

COUNTY OF ROCKLAND  
Department of General Services  
Purchasing Division

# Contract Award Notification

Title: **Service Contract - Canon Mobile Solstus 500 – Digital X-Ray System**

Contract Period: December 9, 2022, through December 8, 2027

Original Date of Issue: December 7, 2022

Date of Revision:

**Bid No:** **RFB-RC-2022-131**

Authorized Users: Medical Examiner

Address Inquiries to:

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**Description**

**This contract is to provide service and maintenance for Medical Examiners equipment.**

Contract Number	Vendor Number	Contractor & Address	Telephone No.
Bid 22-131	0000026537	Cannon Medical Systems USA, Inc. 2441 Michelle Drive Tustin, CA 92780 Contact: Khalil Hammid <a href="mailto:khammid@us.medical.canon">khammid@us.medical.canon</a>	845-422-2059  Fax # 714-242-7483

COUNTY OF ROCKLAND  
 DGS – PURCHASING DEPARTMENT  
 BLDG. A, 6TH FLOOR, 50 SANATORIUM ROAD  
 POMONA, NY 10970  
 TELEPHONE NO.: 845-364-3820  
 FAX NO.: 845-364-3809

LINE NO.	DESCRIPTION	ITEM NUMBER	# OF YEARS	UOM	COST PER YEAR	VENDOR
1	SERVICE AGREEMENT for Canon Mobile Solstus 500 Digital X-Ray System. Equipment Covered includes Canon Solstus 500, Glassware (XE/XRAY-TUBE.010) Quantity: 1, CXDI-WIRELESS-DET.010(CXDI Wireless detector CXDI-710C) DR Coverage Plus including drop protection, Preventive Maintenance as specified-twice per year, Software updates/upgrades as specified. Only bidders authorized by Canon to service specified equipment will be awarded. Contract term is annual for a total of 5 years. Full service contract must be uploaded with bid submission.	99297	5	Year	\$ 16,000.00	Cannon Medical Systems USA, Inc.

**Upon receipt of all required approvals a Contract shall be deemed executed and created with the successful Bidder(s) upon the Commissioner's mailing or electronic communication to the address on the bid of: (i) a Letter of Acceptance; or (ii) a fully executed contract; or (iii) a Purchase Order authorized by the Commissioner**

**COUNTY OF ROCKLAND - DGS-PURCHASING**  
 BLDG. A., 6TH FLOOR, 50 SANATORIUM RD, POMONA, NY 10970  
 TELEPHONE: 845-364-3820 / TELEFAX: 845-364-3809

**TITLE: Service Contract- Canon Mobile Solstus 500  
 Digital X-Ray System**

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## SPECIFICATIONS

### 1. SCOPE

- 1.1. Provide Service and maintenance contract for the Medical Examiners Equipment as specified in this bid. The Contractor must provide all personnel, equipment, tools, materials, parts and other items necessary to perform the services as defined in these specifications.**
- 1.2. The term of this Service Contract will be billed annually for a total of five (5) years, to be effective December 9, 2022 through December 8, 2027.**
- 1.3. Only Suppliers authorized by Canon, to service the specified equipment will be Awarded**

### 2. EQUIPMENT LIST

**2.1. This Service Agreement Contract must include coverage for the following equipment:**

- **System-** Solstus 500.000 (Mobile Solstus 500 Digital X-Ray System)
- **Glassware-** XE/XRAY- Tube.010 (XE X-Ray Tube) Quantity: 1
- **Included options-** CXDI-WIRELESS-DET.010 (CXDI WIRELESS DETECTOR)

### 3. REQUIREMENTS

- 3.1. Coverage hours Monday through Friday, between 8:00am and 5:00pm, excluding Federal Holidays
- 3.2. Preventive Maintenance Monday through Friday, between 8:00am and 5:00pm, excluding Federal Holidays
- 3.3. Response Time-
  - Standard 30-minute phone response
  - Standard four (4) hour on-site response time
- 3.4. Uptime Guarantee: 98%-measured based on covered hours, excluding Federal holidays Formula= (Base Time-Downtime)/Base Time.
- 3.5. Labor and travel Charges included during coverage hours.
- 3.6. A list of Labor rates and travel for service required outside of coverage hours must be provided with the bid submission
- 3.7. Parts Replacement: Parts must be replaced when deemed necessary by the service provider, excluding disposables, accessories, options or upgrades not listed.
- 3.8. Glassware:
  - All X-Ray tubes must be fully covered by this agreement and must be replaced at no charge

### 4. COVERAGE

**4.1. PREVENTIVE MAINTENANCE to be performed twice per year**

- **Planned Maintenance Service-** County will provide the supplier engineer with full access at the agreed upon time during covered hours.
- **Routine System Calibration Tests** - County will perform normal operator adjustments specified in the Equipment Operation Manual.
- **Remedial Maintenance Labor** required to maintain the system at manufacturer's specifications during Covered Hours.
- **Quality Assurance Evaluations**, as specified by Canon. Canon will routinely perform quality assurance evaluations in order to assure optimum performance. Customer will provide Canon service personnel full access for such purposes at times mutually agreed to in advance. If applicable, Customer will run simplified Quality Assurance tests utilizing the Canon Gateway Program remote diagnostics.

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- **Replacement of Parts**, which fail during the term of this Agreement, with the exception of the parts specified, will be billed at Manufacturer List Price. Excludes parts that are cosmetic in nature or expendable.
  - **DR Coverage Plus**, provide coverage for wireless detector panel model CXDI-710C including drop protection. DR Coverage Plus does not include the repair or replacement of the detector's software, powerbox, cables, and batteries.
  - If the detector is damaged and cannot be repaired, the county will be charged a replacement fee of \$5,000 per panel.
  - DR Panels that are damaged by the customers failure to comply with manufacturer's instructions, misuse, abuse, tampering, or acts of God, as determined by the service provider, are not covered and will be replaced at the List Price.
  - The repair of a covered Detector will not extend the DR Coverage Plus term.
- 4.2. Customer may elect to upgrade / downgrade Variable Glass Tier level once a year, effective on the next contract anniversary date. This contract modification 1) will be effective on a go forward basis only, 2) may not be applied to the contract retroactively, 3) will reflect Canon's current pricing, and 4) must be via a written request from the Customer, presented at least 30 days prior to the contract anniversary date.
- 4.3. Travel and Living Expenses Incurred by supplier engineers during Covered Hours.

## 5. Software Updates/Upgrades-

- 5.1. Supplier must furnish the Medical Examiners office, free of charge for the life of the equipment, all Canon software or hardware upgrades to the equipment listed, which are intended to correct a safety risk. Software enhancements to previously purchased software features must be covered under this contract if they do not require hardware modifications or additions. Software upgrades providing new features or capabilities not previously purchased must be made available for purchase upon request when compatible with the originally purchased hardware. Canon retains the sole right to determine whether a software release is considered an update or an upgrade for which the County will be charged.
- 5.2. All rights and interest in any software that may be furnished under this Agreement, and any updates and enhancements to it, will remain the property of Canon. Such software is being furnished to the County under a non-exclusive license.

## AWARD

This Contract will be awarded to the lowest responsive and responsible bidder.