



Department of Defense
Defense Health Agency
Performance Work Statement

[MGC Diagnostics Service Contract]

[DMS]

[Pulmonology Department, NMRTC Camp Pendleton]

PART 1

1.0 GENERAL INFORMATION

1.1 This is a non-personal services contract to provide MGC Diagnostics Ultra Care™ Continuous Support Agreement services for the MGC Diagnostics Platinum Elite DX RTD system, serial number 243001919, assigned to the Pulmonology Department, NMRTC Camp Pendleton.

1.2 Description of services/introduction: The contractor shall provide all personnel, supervision, tools, equipment, materials, parts, travel, transportation, technical support, and other items necessary to provide continuous support, corrective maintenance, annual preventive maintenance, recertification, software service packs, and remote technical assistance for the covered MGC Diagnostics system, except for those items specifically identified as Government-furnished property or services. The contractor shall perform all services in accordance with the awarded UltraCare™ Continuous Support Agreement and this PWS.

1.3 Background: The Pulmonology Department uses an MGC Diagnostics system to support patient care and clinical operations. Continuous manufacturer-authorized maintenance and technical support are required to sustain system availability, accurate calibration, quality-control performance, and annual preventive-maintenance and recertification requirements.

1.4 Objectives:

- Maintain the covered system in operational condition.
- Provide timely corrective maintenance and technical support to minimize equipment downtime.
- Ensure all system calibrations and quality-control checks meet manufacturer performance standards.
- Complete one preventive-maintenance inspection and recertification during each year of coverage.
- Provide manufacturer-issued software service packs and technical assistance applicable to the covered system.

1.5 Scope: The contractor shall provide UltraCare™ Continuous Support Agreement services for the covered system. Services shall include:

- Software updates and service packs at no additional cost;
- Full parts coverage for remedial maintenance;
- Onsite labor and travel for covered remedial maintenance;
- Service response within 24 to 48 hours after receipt of a service request;
- Next-business-day delivery of required covered replacement parts, when available;
- One annual preventive-maintenance visit and recertification during each year of coverage;
- Priority toll-free telephone support;

- Priority remote technical assistance; and
- Access to after-hours emergency support.
- The supplied MGC materials support annual PM and recertification, including inspection, testing, cleaning/lubrication, component replacement as necessary, calibration validation, and quality-control verification.

1.6 Period of Performance (PoP): The period of performance shall be;

BASE 01NOV26 – 31OCT27

OY1 01NOV27 - 31OCT28

OY2 01NOV28 - 31OCT29

OY3 01NOV29 – 31OCT30

OY4 01NOV30 – 31OCT31

1.6.1 Transition: Transition-in/transition-out period N/A

1.7 Administrative specifications

1.7.1 Place of performance: N/A

1.7.2 Recognized Federal holidays: N/A

New Year's Day

Martin Luther King Jr.'s Birthday

President's Day

Memorial Day

Juneteenth Day

Independence Day

Labor Day

Columbus Day

Veteran's Day

Thanksgiving Day

Christmas Day

1.7.3 Hours of operation: The contractor is responsible for conducting business Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons.

1.7.4 Emergency Services:. On occasion, services may be required to support an activation or exercise of contingency plans outside the normal duty hours.

1.8 Contractor travel: N/A

1.9 Other Direct Costs (ODC): N/A

1.10 Quality

1.10.1 Quality Control: N/A

1.10.2 Quality assurance (QA): The government will evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan provides a systematic method for the Government to evaluate performance and to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).