

Attachment B – Specifications

RFx No.: 3000023415

Title: *Fax Bid* Nurse Call System - DVA

- Model TEK-CARD NC300 11 Microprocessor Nurse Call System at NELWH.
- Contractor will perform annual 100% functional inspection, testing, diagnose and maintenance of existing Simplex Nurse Call System for the Northeast Louisiana Veterans' Home (NELVH), 6700 Highway 165 North, Monroe, La. 71203. Contractor is to test and inspect the system a minimum of once a year and perform maintenance as needed.
- Contractor shall provide technician which is factory certified and trained to perform inspection, testing and maintenance service.
- Contractor should provide all necessary materials, parts, equipment and labor needed to inspect, test and service/maintain all equipment placed under this contract at no additional cost. This includes but not limited to any preventive maintenance, services, cleaning, oiling, adjusting, calibrating, replacing parts and maintaining equipment in accordance with manufacturer's specification for the specified nurse call system at no additional cost.
- Testing, inspecting, and servicing/maintaining the TEK-CARE NC300 11Microprocessor Nurse Call System as a unit to include initiating and indicating devices. Components and peripherals to be included are as follows:

System NC351A2	1 EA
System PS/PK 305A	1 EA
Master PS/PK 304	5 EA
Monitors NC315	5 EA
Master Stations NC304	5 EA
Dual Stations IR320A	76 EA
Single Stations IR319A	4 EA
Duty StationsIR31OC	20 EA
Pillow Speakers SF410P	156 EA
Audio Boards PM312C	80 EA
Patient Pull Cords SF340B	92 EA
Addressable Pull Cords SF381	8 EA

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- Testing is to be coordinated with the maintenance supervisor, Brian Watt, for convenience of the Agency and Contractor. Agency will provide Contractor with personnel to assist in access of areas to locate equipment and devices. Contractor will provide personnel with informal, hands on training on basic system functions, and proper inspection procedures. Documentation to Agency will be logged for exact location of all accessible components and devices, indicating results, any discrepancies noted and recommendations for correction, also any corrections made on site. Documentation with testing results and corrections made on central processing unit, master station video monitor and peripherals to be provided that such test has been completed with report of results to the Agency.
- Contractor shall have been in business for a minimum of 3 years with experience in inspection, maintenance and testing of specified nurse call system.
- Contractor will provide maintenance and component replacement parts with original factory parts at no additional cost. Parts noted as "**failed**" or "**in need of repair**" during inspection shall be replaced with parts compatible with current NC300 Call System at no additional cost. Repair or replacement of non-maintainable parts of the system such as, but not limited to, unit cabinets, insulating material, electrical wiring, structural supports and other non-moving parts is not included in this contract.
- Contractor will perform all maintenance in a safe manner, in accordance with all applicable laws and regulations, and in accordance with the manufacturer's performance specifications.
- Standard maintenance, repair, replacing parts and testing shall be performed during normal working hours, Monday through Friday from 8:00 A.M. to 4:30 P.M., excluding holidays. For emergency calls after normal working hours, the Agency shall be billed at the standard rate for labor only for the after normal working hours call. When called for repairs/service, the Contractor shall respond by being onsite within 48 hours of initial call. All services under this contract shall be rendered promptly and efficiently.