

Service:

1.) The vendor shall provide two complete sets of Operator Manuals, Service Manuals, schematics, and parts lists for the medical imaging systems including all accessories.

2.) Installation shall be performed by the vendor, including rigging of overhead crane installation, etc. if required.

3.) Acceptance testing will be performed by Clinical Engineering, Imaging Services, Radiation Safety and Medical Physicist and will include the verification of all equipment technical specifications, software, and safety features.

A.) A minimum 18 month warranty period is to begin when the system is fully operational and accepted for clinical use and performs as described in the technical specifications. During the warranty period, the hospital has the right to return the system, without penalty, for full refund, if it is found to be unacceptable due to deficiencies in meeting the technical and performance specifications on the bid and in the system's product literature.

B.) During the warranty period the vendor will furnish all labor, travel, and parts necessary to maintain all equipment specified under the purchase agreement in proper operating condition. Vendor will provide services 24 hours per day, 7 days per week, and 365 days per year as necessary for urgently needed repairs. Vendor will respond, on site, within 4 hours, during the warranty period.

C.) If the medical imaging system is to be purchased in anticipation of a major building project or renovation and will not be put into service for an extended period of time, the vendor must extend the warranty as required to retain the full 18 month warranty from the date of first clinical use and official clinical acceptance.

4.) The vendor shall adhere to the following service response times during the warranty and life of equipment:

A.) The vendor will provide telephone and on-site response for emergency service requests 24-hrs-day, 365 days-yr.

B.) Telephone response to service problems will be provided within 30 minutes.

C.) The vendor will provide 2 hours on-site response time to service problems for the medical imaging system. State the location of the primary service engineer and the location and travel time for backup service support for the primary service engineer, in the event of sickness, vacation, etc.

D.) The response time will be the same whether under service contract or if maintenance is handled on a time & materials basis, following the warranty period.

5.) The vendor will provide the Clinical Engineering Department with individual written reports for each maintenance event whether it is scheduled maintenance or repair. All such documentation must be acceptable to the field surveyors of The Joint Commission, the Bureau of Radiological Health, and the State of Connecticut. The reports must adequately detail the work performed, provide accurate hours for labor and travel, and give list prices for any parts or subassemblies that were replaced.

6.) During the warranty period and under future service arrangements with the vendor, loaner equipment, assemblies and subassemblies required to fully operate the system, will be provided at no cost, if they cannot be repaired and will cause the system to be down more than 24 hours.

7.) The Principal Period of Maintenance (PPM) on the items purchased will be from 8:00am - 8:00pm, Monday - Friday, excluding legal holidays. During this time period, normal labor and travel rates will apply (if service is not covered by the warranty). Premium rates will apply if service is requested by the hospital outside the PPM.

8.) The vendor should list the available service options following the warranty period and also list labor and travel rates for normal and after-hours service on a time & materials basis and typical Preventive Maintenance (PM) costs.

A.) For the medical imaging systems, state the cost of a full service contract including Preventive Maintenance Inspections (PM's), parts, labor, X-ray tubes and travel for service provided M-F, 8am to 8pm.

B.) For the medical imaging systems, state the cost of a Biomed-Support service contract in which the in-house personnel will provide first echelon support for equipment failures during normal working hours, 8:00am - 5:00pm, Monday through Friday. Following first echelon response by in-house personnel or for service problems arising after normal hours, the vendor will respond and provide full labor, travel, and parts as needed to resolve service problems. Vendor will also perform all PM's as would be consistent with full service coverage.

C.) For the medical imaging systems, state the cost of service performed on a time and materials basis including travel or zone charges. Include the premium rates for after-hours, weekends and holidays.

1.) For the medical imaging systems, state the cost of a preventive maintenance inspection with typical labor and travel hours required as well as expected PM parts costs.

2.) State whether the vendor will offer repair parts at a cost discounted off list price, at list price, or at a cost higher than list price and state what that percent will be.

D.) For the medical imaging systems, state the availability of any other service options that are provided by the vendor to allow the UCHC flexibility in determining the optimum service program for the device. This would include service programs with shared risk and maximum labor and parts costs.

9.) The service vendor will guarantee 99% uptime during the PPM from 8:00am - 8:00pm, Monday-Friday, excluding 6 legal holidays. This totals 765 hours per quarter. The uptime will be calculated as follows, at the end of each quarter:

A.) If the system falls below the guaranteed uptime, the warranty will be extended one month for each percent below the 99% uptime or the quarterly service contract payment will be reduced according to the following table if under service contract:

	<u>UPTIME</u>	<u>REDUCTION</u>
99.0 - 100%	NONE	
95.0 - 98.9%	10%	
90.0 - 94.9%	15%	
80.0 - 89.9%	20%	
79.9 or below	25%	

10.) Offer options to UCHC to tailor their service contract needs:

- Parts Only
- Software Only
- Glassware and FP Detectors Only
- Tech support/on-line support
- In-house first echelon support with a minimum 15% discount of full service

11.) Include the option of holding service costs as a percentage 6%-7% of the final price of the device, not including any accessories.

12.) The vendor will provide calibration procedures, and necessary calibration tools, fixtures, phantoms, etc., shall be provided with the system in order to check and calibrate the system.

13.) Discuss the system's networking capabilities with respect to patient data information systems and department management systems and the system's ability to transfer reports, data and images between PC's, via networks, FAX, and modems. Image transfer must comply with Native DICOM 3 protocols. If these features are optional, state additional costs for each capability. Vendor must provide their Native Dicom 3 standards for the system.

14.) State the availability of remote service diagnostics for this equipment and any hardware, software, licensing, and telecommunications connections required for UCHC to take advantage of these remote diagnostics. State the costs and/or licensing fees required of UCHC following the warranty period to access these remote diagnostics. Following the warranty period and for the life of the device, the vendor will provide UCHC with access to these remote diagnostics regardless of the service program selected by UCHC for this device.

15.) UCHC wishes to purchase medical imaging devices that are state of the art and "top of the line" at the time of installation. Furthermore, we wish to maintain our capabilities at the state-of-the-art level for at least five years. Therefore, the manufacturer of the system proposed in this bid shall have a proven track record of both software and hardware upgrades. The manufacturer must demonstrate a progressive path in keeping its medical imaging devices at the top of the line in terms of the vendor's own product offering and that of major market competitors for a period of at least five years. All upgrades available to proposed systems should be listed as options.

16.) As part of the purchase and completed installation, the vendor must satisfactorily interface the medical imaging systems with Imaging Service's Patient Information Management System and PACS Picture Archiving Systems.

17.) The vendor must also present their options for interfacing the medical imaging systems with electronic medical record systems and demonstrate that they have adopted HL7 conventions for system interfacing, if applicable.

18.) Any software packages and enhancements to the medical imaging systems that are presently being developed and are released during the warranty period will be provided to UCHC at no charge.

19.) Any hardware enhancements or platform upgrades developed for the medical imaging systems that are released during the warranty period will be provided to UCHC at a 50% discount off list price.

20.) Vendor is asked to state the details and costs for X-ray tube(s) coverage based on medium level of usage as reflected by the scan-second record of tube usage.

21.) Vendor must supply an alternate quote for full service 24/7/365 coverage.

Enhancements:

1.) Any software packages and enhancements to the medical imaging systems that are presently being developed and are released during the warranty period will be provided to UCHC at no charge, without requiring a software obsolescence contract.

2.) Any hardware enhancements or platform upgrades developed for the medical imaging systems that are released during the warranty period will be provided to UCHC at a 50% discount off list price.

HIPAA Requirements:

1.) The vendor must commit to UCHC that the system will comply with the Health Insurance Portability and Accountability Act requirements as they are defined by agencies having jurisdiction. These requirements will impact the electronic transfer of data, patient privacy, security, and administrative standards for computerized networked health care instrumentation and systems. The vendor must embrace compliance with these standards and guarantee that their instruments will comply as necessary.

Technology Network:

1.) Vendor is to ensure that information security controls for this medical device have been implemented at the hospital in accordance with the manufacturer recommendations and the UCHC and State of CT Governmental regulations pertaining to information security.

2.) Computer operating system must be fully supported by the imaging system vendor and have full, continuous security protection (i.e. - operating system must not be Windows XP).