

Service Contracts and Warranty Management Process Checklist

	RESPONSIBLE	ACTIVITY	COMPLETE
Establish service contracts for facility equipment	PEO	Provide support to VHA facilities and Network Contracting Officers where national service contracts have not been established to ensure local service contracts are executed effectively	
	PEO	Monitor service/maintenance and repair-related Performance Metrics and communicates performance analysis to HTM community to potentially inform future establishment of national service contracts	
	PEO	Serve as conduit to centralize complaints to national level supplier contacts where local service quality falls short of expectations	
	PEO	Conduct inventory management to track fleet equipment maintenance needs	
	VISN Biomedical Engineers	Communicate VISN service/maintenance requirements to Network Contracting Offices to support establishment of VISN contracts where national service contracts have not been established	
	VISN Network Contracting Offices	Execute VISN contracts on behalf of VISN or facility where national service contracts have not been established	

	RESPONSIBLE	ACTIVITY	COMPLETE
Establish service contracts for facility equipment	VAMC Biomedical Engineers	Communicate facility service/maintenance requirements to Network Contracting Office (NCO) to support establishment of local contracts, where national or VISN-level service contracts have not been established	
Manage service contracts & warranties	National Contracting	Coordinate with PEO to centralize complaints to national level supplier contacts where national service contracts have been established	
	VISN Network Contracting Offices	Coordinate with VISN biomedical engineers to ensure suppliers and/or third parties fulfill service-related terms and conditions	
	VAMC Biomedical Engineers	Coordinate equipment trainings for relevant biomedical staff and other facility stakeholders, potentially in coordination with suppliers and/or third party providers	
	VAMC Biomedical Engineers	Communicate with suppliers and/or third parties to fulfill service-related terms and conditions	
Support rollout of technology updates	VAMC Biomedical Engineers	Assist local IT personnel in ensuring equipment software upgrades are operationalized in a manner that does not disrupt Veteran care	