



**Department of Health and Human Services
Indian Health Service
Claremore Indian Hospital**



**Statement of Work (SOW)
Panda Infant Warmer Equipment Full Service**

1. PURPOSE OF THE PROJECT

The Claremore Indian Hospital (CIH), Indian Health Services (IHS) has a requirement for full service maintenance of CIH's Panda Warmers. CIH OB Department has seven (7) GE Healthcare Panda infant warmer systems that require routine service and PMs. This is essential to maintain CMs and Joint Commission compliance and safety of patients.

2. DETAILED DESCRIPTION OF THE TECHNICAL REQUIREMENTS

The contractor shall perform preventative maintenance (PM) twice a year through the period of performance on seven (7) Datex-Ohmeda – GE Healthcare Panda Infant Warmer systems.

The systems and their serial numbers are as follows:

	EQUIPMENT & TESTING	SERIAL #
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	HDJU65180
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	HDJU65181
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	HDJU65182
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	HDJU65183
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	PBWW63006
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	PBWW63007
Standard 2	GE Panda IRES Bedded Warmer M1112198-023595	PBWW63008

The contractor shall be certified to perform preventative maintenance and repair service for the equipment listed.

The contractor will provide standard coverage and normal response times.

3. PERIOD OF PERFORMANCE

The base year Period of Performance will be 12 months from date of award with four (4) twelve (12) month option years.

Base Year: June 1, 2023 – May 31, 2024
Option Year 1: June 1, 2024 – May 31, 2025
Option Year 2: June 1, 2025 – May 31, 2026
Option Year 3: June 1, 2026 – May 31, 2027
Option Year 4: June 1, 2027 – May 31, 2028



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4. LEVEL OF EFFORT

- 4.1. The contractor shall document service/repairs in a service report. The criteria used in the preventive maintenance inspections shall be developed using manufacturer guidelines. Copies of the results, upgrades, scheduled PM inspections & documentation of all repairs shall be given to the biomedical technician AND to the OB nurse manager for documentation purposes and as work completed per contracted agreement.
- 4.2. The contractor shall perform preventative maintenance twice a year within the period of performance in the months of May and November.

5. SPECIAL REQUIREMENTS

- 5.1. 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.- (Security Clearance for on-site human services)
- 5.2. The US PHS Claremore Indian Hospital is a tobacco/smoke free environment (buildings and grounds). No tobacco/smoking use will be tolerated during service.
- 5.3. 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 Claremore Indian Hospital official, presenting valid identification, smoking restriction and any safety procedures.
- 5.4. The contractor shall not disclose or cause to disseminate any information concerning operations of Claremore Indian Hospital. Such action(s) could result in violation of the contract and possible legal actions.
- 5.4.1. 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.

6. DELIVERABLES AND REPORTING REQUIREMENTS

- 6.1. Delivery: The contractor will coordinate the delivery, installation and training date with the designated government employee. The government will provide the contractor with dock access and building access for this sole purpose. The designated government employee will work with the pertinent government agency(ies) to secure the needed dock access. No deliveries can be made after 4:15pm. Driver needs a valid ID.



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6.2. 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 meets the terms and conditions of this contract.

6.3. 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.

6.4. Personnel Qualifications:

6.4.1. The contractor shall be certified to perform preventative maintenance and repair service for the equipment listed.

7. GOVERNMENT FURNISHED PROPERTY, FACILITIES AND SERVICES

7.1. The Government shall supply no property, facilities, or services.

8. CONTRACTOR FURNISHED PROPERTY, FACILITIES AND SERVICES

8.1. Required personnel, materials, supplies and equipment: The contractor shall furnish all personnel, materials, supplies and equipment required to perform work under the contract, to include but not limited to: all supplies, personnel, equipment, tools, materials, original parts and other items or services necessary for planned maintenance, upgrades & unscheduled repair of the devices pertaining to manufacture specification and/ or regulations related to Life support systems and equipment.

9. 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.



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10. DELIVERABLES/PERFORMANCE MATRIX

10.1. Performed the PMs on time and completely:	YES	NO
10.2. Provided a report at the end of services:	YES	NO
10.3. Provided OEM parts and certified technicians:	YES	NO
10.4. Issues or concerns were addressed in a timely manner:	YES	NO

Department Supervisor Signature: _____

Administrative Officer Signature: _____