The contractor shall incorporate all the manufacturer's published PMIs and be in sufficient detail as to meet industry standards set forth by the Joint Commission (JC), National Fire Protection Association (NFPA) 99, and OSHA. PMI's shall be performed between hours of 0730 to 1630 Alaska time. Preventive maintenance visit will be coordinated with MERC personnel in room LC110, phone number (907)580-6397, prior to any action being taken.

5.2.2. Consulting with equipment operators regarding equipment performance.

5.2.2.1. Visually inspecting exterior of all systems for damage and cleanliness, and reporting discrepancies to MERC personnel.

5.2.2.2. Performing operational checks on all systems and correcting any deficiencies noted.

5.2.2.3. Replacing excessively worn or defective parts.

5.2.2.4. Cleaning and lubricating mechanical parts in accordance with manufacturer's service manual.

5.2.2.5. Making mechanical adjustments to ensure proper operation.

5.2.2.6. Verifying the system's interior and external calibrations are within manufacturer's specifications.

5.2.2.7. Performing an electrical check of the equipment and all accessories included in this contract and making electrical adjustments as required to ensure compliance with manufacturer's specifications.

5.2.2.8. Performing electrical safety inspection after each PMI or repair of the electrical system in accordance with NFPA 99 - Standard for Health Care Facilities.

5.2.3. CORRECTIVE MAINTENANCE. The contractor shall provide an unlimited number on-demand service visits and software support to correct all malfunctions and/or errors that occur. The contractor shall also provide unlimited access to technical support staff on 24 hour/7 days a week basis. All tools, test equipment, parts, and supplies necessary to return the equipment to original operating specifications will be the responsibility of the contractor. The contractor shall respond on-site within (3) three business days of the initial call for services, depending on equipment availability.

5.2.4. SCHEDULED MAINTENANCE. The contractor shall perform the recommended number of PMIs and/or system calibrations in accordance with the latest revision of the manufacturer's technical literature. Currently the equipment requires an annual PMI and calibration, but this may change at the manufacturers' discretion. It is the contractor's responsibility to ensure they are in compliance with the latest guidance from the manufacturer.

5.2.5. CLAIMS OF GOVERNMENT MISUSE OR ABUSE. The Contractor shall not be responsible for expenses incurred for corrective maintenance of repairs that are directly related to operator misuse or damage. If the contractor claims any service calls are the result of government abuse or misuse, the damage must immediately be shown to, and verified by MERC personnel before repairs are made. Disagreements of responsibility will be resolved by the Contracting Officer.

Attachment 1

Model	Serial #	Description	ECN:
Vitek 2	VTK25298	Automated Microbial Identification System	38136