Department of Defense
Defense Health Agency
Performance Work Statement

Medical Grade Ice Machine Preventative Maintenance

01 SEPTEMBER 2026

NMRTC BEAUFORT

1.0 GENERAL INFORMATION

1.1 This is a non-personal services contract to provide service and preventative maintenance for all NMRTC Beaufort, MCRD Parris Island and MCAS Beaufort medical grade ice machines.

1.1.1 Description of services/introduction: To provide scheduled and unscheduled preventative maintenance to seven (7) medical grade Ice Machine located throughout Navy Hospital Beaufort, MCAS Beaufort and MCRD Parris Island.

1.1.2 Background: NMRTC Beaufort, SC has a requirement for hospital grade ice machine maintenance contract in order to reduce medical equipment maintenance expenditures by eliminating government-managed manufacturer and third-party service contracts for equipment beyond the original warranty. NMRTC Beaufort has had a contract in place for maintenance on Medical Grade Ice Machine Preventative Maintenance for the previous five (5) years.

1.1.3 Scope: The contractor shall provide all personnel, equipment, tools, vehicles, materials, supervision, transportation, and services necessary to effectively, and economically perform all services for the maintenance and repair of medical equipment as required by this statement of work (SOW) for NMRTC Beaufort. Service events will include all preventive maintenance, corrective maintenance, and emergency maintenance activities necessary to keep medical equipment in good working order. NMRTC Beaufort employees will not perform maintenance or attempt repairs to equipment while such equipment is under the purview of this contract unless agreed to by the contractor.

1.1.4 Period of Performance (PoP): The period of performance shall be for a (1) Base Year of 12 months and four (4) 12-month Option Years, plus an additional 6-month Option to Extend Services. The period of performance reads as follows:

Base Year:	01 September 2026 to 31 August 2027
Option Year 1:	01 September 2027 to 31 August 2028
Option Year 2:	01 September 2028 to 31 August 2029
Option Year 3:	01 September 2029 to 31 August 2030
Option Year 4:	01 September 2030 to 31 August 2031
FAR 52.217-8:	01 September 2031 to 29 February 2032

1.2 Administrative specifications

1.2.1 Places of performance: The work shall be performed at:

NMRTC Beaufort – 1 Pinckney Blvd Beaufort, SC 29902
MCAS Beaufort – BLDG 598 Geiger Blvd MCAS Beaufort, SC 29904
MCRD Parris Island - 670 Boulevard De France Parris Island, SC 29905
674 Boulevard De France Parris Island, SC 29905

1.2.2 Recognized Federal holidays: Contractor is not required to perform services on all Federal holidays.

1.2.3 Hours of operation: Normal hours of operation for the MTF are from 7:30 A.M. – 4:00 P.M. Monday through Friday, except federal holidays. For the purpose of this award, the contractor should perform Program services on-site during normal working.

1.3 Contractor Identification

1.3.1 Contractor personnel performing services in a contractor capacity in a Government facility are required to possess and wear an identification badge that displays his or her name and the name of their company. Ensure all those with whom the person interacts in any face-to-face dealings while supporting the Government understands that the person is contractor support personnel.

1.3.2. GOVERNMENT FURNISHED MATERIAL: The government will provide the contractor with equipment documentation (i.e., existing drawings, equipment data, manuals, etc.), to the maximum extent possible if available and needed in support of this SOW.

1.3.3. CONTRACTOR-FURNISHED ITEMS AND SERVICES. The contractor shall protect all facilities from damage caused by the contractor and shall repair, at no additional cost to the government, all damages caused by the contractor's activities. During performance of services, contractor shall operate on-site at the MTF in a safe, neat, clean, and orderly manner.

1.3.4. **Removal of Personnel.** The MTF may require replacement and dismissal from the work site of contract personnel whose continued performance under the statement of work would be contrary to public interest or inconsistent with the best interests of national security, as permitted by law or regulation.

1.3.5. Access to Equipment: Contractor personnel shall first report to the designated representative prior to commencement of any work under this contract. The contractor will be provided reasonable access to all equipment that is to be serviced, and utility outlets required to the service.

2.0 SPECIFIC TASKS

2.1 Program Requirements. The contractor shall continue the predetermined maintenance plans as currently prescribed at the NMRTC Beaufort Medical Treatment Facility (MTF), and Branch Medical Clinics at NMRTU Parris Island and MCAS Beaufort.

2.1.2 Equipment List. Requested services include all preventive maintenance, corrective maintenance, and emergency maintenance necessary for the equipment listed below.

ECN	Location	Nomenclature	Manufacturer	Model	SN

35757	MCRD ACC	Ice Machine	Hoshizaki	DCM-500BAF	5803267D
35758	MCRD Physical Therapy	Ice Machine	Hoshizaki	DCM-500BAF	S0838E
94378	MCRD Crucible	Ice Machine	Manitowoc	1D0906A-261	1101312522
95211	MCRD ACC	Ice Machine	Hoshizaki	B-1650SS	E54302D
95212	MCRD ACC	Ice Machine	Hoshizaki	B-1650SS	E54289D
95621	NMRTCB M-5	Ice Machine	Follett	25FB425A-S	H79820
99330	BHC MCAS Primary Care	Ice Machine	Vevor	SYFBZBJFTSJTMF26R V1	XWE05303124

2.1.3 Performance Evaluation. Medical Repair staff will be present for a minimum of 10% of work completed by contractor. When the MTF is tasked with evaluating suggestions relating to the maintenance and/or repair of medical equipment, the contractor will provide input when requested by medical repair personnel.

2.2 Phase-In Service. The contractor recognizes that the services under this SOW are vital to the MTF. Services must be continued without interruption and that, upon contract expiration, a successor may continue the required services. The contractor agrees to exercise its best efforts and cooperation to affect an orderly and efficient transition to a successor. The contractor shall, upon the medical repairs personnel written notification, furnish phase in/phase out services for the required number of days prior to the contract expiration date.

2.2.1 Program Services. The contractor shall provide an integrated equipment maintenance management services; repairs analysis, and technical assistance; statistical repair information; and program training as described herein, at the NMRTC Beaufort Medical Treatment Facility (MTF), and NMRTU Branch Clinics, for the government medical equipment included in the Program. In addition, the contractor will provide all personnel, equipment, tools, vehicles, materials, supervision, transportation and services necessary to effectively, and economically perform all preventive and corrective maintenance and service events, which will include all corrective, preventive maintenance, calibration and emergency maintenance of the covered equipment. This statement of work is designed for the maintenance, scheduled and unscheduled, activities necessary to keep the medical equipment in good working order.

2.2.2 Compliance. The contractor shall perform the required services in accordance with current codes, standards, directives, and criteria governing the operation, maintenance, and repair of medical equipment, including, but not limited to, the Joint Commission, NFPA, OSHA, and the Environmental Protection Agency (EPA). The contractor shall remain abreast of any changes in codes that impact the medical equipment. The contractor shall notify medical repair personnel, in writing, when modifications to equipment or services are required to maintain code compliance.

2.2.3 Preventive Maintenance. The contractor will provide preventive maintenance coverage for all equipment included in the Program. Four preventive maintenance calls during the contract period for each of the covered equipment, and periodicity will match Navy Medical Logistic Command (NMLC) device code standards and standards already set forth in Defense Medical Logistics Standard Support (DMLSS). Preventive maintenance must

be performed in accordance with manufacturers' specifications and will be performed at a time mutually agreed upon by the equipment maintainer and the service vendor.

2.2.4 Detailed Service Reports. The contractor must maintain copies of all field service reports for maintenance and repair activities on all equipment items identified within the SOW, as long as the equipment is actively being used in the medical facility.

2.3 Equipment Identifier. The contractor may use its own numbering system for each equipment item, but will also include a DMLSS Equipment Control Number (ECN) number furnished by the MTF and/or serial number for each item of equipment listed 2.3.1

2.3.2 MTF Required Documentation. The contractor's personnel will also be responsible for assuring that field service reports are completed and forwarded to medical repair personnel within two working days of the completion of a scheduled service event but no later than the last business day of the month the service was rendered. The report shall provide, at minimum, an identification of the equipment serviced, the type of service performed (preventive maintenance or repair), an itemized list of parts and supplies furnished and the cost of each, and the total man-hours expended, including labor cost. If parts and labor are included in the contract, costs should still be provided as if the costs were not included.

2.4 Records Ownership. All maintenance/repair records and updates (including those recorded during the tenure of the contract) shall remain the property of the government.

3.0 Unscheduled Maintenance and Repair.

3.1 Service Calls. Contractor will record the status of each service event and have the ability to keep the MTF updated. Contractor must ensure that the responding dispatched repair technician arrives at the location requiring service within two business days, unless an MTF Medical Repair personnel has approved a delay. In the event the operator contacts the contractor for service, contractor will contact MTF medical repair staff before reporting to the facility or authorization of repair is rendered. Contractors shall check in with and sign in with medical repair personnel once they arrive on site.

3.2 Equipment Performance. The contractor must restore equipment listed in equipment list to full performance within normal time-line standards, depending upon the equipment and nature of repairs needed. Full performance means that all defective parts have been replaced with Original Equipment Manufacturer (OEM) parts and that the item of equipment meets or exceeds the OEM's original performance specifications prior to the service event.

3.3 Equipment Software/Hardware. With respect to equipment covered by the Program, Program services include rebooting, software backups, software updates, and required soft/hardware recalls including reloading the MTF's associated equipment software and performing safety-related software updates, as requested by the MTF's Medical Repair Department and/or FDA.

3.4 Non-Economical Repairs. If any repair is impractical due to equipment obsolescence or the limited availability of parts or the expected single repair costs for a unit of equipment are estimated in good faith to equal or exceed 50% of the equipment replacement cost, medical repair personnel will make the determination that the equipment will be deemed to be beyond economical repair. When a unit of equipment is deemed to be beyond economical repair, medical repair personnel will request the item be removed from the equipment list. In turn, the contractor will potentially be issued a contract modification to the contractor to incorporate the revision to the equipment list and will implement an equitable adjustment in the contract price, if applicable. If an equipment component is considered obsolete by the OEM, and the component is not repairable, it is the responsibility of the MTF to upgrade and/or replace component to comply with OEM specifications.

4.0 EQUIPMENT INSPECTION.

4.1 Deficiencies disclosed during the course of any inspection, which constitutes a safety hazard to either personnel or equipment, shall be immediately reported to MTF Medical Repair personnel. The equipment must be de-powered and tagged as "Do Not Use" when equipment is not in operation or operation of equipment would create a potentially unsafe situation. This process shall be in accordance to OSHA and MTF standards and medical repair personnel awareness.

4.2 Existing Deficiency Report. An Existing Deficiency Report listing all deficiencies noted during the inspection and a copy of the report will be furnished to the contractor not more than five (5) calendar days after the contract period began. Deficiencies will be defined as repairs required bringing equipment up to OEM standards and specifications.

4.3 Repair of Existing Deficiencies. The contractor will correct all equipment deficiencies noted in the Existing Deficiency Report by such means as medical repair personnel deem appropriate. Medical repair personnel may decide that not all deficiencies need immediate repair. All repair costs for deficiency corrections that are outside the FFP pricing and will be accomplished outside of this contract and at the convenience of the MTF.

4.4 Subsequent Deficiencies. After all corrections to deficiencies listed in the Existing Deficiency Report have been made, the contractor will assume full responsibility under the FFP arrangement for correcting subsequent deficiencies on covered equipment.

5.0 CONTRACT CLOSEOUT INSPECTION.

5.1 On a date not later than 30 working days prior to the end of the contract period, medical repair personnel will make and complete a systematic inspection of equipment on this Program. The contractor is encouraged to participate in the inspection. The MTF will prepare a Deficiency Report, listing all deficiencies not later than 25 working days prior to contract end date and furnish a copy to the contractor. The contractor shall correct all deficiencies at no additional cost to the government (excluding any deficiencies that were on the initial Existing Deficiencies Report and never corrected).

6.0 SECURITY

6.1. Security Requirements. The contractor and its subcontractors shall comply with base security requirements, including, but not limited to, base pass requirements and security clearance requirements. Work under this statement of work is unclassified; however vendor personnel may have access to protected information in the normal course of their work. The contractor shall comply with all applicable Federal, Department of Defense, and Navy security regulations and procedures during the performance of this statement of work. The Contractor must not disclose procurement sensitive information, computer systems and data, privacy act data, and government personnel work products that are obtained or generated in performance of this statement of work. The MTF will provide clearances for personnel requiring access to government computers and workstations as required and deemed necessary by the MTF.

6.2. Pass and Identification Requirements. The contractor shall ensure that personnel obtain the required pass and identification items as applicable for contractor personnel and privately owned vehicles. The government reserves the right, without provision of notice or reason, to revoke passes issued to any contractor personnel at any time. Furthermore, issuance of such passes are subject to contractor personnel meeting all security requirements of the government.

7.0. QUALITY CONTROL. The government will evaluate the contractor's performance. Inspections may be conducted during and after completion of services and may include both scheduled and random inspections. Government personnel will record inspection observations. If an inspection indicates that services do not conform to the statement of work requirements, medical repair personnel may require the contractor to re-perform the services at no additional cost to the government and/or take other appropriate actions to resolve the discrepancies. Successive occurrences of unsatisfactory performance may result in other appropriate actions.

8.0 SAFETY

8.1. Safety Program. The contractor shall comply with current standard commercial, Navy, OSHA and MTF practices concerning safety programs or as indicated on the contract award. This includes the current requirement for maintaining Material Safety Data Sheets (MSDS) for any chemicals used. MSDS shall be made available to the government on request. Contractor shall supply all safety equipment and personal protection equipment required for performance of work. Contractor shall supply, maintain, and certify personnel on the use of all safety equipment and personnel protection equipment required for performance of work.

8.2. Hazard Communication Program. The contractor will comply with the MTF's Hazard Communication program for all personnel, in accordance with current OSHA requirements.

9.0 Points of Contact

Technical Advisor: HM1 Hodnett, Amos, 843-228-5552, amos.hodnett.mil@health.mil
Contracting Officer's Representative: Rick Root, 843-228-5373, richard.d.root10.civ@health.mil