**STATEMENT OF WORK # 1**

This Statement of Work (“SOW”) is issued pursuant to Purchasing Agreement # XXXX dated Month XX, 202X between UC Davis Health and Supplier (“Agreement”).

1. **Title and Description of the Scope of Goods and/or Services**

UC Davis Health currently operates over 21,000 real-time location system (RTLS) tags—including asset tracking, environmental monitoring, and temperature tags—deployed across more than 40 locations throughout the greater Sacramento area. Supplier will provide preventive maintenance services including but not limited to, asset tracking, environmental monitoring, and temperature management tags, and infrastructure support.

In addition, the following are requirements of the maintenance contract as well as items that will need to be checked, recorded, and measured or performed:

* Remote assistance must be available five days a week, and onsite recalibration is required as part of the recalibration service.
* Resolution of incidents within 72 hours.
* Includes 100% batteries (for all tags)
* Includes Semi-Annual and Annual System Preventive Maintenance Service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).
* Includes 100% labor and travel coverage.
* Performed by RTLS vendor

Certain locations within UC Davis Health require heightened compliance and monitoring standards, particularly where NIST-certified RTLS tags are used for environmental monitoring (e.g., temperature-sensitive storage, lab refrigerators, and pharmacy cold chain areas). These areas are subject to strict regulatory and audit requirements.

* All tags used in these environments must maintain active NIST certification.
* Battery replacement schedules must be closely tracked to avoid lapses in performance or calibration.
* Vendors are expected to coordinate with UC Davis Health staff to ensure recalibration of expired tags and upload of updated NIST certifications into the RTLS software system.
* Maintenance in these areas may require scheduled access, escort, or adherence to additional site-specific protocols.

Failure to maintain compliance in these critical zones may result in regulatory risk and operational disruption; vendors must prioritize these locations accordingly. Please see Exhibit A of RFP for specific UC Davis Health location details.

1. **Term of SOW**

This SOW will begin on Month XX, 2024 (“Effective Date”) and continue through Month XX, 202X. This SOW may not be renewed or otherwise amended except through a Change Order pursuant to the Change Management section below.

UCDH reserves the right to cancel this contract at any time, for cause, without penalty to UCDH.

1. **Key Tasks and Activities, Deliverables and Completion Timeframe**

## RTLS Full System Preventive Maintenance Service

Semi-Annual Services

* Inspect and test tag batteries; identify and report all non-functional tags by area.
* Perform a full visual inspection of RTLS including sensors, readers, cabling, mounting hardware, and associated network components.
* Inspect tag charging cradles and docking stations for proper function. (HUGS and Patient Flow)
* Validate tag-to-sensor communication across zones; confirm consistent location accuracy.
* Inspect RTLS reader modules for damage, corrosion, or irregularities.
* Record and document system health metrics, including signal strength, tag response rates, and device uptime, within the RTLS management software.
* Re-calibrate all expired tags and upload updated certification documentation into the RTLS management system.

Annual Service Includes the Semi-Annual Service above, plus

* Inspect RTLS tag for damaged or disconnected wiring, or sensor units.
* Spot-check mounting hardware, connectors, and brackets for tightness, corrosion, or heat-related wear.
* Test signal integrity and response times across representative RTLS zones to validate system coverage.
* With customer approval, perform full operational testing, including tag detection, location accuracy validation, and alarm/alert routing (if applicable).
* Verify all RTLS system components are running current manufacturer firmware; update as needed.
* Calibrate location and environmental monitoring tags to manufacturer or regulatory specifications; document in system
* Check for and apply any Engineering Field Change Notices (FCNs) or vendor-recommended updates.
* Measure and log device uptime, signal thresholds, and tag transmission frequencies.
* Record wireless interference levels and input/output power levels across the RTLS network.
* Conduct system performance review with the customer to address concerns, plan maintenance, and schedule any required repairs.
* Inspect temperature and environmental tags for calibration drift or physical damage.
* Validate NIST certifications for all applicable devices and upload certification records to RTLS software.
* Review and document data from environmental sensors and verify proper sensor-to-tag associations.

**During the initial Preventive Maintenance visit, an Annual Preventive Maintenance Services must be performed.**

RTLS Preventive Maintenance Service Requirements

* During the initial PM visit, a full Annual Service must be performed.
* **Remote support** must be available Monday through Friday, 8 a.m. to 5 p.m. (excluding national holidays).
* **Onsite recalibration and corrective maintenance** must be included as needed, with incident resolution expected within 72 hours.
* Service includes **100% corrective labor and travel coverage** during business hours.
* Includes **battery replacement and recycling** for RTLS tags, with documentation provided that meets applicable environmental regulations.
* Preventive Maintenance Service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).
* All services must be performed by **manufacturer-certified RTLS technicians** with documented training.
* Preventive Maintenance Service is to be scheduled by the customer during standard business hours (Monday –Friday, 8 a.m. – 5 p.m.).
* **Expired tag replacement or single-unit recalibration** must include freight, labor, proper disposal, and certification of existing and new tags.
* All preventive maintenance and calibration reports must be submitted to UC Davis Health-designated contacts within **7 business days** of service completion.

Tag Battery Inspection Service

* **Inspect the integrity and physical condition of all RTLS tag charging cradles** and storage units.
* Perform a visual inspection of tag batteries and charging environments, including:
  + Check for proper seating in charging cradles and ensure clean, unobstructed charging contacts.
  + Inspect batteries for swelling, leakage, or physical damage.
  + Check for corrosion or wear on connectors, terminals, and contact points.
  + Assess the cleanliness of charging stations and surrounding areas.
* Measure and record tag charging output and voltage levels (if applicable to tag model).
* Document and report battery health metrics and identify tags requiring replacement or recalibration.

Biannual RTLS Tag Battery Service

* Inspect and clean tag charging cradles and storage stations (when offline); ensure cleanliness of surrounding areas.
* Measure and record charging voltage, current, and signal behavior across all supported tag models.
* Inspect tags, cradles, and cables for cracks, leakage, corrosion, or wear; confirm rack/cabinet stability.
* **Record ambient temperature and tag-level temperature data from environmental tags.**
* Perform impedance/internal resistance checks (if supported); verify float voltage for rechargeable tags.
* Document installation or activation dates for all tags and batteries.
* Provide a detailed service report noting deficiencies and corrective actions, with records uploaded to the RTLS system and emailed to UC Davis Health within 7 business days.

Annual RTLS Tag Battery Service includes Biannual RTLS Tag Battery Service above, plus

* Re-tighten all electrical and cradle connections per manufacturer specifications, if required.
* Measure and record resistance values for all battery or charging connections, where applicable.

Single Tag Battery Replacement

* UCDH prefers to replace individual failed RTLS tag batteries rather than entire batches. A full battery replacement cycle for all applicable tags will be conducted every five years.

**Corrective Maintenance, Performed as Needed**

* Repair or replace damaged tag cradles, connectors, or mounting hardware as identified in inspection reports.
* Non-emergency issues (e.g., unresponsive tags, minor hardware faults) shall be scheduled with UC Davis Health for corrective action.
* All corrective maintenance items must be resolved within 72 hours of initiation.

1. **UC Obligations**

[Enter any UC Obligations here].

1. **Place(s) of Performance**

Supplier to provide services onsite.

1. **Key Personnel**

Supplier’s Account Manager is listed below, is subject to UC approval, and has overall responsibility for managing the UC/Supplier relationship:

|  |  |
| --- | --- |
| Name |  |
| Phone |  |
| Email |  |
| Address |  |

UC’s Project Manager, responsible for acceptance/rejection of project results/deliverables, is:

|  |  |
| --- | --- |
| Name |  |
| Phone |  |
| Email |  |
| Address |  |

1. **Reporting Requirements**

Supplier agrees to provide other reports as reasonably requested by UC during the Term of the Agreement and any extension(s) to the Term at no additional cost to UC.

1. **Assumptions**

The following items are included within the scope of Services to be provided under this SOW:

1. Assigned personnel will have the necessary and required technical expertise with each task.
2. Assigned personnel will work in partnership with UCD Staff.
3. Right to dismiss due to resource performance issues.
4. All certification documentation must be uploaded and maintained within the software platform.
5. The certifications and batteries required shall be in accordance with the manufacturer’s operations and maintenance manual, as well as any other applicable documentation
6. The annual maintenance of the RFID system should include all associated equipment of the units. This includes cradles, batteries for tags, software updates, and NIST certifications for both 1-point and 3-point devices
7. Supplier to provide list of assigned personnel prior to execution of services to provide UCDH Staff opportunity to prepare any badges, VPN access, MobileView access, etc. for any onsite services
8. UCDH Staff and Supplier to schedule any onsite services two weeks in advance to ensure necessary onboarding requirements are completed before assigned personnel arrive onsite at the specified service location.

Preventive Maintenance Support to include:

1. Remote assistance must be available five days a week, and onsite recalibration is required as part of the recalibration service.
2. Resolution of incidents within 72 hours.
3. Includes 100% batteries (for all tags)
4. Includes Semi-Annual and Annual System Preventive Maintenance Service scheduled by the customer between 8am-5pm, Monday-Friday (excluding national holidays).
5. Includes 100% labor and travel coverage.
6. Performed by RTLS vendor
7. **Service Level Agreement**

During the Term of the Agreement, and any extension(s) of the Term, Supplier will provide the following minimum service standards:

Invoice/billing accuracy -98%

Customer service satisfaction -98%

The minimum service standards set forth above recognize that occasional errors are likely; however, Supplier further agrees to use its best efforts to achieve 100% of service levels. Should the service levels fall below the minimum standards and Supplier does not take corrective action within fourteen (14) days following UC written notification, UC reserves the right to terminate the Agreement immediately.

1. **Pricing, Invoicing Method, and Settlement Method and Terms**

Pricing is addressed below. The Invoicing Method, and Settlement Method and Terms are addressed in the applicable Agreement. As regards Invoicing Method, and Settlement Method and Terms, the terms of the applicable Agreement will take precedence over any conflicting terms in this Statement of Work.

a) “Time and Materials Services” to be rendered under this SOW, including deliverables to be provided as part of Time and Materials Services:

b) The rates applicable to each person who will render Time and Materials Services are as follows:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name and Title of Person Rendering Services** | **Rate per Hour** | **Estimated No. of Days** | **Extended Cost of Fees** |
| First and Last Name, Title |  |  |  |
| Estimated Maximum Expenses (if any): | | |  |
| Estimated Maximum Cost: | | |  |

1. **Acceptance Criteria and Testing**

Deliverables shall be delivered to the project manager upon completion. Project manager shall advise Supplier if deliverables are acceptable or provide feedback on needed changes to confirm acceptance of the work product. Should work product not be accepted, Supplier shall redo the work product to the satisfaction of the Project Manager.

1. **Changes to the Services**

UC may desire to change the Goods and/or Services following execution of an SOW. If so, UC will submit a written Amendment to Supplier describing the changes in appropriate detail. If an Amendment does not require Supplier to incur any additional material costs or expenses, then Supplier will make the modification within ten (10) business days of Supplier’s receipt of UC’s Amendment. If an Amendment does require that Supplier incur additional material costs or expenses, then Supplier in good faith will provide UC with a written, high level, non-binding assessment of the costs and expenses and the time required to perform the modifications required by the Amendment, within ten (10) business days of Supplier’s receipt of UC’s Amendment. UC will notify Supplier in writing within ten (10) business days after receipt of Supplier’s response to the Amendment as to whether UC wishes Supplier to implement the Amendment based on the response. UC will compensate Supplier for implementation of an Amendment in accordance with the terms and conditions of the relevant Amendment and Supplier’s response to the Amendment, if any. Supplier’s implementation of an Amendment will not delay the performance of Services and/or the delivery of deliverables not reasonably affected by an Amendment.

1. **No Mandatory Use**

Because there is no mandatory use policy at UC, nothing in this Statement of Work will be construed to prevent UC from entering into similar agreements with any third parties including, without limitation, suppliers that may be in competition with Supplier.

This Statement of Work is signed below by the parties’ duly authorized representatives.

**THE REGENTS OF THE [SUPPLIER].**

**UNIVERSITY OF CALIFORNIA, on behalf**

**Of UC Davis Health.**

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(Signature) (Signature)

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(Printed Name, Title) (Printed Name, Title)

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(Date) (Date)