

| SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, AND 30 | | | | 1. REQUISITION NUMBER F2P4MD9133AQ06 | | PAGE 1 OF 13 | |
|---|------------------------------------|--------------------------|---|---|--|----------------|--|
| 2. CONTRACT NO. | | 3. AWARD/EFFECTIVE DATE | 4. ORDER NUMBER | | 5. SOLICITATION NUMBER FA5587-09-T-0042 | | 6. SOLICITATION ISSUE DATE 18-Jun-2009 |
| 7. FOR SOLICITATION INFORMATION CALL: | | a. NAME MARY L. OWENS | | | b. TELEPHONE NUMBER (No Collect Calls) 44 (0) 1638 522165 | | 8. OFFER DUE DATE/LOCAL TIME 03:00 PM 10 Jul 2009 |
| 9. ISSUED BY 48 CONS/LGC - FA5587 BLDG 977, RAF LAKENHEATH BRANDON IP27 9PN TEL: 01638 52 2414 FAX: | | CODE FA5587 | 10. THIS ACQUISITION IS <input checked="" type="checkbox"/> UNRESTRICTED <input type="checkbox"/> SET ASIDE: % FOR <input type="checkbox"/> SB <input type="checkbox"/> HUBZONE SB <input type="checkbox"/> 8(A) <input type="checkbox"/> SVC-DISABLED VET-OWNED SB <input type="checkbox"/> EMERGING SB SIZE STD: NAICS: | | 11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input type="checkbox"/> SEE SCHEDULE <input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700) 13b. RATING 14. METHOD OF SOLICITATION <input checked="" type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP | | 12. DISCOUNT TERMS |
| 15. DELIVER TO 48TH MEDICAL GROUP - F2P4MD JENNIFER MITCHELL 48 MDG - F2P4MD BUILDING 930 RAF LAKENHEATH IP27 9PN TEL: 01638528986 FAX: | | CODE F2P4MD | 16. ADMINISTERED BY | | | | |
| 17a. CONTRACTOR/OFFEROR | | CODE | 18a. PAYMENT WILL BE MADE BY | | | CODE | |
| TEL. | | FACILITY CODE | 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/> | | | | |
| | | | 18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a. UNLESS BLOCK BELOW IS CHECKED <input type="checkbox"/> SEE ADDENDUM | | | | |
| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/ SERVICES | | | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
| | SEE SCHEDULE | | | | | | |
| 25. ACCOUNTING AND APPROPRIATION DATA | | | | | 26. TOTAL AWARD AMOUNT (For Govt. Use Only) | | |
| <input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1. 52.212-4. FAR 52.212-3. 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED | | | | | | | |
| <input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED | | | | | | | |
| 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED HEREIN. <input checked="" type="checkbox"/> | | | | 29. AWARD OF CONTRACT: REFERENCE <input type="checkbox"/> OFFER DATED . YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: | | | |
| 30a. SIGNATURE OF OFFEROR/CONTRACTOR | | | 31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) | | 31c. DATE SIGNED | | |
| 30b. NAME AND TITLE OF SIGNER (TYPE OR PRINT) | | 30c. DATE SIGNED | 31b. NAME OF CONTRACTING OFFICER (TYPE OR PRINT) TEL: EMAIL: | | | | |

**SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
(CONTINUED)**

| 19. ITEM NO. | 20. SCHEDULE OF SUPPLIES/ SERVICES | 21. QUANTITY | 22. UNIT | 23. UNIT PRICE | 24. AMOUNT |
|----------------------------|------------------------------------|--------------|----------|----------------|------------|
| <p>SEE SCHEDULE</p> | | | | | |

32a. QUANTITY IN COLUMN 21 HAS BEEN
 RECEIVED INSPECTED ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED:

| | | |
|--|-----------|---|
| 32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE | 32c. DATE | 32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE |
|--|-----------|---|

| | |
|--|---|
| 32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE | 32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE |
| 32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE | |

| | | | | |
|--|--------------------|---------------------------------|--|------------------|
| 33. SHIP NUMBER <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | 34. VOUCHER NUMBER | 35. AMOUNT VERIFIED CORRECT FOR | 36. PAYMENT <input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL | 37. CHECK NUMBER |
|--|--------------------|---------------------------------|--|------------------|

| | | |
|------------------------|------------------------|-------------|
| 38. S/R ACCOUNT NUMBER | 39. S/R VOUCHER NUMBER | 40. PAID BY |
|------------------------|------------------------|-------------|

| | |
|---|-----------------------------------|
| 41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT | 42a. RECEIVED BY (<i>Print</i>) |
| 41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER | 41c. DATE |
| 42b. RECEIVED AT (<i>Location</i>) | |
| 42c. DATE REC'D (<i>YY/MM/DD</i>) | 42d. TOTAL CONTAINERS |

Section SF 1449 - CONTINUATION SHEET

| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|---------|--|----------|------|------------|--------|
| 0001 | Preventive maintenance FFP Preventive maintenance 2 visits per year for Narkomed GS Anesthesia unit. SN: 16532 in accordance with PWS. Period of performance: 1 October 2009 through 30 September 2010 FOB: Destination NSN: J065-PI-DRA-GERA PURCHASE REQUEST NUMBER: F2P4MD9133AQ06 SIGNAL CODE: A | 2 | Each | | |

NET AMT

| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|---------|---|----------|------|------------|--------|
| 0002 | Preventive maintenance FFP Preventive maintenance 2 visits per year for Narkomed GS unit. SN: 15401 in accordance with PWS. Period of performance: 1 October 2009 through 30 September 2010 FOB: Destination NSN: J065-PI-DRA-GERA PURCHASE REQUEST NUMBER: F2P4MD9133AQ06 SIGNAL CODE: A | 2 | Each | | |

NET AMT

| ITEM NO | SUPPLIES/SERVICES | QUANTITY | UNIT | UNIT PRICE | AMOUNT |
|---------|---|----------|------|------------|--------|
| 0003 | Preventive maintenance FFP Preventive maintenance 2 visits per year for Narkomed Fabius GS Anesthesia unit. SN: ARZF-0048 in accordance with PWS. Period of performance: 1 October 2009 through 30 September 2010 FOB: Destination NSN: J065-PI-DRA-GERA PURCHASE REQUEST NUMBER: F2P4MD9133AQ06 SIGNAL CODE: A | 2 | Each | | |

NET AMT

INSPECTION AND ACCEPTANCE TERMS

Supplies/services will be inspected/accepted at:

| CLIN | INSPECT AT | INSPECT BY | ACCEPT AT | ACCEPT BY |
|------|-------------|------------|-------------|------------|
| 0001 | Destination | Government | Destination | Government |
| 0002 | Destination | Government | Destination | Government |
| 0003 | Destination | Government | Destination | Government |

DELIVERY INFORMATION

| CLIN | DELIVERY DATE | QUANTITY | SHIP TO ADDRESS | UIC |
|------|-----------------------------------|----------|--|--------|
| 0001 | POP 01-OCT-2009 TO 30-SEP-2010 | N/A | 48TH MEDICAL GROUP - F2P4MD JENNIFER MITCHELL 48 MDG -F2P4MD BUILDING 930 RAF LAKENHEATH IP27 9PN 01638528986 FOB: Destination | F2P4MD |
| 0002 | POP 01-OCT-2009 TO 30-SEP-2010 | N/A | (SAME AS PREVIOUS LOCATION) FOB: Destination | F2P4MD |

0003 POP 01-OCT-2009 TO N/A (SAME AS PREVIOUS LOCATION) F2P4MD
 30-SEP-2010 FOB: Destination

CLAUSES INCORPORATED BY REFERENCE

| | | |
|--------------------|---|----------|
| 52.204-7 | Central Contractor Registration | APR 2008 |
| 52.212-4 | Contract Terms and Conditions--Commercial Items | MAR 2009 |
| 52.212-5 (Dev) | Contract Terms and Conditions Required to Implement Statutes or Executive Orders--Commercial Items (Deviation) | MAY 2009 |
| 52.228-5 | Insurance - Work On A Government Installation | JAN 1997 |
| 52.232-18 | Availability Of Funds | APR 1984 |
| 52.232-33 | Payment by Electronic Funds Transfer--Central Contractor Registration | OCT 2003 |
| 52.237-2 | Protection Of Government Buildings, Equipment, And Vegetation | APR 1984 |
| 52.253-1 | Computer Generated Forms | JAN 1991 |
| 252.204-7004 Alt A | Central Contractor Registration (52.204-7) Alternate A | SEP 2007 |
| 252.212-7001 (Dev) | Contract Terms and Conditions Required to Implement Statutes or Executive Orders Applicable to Defense Acquisitions of Commercial Items (Deviation) | JAN 2009 |
| 252.229-7000 | Invoices Exclusive of Taxes or Duties | JUN 1997 |
| 252.229-7006 | Value Added Tax Exclusion (United Kingdom) | JUN 1997 |
| 252.229-7007 | Verification of United States Receipt of Goods | JUN 1997 |
| 252.229-7008 | Relief From Import Duty (United Kingdom) | JUN 1997 |
| 252.233-7001 | Choice of Law (Overseas) | JUN 1997 |

CLAUSES INCORPORATED BY FULL TEXT

52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

<http://farsite.hill.af.mil>

(End of clause)

52.252-6 AUTHORIZED DEVIATIONS IN CLAUSES (APR 1984)

(a) The use in this solicitation or contract of any Federal Acquisition Regulation (48 CFR Chapter 1) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the date of the clause.

(b) The use in this solicitation or contract of any Defense Federal Acquisition Regulations (48 CFR Chapter 2) clause with an authorized deviation is indicated by the addition of "(DEVIATION)" after the name of the regulation.

(End of clause)

252.225-7042 AUTHORIZATION TO PERFORM (APR 2003)

The offeror represents that it has been duly authorized to operate and to do business in the country or countries in which the contract is to be performed.

(End of clause)

252.232-7003 ELECTRONIC SUBMISSION OF PAYMENT REQUESTS AND RECEIVING REPORTS (MAR 2008)

(a) Definitions. As used in this clause--

(1) Contract financing payment and invoice payment have the meanings given in section 32.001 of the Federal Acquisition Regulation.

(2) Electronic form means any automated system that transmits information electronically from the initiating system to all affected systems. Facsimile, e-mail, and scanned documents are not acceptable electronic forms for submission of payment requests. However, scanned documents are acceptable when they are part of a submission of a payment request made using Wide Area WorkFlow (WAWF) or another electronic form authorized by the Contracting Officer.

(3) Payment request means any request for contract financing payment or invoice payment submitted by the Contractor under this contract.

(b) Except as provided in paragraph (c) of this clause, the Contractor shall submit payment requests and receiving reports using WAWF, in one of the following electronic formats that WAWF accepts: Electronic Data Interchange, Secure File Transfer Protocol, or World Wide Web input. Information regarding WAWF is available on the Internet at <https://wawf.eb.mil/>.

(c) The Contractor may submit a payment request and receiving report using other than WAWF only when--

(1) The Contracting Officer authorizes use of another electronic form. With such an authorization, the Contractor and the Contracting Officer shall agree to a plan, which shall include a timeline, specifying when the Contractor will transfer to WAWF;

(2) DoD is unable to receive a payment request or provide acceptance in electronic form;

(3) The Contracting Officer administering the contract for payment has determined, in writing, that electronic submission would be unduly burdensome to the Contractor. In such cases, the Contractor shall include a copy of the Contracting Officer's determination with each request for payment; or

(4) DoD makes payment for commercial transportation services provided under a Government rate tender or a contract for transportation services using a DoD-approved electronic third party payment system or other exempted vendor payment/invoicing system (e.g., PowerTrack, Transportation Financial Management System, and Cargo and Billing System).

(d) The Contractor shall submit any non-electronic payment requests using the method or methods specified in Section G of the contract.

(e) In addition to the requirements of this clause, the Contractor shall meet the requirements of the appropriate payment clauses in this contract when submitting payments requests.

(End of clause)

5352.201-9101 Ombudsman.

OMBUDSMAN (AUG 2005)

(a) An ombudsman has been appointed to hear and facilitate the resolution of concerns from offerors, potential offerors, and others for this acquisition. When requested, the ombudsman will maintain strict confidentiality as to the source of the concern. The existence of the ombudsman does not affect the authority of the program manager, contracting officer, or source selection official. Further, the ombudsman does not participate in the evaluation of proposals, the source selection process, or the adjudication of protests or formal contract disputes. The ombudsman may refer the party to another official who can resolve the concern.

(b) Before consulting with an ombudsman, interested parties must first address their concerns, issues, disagreements, and/or recommendations to the contracting officer for resolution. Consulting an ombudsman does not alter or postpone the timelines for any other processes (e.g., agency level bid protests, GAO bid protests, requests for debriefings, employee-employer actions, contests of [OMB Circular A-76](#) competition performance decisions).

(c) If resolution cannot be made by the contracting officer, concerned parties may contact the Center/MAJCOM ombudsmen:

Primary:

Mr David Jones

HQ USAFE/A7K, UNIT 3050, Box 10, APO AE 09094-0110

HQ USAFE/A7K, Flugplatz Ramstein, 66877 Ramstein Germany

E-mail: dave.jones@ramstein.af.mil

Tel: (49)-6371-47-2209, Fax: (49)-6731-47-2025

Alternate:

Lt Col Paul Marks

HQ USAFE/A7K, UNIT 3050, Box 10, APO AE 09094-0110

HQ USAFE/A7K, Flugplatz Ramstein, 66877 Ramstein Germany

E-mail: paul.marks@ramstein.af.mil

Tel: (49)-6371-47-2026, Fax: (49)-6731-47-2025

Concerns, issues, disagreements, and recommendations that cannot be resolved at the MAJCOM/DRU level, may be brought by the concerned party for further consideration to the Air Force ombudsman, Associate Deputy Assistant Secretary (ADAS) (Contracting), SAF/AQC, 1060 Air Force Pentagon, Washington DC 20330-1060, phone number (703) 588-7004, facsimile number (703) 588-1067.

(d) The ombudsman has no authority to render a decision that binds the agency.

(e) Do not contact the ombudsman to request copies of the solicitation, verify offer due date, or clarify technical requirements. Such inquiries shall be directed to the Contracting Officer.

(End of clause)

5352.223-9001 Health and Safety on Government Installations.

HEALTH AND SAFETY ON GOVERNMENT INSTALLATIONS (JUN 1997)

(a) In performing work under this contract on a Government installation, the contractor shall:

(1) Comply with the specific health and safety requirements established by this contract;

(2) Comply with the health and safety rules of the Government installation that concern related activities not directly addressed in this contract;

(3) Take all reasonable steps and precautions to prevent accidents and preserve the health and safety of contractor and Government personnel performing or in any way coming in contact with the performance of this contract; and

(4) Take such additional immediate precautions as the contracting officer may reasonably require for health and safety purposes.

(b) The contracting officer may, by written order, direct Air Force Occupational Safety and Health (AFOSH) Standards and/or health/safety standards as may be required in the performance of this contract and any adjustments resulting from such direction will be in accordance with the Changes clause of this contract.

(c) Any violation of these health and safety rules and requirements, unless promptly corrected as directed by the contracting officer, shall be grounds for termination of this contract in accordance with the Default clause of this contract.

(End of clause)

5352.242-9000 Contractor access to Air Force installations.

CONTRACTOR ACCESS TO AIR FORCE INSTALLATIONS (JUN 2002)

- (a) The contractor shall obtain base identification and vehicle passes for all contractor personnel who make frequent visits to or perform work on the Air Force installation(s) cited in the contract. Contractor personnel are required to wear or prominently display installation identification badges or contractor-furnished, contractor identification badges while visiting or performing work on the installation.
- (b) The contractor shall submit a written request on company letterhead to the contracting officer listing the following: contract number, location of work site, start and stop dates, and names of employees and subcontractor employees needing access to the base. The letter will also specify the individual(s) authorized to sign for a request for base identification credentials or vehicle passes. The contracting officer will endorse the request and forward it to the issuing base pass and registration office or security police for processing. When reporting to the registration office, the authorized contractor individual(s) should provide a valid driver's license, current vehicle registration, valid vehicle insurance certificate, and valid road tax disc to obtain a vehicle pass.
- (c) During performance of the contract, the contractor shall be responsible for obtaining required identification for newly assigned personnel and for prompt return of credentials and vehicle passes for any employee who no longer requires access to the work site.
- (d) When work under this contract requires unescorted entry to controlled or restricted areas, the contractor shall comply with [AFI 31-101, Volume 1](#), The Air Force Installation Security Program, and [AFI 31-501](#), Personnel Security Program Management, as applicable.
- (e) Upon completion or termination of the contract or expiration of the identification passes, the prime contractor shall ensure that all base identification passes issued to employees and subcontractor employees are returned to the issuing office.
- (f) Failure to comply with these requirements may result in withholding of final payment.
- (End of clause)

PERFORMANCE WORK STATEMENT

REQUEST FOR MAINTENANCE CONTRACT

SERVICE NONPERSONAL: To furnish all labor, tools, parts, material, facilities, and transportation necessary to provide preventive maintenance, calibration, and repairs for:

- a. **three Narkomed GS Anesthesia Units (S/Ns 16531/16532/15401)**
- b. **one Narkomed Fabius GS Anesthesia Unit (S/N ARZF-0048)**

Along with ancillary support equipment used with above mentioned systems:

- c. **five Narkomed Anesthesia Vaporizers, Model M13570 Vapor 2000 (S/Ns ARWK-0152/ARWN-0215/ARSK-0131/ARWN-0211/ARTC-0092)**
- d. **two Narkomed Anesthesia Vaporizers, Model M35500-10 D-Vapor (S/Ns ARWM-0068/ARWM-0069)**
- e. **one Narkomed Anesthesia Vaporizer, Model VAPOR 19.1 (S/N 61180)**

The equipment is located in the 48th Hospital (Medical Group), Building 916, at RAF Lakenheath, Suffolk, England.

REQUESTS FOR SERVICE: Only the Contracting Officer or Medical Equipment Maintenance (MEM) personnel are authorized to place requests for service on this contract. The MEM POC

shall be the Non-Commissioned Officer In-Charge (NCOIC) of that section and that individual can be reached at 01638 52 8931.

PERFORMANCE OF WORK STATEMENT

Narcomed GS Anesthesia systems

Narcomed Fabius GS Anesthesia system

Narkomed Anesthesia Vaporizers

1. Conformance Standards The contractor shall keep the system in good operating condition, meeting all equipment and performance requirements published by the original equipment manufacturer (OEM). The contractor assumes responsibility for system conformance with the latest published edition of National Fire Protection Association (NFPA) 99, Occupational Health and Safety Administration (OSHA), and Center for Devices and Radiological Health (CDRH) standards.
2. Contractor Responsibilities
 - 2.1. All labor, including installation and calibration, service, materials, transportation, travel time, and replacement parts shall be included to maintain the system and ancillary equipment.
 - 2.2. Point of contact. The contractor shall designate in writing a single point of contact to the *contracting officer (CO)* for any maintenance service required under this contract. This information shall include name, title, address, and telephone number.
 - 2.3. Telephone Assistance. The contractor shall provide telephone assistance during business hours 0900 Hrs through 1700 Hrs for equipment covered under this contract. Medical Equipment Maintenance (MEM) personnel shall be able to call and receive assistance in correcting problems with equipment operation.
 - 2.4. Updates. The contractor shall provide all updates, to include: installing manufacturer designed and issued field modifications, safety corrections and revisions for correcting software and equipment deficiencies at no additional cost to the government. Upgrades and modifications will be furnished at no additional cost under the contract and installed during the next PMI after the manufacturer makes them available. Updates will not include those designed primarily as performance enhancements or performance upgrades.
3. Hours of Coverage
 - 3.1. Normal hours of coverage are, Monday through Friday, 0900 - 1700 hrs, excluding Federal/British holidays listed in 3.3 and 3.4 below and military down days where the Hospital will be closed (MEM POC will inform contractor during that month's performance). All service/repairs shall be performed during normal hours of coverage unless requested and approved by the CO.
 - 3.2. Response Time: The Contractor must respond with a phone call to the MEM POC or his/her designee within eight hours after telephone notification during normal hours of coverage. If the problem cannot be corrected by phone, the contractor will commence work on-site during normal hours of coverage. The contractor shall respond on-site within eight (8) hours after contractor's initial receipt of notification. Repairs will proceed progressively till completion.

For example, if a routine call is placed during normal coverage hours and insufficient hours are remaining in the day, the contractor shall be on-site within 8 hours of the initial telephone notification. If the initial telephone notification was made at 1630 hours on Tuesday, then the contractor shall report on-site at the beginning of the following day (Wednesday).

3.3. United States Federal holidays observed by the DOD include New Years Day, Martin Luther King Day, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

3.4 British holidays observed include New Years Day, Good Friday, Easter Monday, May Day, Spring Holiday, Late Summer Holiday, Christmas & Boxing Holiday.

3.5. The contractor will schedule PMIs and calibrations 15 days in advance with the MEM POC. Preventive maintenance shall be performed during normal hours of coverage between the 1st and the 25th day of the month.

4. Preventive Maintenance

4.1. **The contractor shall provide 4 preventive maintenance inspections**

(PMIs)/calibration certification per year. The PMI/calibration certifications shall be performed in the month of Dec, Mar, Jun, and Sep. Service shall be performed to ensure that the equipment performs in accordance with manufacturer's conformance standards. The contractor shall provide and utilize procedures and checklists with worksheet originals indicating work performed and actual values obtained (as applicable) and provide them to the MEM POC at the completion of the PMI. PMI services shall, as a minimum, include the system services at the frequencies recommended by the original equipment manufacturer. These services must include, but are not be limited to:

4.1.1. Cleaning of equipment.

4.1.2. Calibrating and lubricating the equipment.

4.1.3. Performing remedial maintenance of a non-emergency nature.

4.1.4. Testing and replacing faulty and worn parts and/or parts which are likely to become faulty, fail, or become worn before the next PMI.

4.1.5. Inspecting for wear and fraying, and replacing where necessary, electrical wiring, cables, high voltage cables, bushings and dielectric, as necessary.

4.1.6. Measuring, adjusting and calibrating as necessary for optimal system output.

4.1.7. Inspecting and replacing where indicated, all mechanical components including, but not limited to: cables and mounting hardware, gears, belts, bearings and tracks, gaskets, o-rings, switches, fuses, interlocks, tubing, clutches, motors, displays, and keyboards for mechanical integrity, safety, and performance.

4.1.8. Returning the equipment to the operating condition defined by the original equipment manufacturer's specifications.

4.1.9. Providing written service reports/documentation with verified parameters and services performed.

4.1.10. Inspecting measurement circuits/sensors and output devices, e.g. monitors, printers, detectors, and processors. Calibrate output to manufacturer's tolerances.

4.1.11. Consulting with the equipment operator(s) regarding equipment performance.

4.2. All exceptions to the PMI schedule must be arranged in writing and approved in advance by the MEM POC.

- 4.3. The contractor shall provide all parts, services, manuals, tools, instrumentation, or software required to successfully complete scheduled PMIs.
- 4.4. Calibration of the system will be scheduled and performed in accordance with the original equipment manufacturers recommended schedule unless required more frequently because of a remedial service call, which requires a major component change.
5. Unscheduled/Corrective Maintenance
 - 5.1. The contractor shall respond to all intervening service calls between scheduled PMI/calibrations.
 - 5.2. Unlimited unscheduled services to include required parts and repair labor shall be furnished as an inclusive part of this contract under a sole annual fixed cost to the government.
 - 5.3. The CO or MEM POC has the authority to place a service call with the contractor.
 - 5.4. Maintenance actions: Once a maintenance action is initiated, it shall be continuous until the task is complete. Compliance shall be manifest by continuous presence of the contractor on the job site, unless waiting for delivery of replacement parts. Under no circumstances shall maintenance actions be delayed by more than 24 hours while waiting for delivery of parts.
6. Parts: The contractor shall furnish and replace parts to meet up-time requirements. The following requirements apply to parts provided under this contract.
 - 6.1. The contractor shall have ready access to unique and/or high mortality replacement parts. These parts will be included in the fixed annual cost for unscheduled repairs.
 - 6.2. All parts supplied shall be compatible with existing equipment.
 - 6.3. All parts used for service of this system shall be new or rebuilt and of first quality. If rebuilt parts are used; maintenance records must indicate date of refurbishment or remanufacture and the name and location of the company, which provided the part.
 - 6.4. Used parts, those removed from another system, shall not be installed without prior approval of the CO or MEM POC.
 - 6.5. The government will not provide service manuals or service diagnostic software to the contractor. The contractor shall be responsible for providing all service manuals, operational manuals, schematics, and diagnostic software necessary to maintain the required system up-time to the contractor's field service representative(s).
7. Administrative Control: The contractor shall report to the MERC shop (Bldg 916) and sign-in on the contractor service log with the MEM POC prior to reporting to the work-site. Upon completion of each PMI or corrective service call, the contractor shall provide a signed System Maintenance Record to the MEM POC. The MEM POC will countersign the report to certify that the services were rendered. At this time, the contractor will sign-out on the contractor service log. The government will not recognize any maintenance actions that have not been signed by the MEM POC. All maintenance documents will be prepared and validated in triplicate. The system user, MEM POC, and the contractor shall each retain a copy. Documentation and reporting shall be in compliance with JCAHO standards.

Note: Certification of payment will not be accomplished until all required service documents have been received by the MEM POC.

 - 7.1. The System Maintenance Record for each PMI or service call will include at minimum:
 - 7.1.1. Name of the contractor.
 - 7.1.2. Name of the contractor's field service representative.

7.1.3. Date, Time (starting and ending), Equipment Downtime, and Hours-On-Site. The contractor's field service representative must report to the Medical Equipment Repair Shop in accordance with local guidelines.

7.1.4. Description of the problem reported by the MEM POC/User and an itemized description of Service Performed (including labor, parts, and corrective action taken)

7.1.5. Identification of equipment to include USAF ECN, Manufacturer, Device, Model Number, and Serial Number.

8. Personnel

8.1. Contractor's field service representative shall be able to speak and understand English. Prior to award of the contract and each subsequent performance period, the contractor will certify to the MEM POC that the field service representative has had professional formal training and at least annual continuing education. If the training occurred more than three years ago, proof of recent (during past 18 months) maintenance experience on specified equipment must be provided.

8.2. The MEM POC may at any time request verification of service personnel credentials who are servicing the equipment from the contractor.

9. Claims of Government Misuse or Abuse: If the contractor claims any service calls are the result of government abuse or misuse, the damage shall immediately be shown on the System Maintenance Record, verified by the MEM POC, and approved by the CO before repairs are made. The CO will resolve disagreements as to responsibility between both parties.

10. Reporting Required Services Beyond the Scope of Contract: The contractor shall immediately, but not later than 24 consecutive hours after discovery, notify the CO and MEM POC in writing of the existence or the development of any defects in, or repairs required to the scheduled equipment for which the contractor considers he/she is not responsible under the terms of the contract. The contractor shall furnish the CO and MEM POC with a written estimate of the cost to make necessary repairs, and a full technical description.

11. Additional charges: There shall be no additional charge for time spent at the site awaiting the arrival of additional contractor personnel and/or delivery of parts.

12. Safety: The Contractor shall comply with British Standards Institute, American OSHA Standards, and Air Force Safety Standards at all times while on Government property. Safe working practices shall be followed. Requirements include, but are not limited to:

12.1. Using lock-out/tag-out procedures while working on electrical systems and equipment.

12.2. Reporting any injury to employees or government equipment damage to the 48th Medical Group Safety Office, 226-8544, immediately.