

## **PACSGear CD/DVD Writer System**

This is a Statement of Work (SOW), which includes all hardware, software and service requirements for the procurement of a PACSGear CD/DVD writer for Medical Imaging imagery at Fort Duchesne Health Center, Uintah-Ouray Service Unit (U&O). The CD burner system shall be on the VistA Imaging Approved PACSGear Modality Interfaces list dated May 1, 2017. It must interface with VistA Imaging and VistA Rad which is supported by the Veteran's Administration. Descriptions herein describe the minimum CD burner requirements to be provided by the Contractor.

### **Contractor shall provide a response to each listed requirement for goods and services.**

#### **PACSGearCD/DVD writer burner Components:**

1. PACSGear CD/DVD Writer

#### **Technical Requirements**

Technical specifications shall include, but are not limited to, the minimum requirements listed below:

- PACSGear CD/DVD Writer D100 System
- Media Writer software license
- PacScan software license
- Gearview Basic CD/DVD viewer
- Window PC 19" Monitor
- Epson Discproducer PP-50 CD/DVD burner/printer
- CD starter Kitt (100 CD's and six color ink cartridges)
- One year warranty with express exchange
- Base year contract, with 4 option year Maintenance Services Agreement

#### **DICOM CD/DVD Burner**

##### **A. PACSGear CD/DVD Writer**

#### **Service and Support:**

Along with all hardware and software system requirements listed above, Contractor's quote must also include all service repairs and preventive maintenance to maintain the optimal level of performance for the PACSGear CD/DVD Writer. The service and maintenance requirements listed within "Service and Support" shall apply to all core and peripheral components of the "DR System" (e.g. software, hardware, and burner). Contractor's Services shall include, but not limited to, all of the following:

A. Additional Four (4) year term for Service Support and Maintenance of the following the PACSGear CD/DVD Writer System.

one (1) year of manufacturer's warranty period (parts and labor included);

B. Service and Maintenance of the PACSGear CD/DVD Writer system shall be completed by an Original Equipment Manufacturer (OEM) certified engineer(s) authorized to service, support, and maintain the proposed System;

C. Contractor shall provide a hard copy and digital copy, if available, of the original OEM System manuals, software CD/DVDs, and any additional pertinent documents;

D. Scheduled maintenance for all components of the PACSgear CD/DVD Writer system (e.g. software, hardware, etc.) according to the requirements by the OEM.

F. For all equipment and peripheral devices that are offline or out of order, Service Repair (SR) examinations shall be required by Contractor within 24-hours of the initial SR call request.

G. Common replacements parts are to be stocked by Contractor to allow 24-hour response to common repairs;

H. Contractor shall provide telephone number(s) that are active and staffed twenty-four (24) hours a day, 365 days per year for service calls initiated by U&O staff.

### **Installation, Training and Technical Support:**

On-site installation and training services will be provided by the Phoenix Area VistA Imaging Coordinator.

Contractor installation, training and technical support programs include the following minimum requirements:

- A. Remote installation services only.

### **WARRANTY:**

Following the install, a minimum one (1) year warranty of equipment (including all parts), which covers all hardware and software components and service maintenance.

- a. In addition, the Contractor is required to provide a quotation for an additional four year service and maintenance of the System following the installation warranty period