12

SINGLE SOURCE AWARD **BID # SS-14850-24**

Subject: Zoll X-Series Cardiac Monitor and Defibrillator Repairs

Department: Fire and Rescue

Description of Purchase: Recommend approval of single source award to Zoll Medical Corporation for the repair of Zoll X-Series Cardiac Monitor and Defibrillators for the Jacksonville Fire and Rescue. Period of Service is for one (1) year from date of award. Total not-to-exceed expenditure is $100,000.00.

Funding Source: 00111.125004.546030.000000.00000000.00000.0000000 and processed by Purchase Order

Single Source Award To: Zoll Medical Corporation

Price Justification: See attachment

Total Award: $100,000.00 **Requisition #:** FRRS-500270-24

Attachments: Single Source Form, Vendor Letter and Quote

Certification as to Single Source: Jacob W. Blanton, Division Chief/Rescue

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

Analyst: Olive Wallace-Cohen

Dustin Freeman, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE

"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY DATE: _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

FORM GB-113, Revised 12/2007

OFFICE OF THE CHIEF OF RESCUE

October 4, 2023

TO: Dustin Freeman, Director of Procurement

FROM: Jacob W. Blanton, Division Chief/Rescue

RE: JFRD Purchase of Zoll Repair Blanket

Cardiac monitors are carried aboard every fully staffed JFRD apparatus. Cardiac monitors are used on most of our EMS calls to continuously monitor a patient's heart and help detect any form of irregular heartbeat. Most importantly, in the setting of a cardiac arrest, these same devices are utilized to quickly analyze and shock a patient's heart back into a survivable rhythm.

I recommend we execute this single source repair blanket at an award amount not to exceed $100,000.00.

Account: 00111.125004.546030.0

Thank you

515 N. Julia Street | Jacksonville, FL 32202-4128 | Phone: 904.255.3302 | Fax: 904.255.7776 | jblanton@coj.net

JUSTIFICATION FOR SINGLE SOURCE (JSS)

Pursuant to the City of Jacksonville Procurement Code§ 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.

1. Requesting Agency:	Jacksonville Fire & Rescue
2. Nature and/or description of the requirement being requested. ***Identify each item, component or service being procured. (Attach quote/proposal):*** ***Why does the city need these particular goods or services?***	Zoll X-Series Manual Monitor/Defibrillators are cardiac monitors that are carried on all JFRD Rescues, Engines and Ladders to diagnose and treat patients. This is for the authorization for all repair work and maintenance services to be completed on these devices.
3. Provide a detailed justification as to why the requested goods/services can only be efficiently and effectively procured through the recommended Single Source vendor:	Zoll Medical Corporation is the sole-source provider for the X-Series monitor to EMS facilities in the United States. Please see attached letter.
4. Date of Request	10/20/2023

5. Summary of Market Research

[Provide a description of the market research performed, how it was performed, by whom, and market research results. Please spell out acronyms.]

[Zoll Medical Corporation is the sole-source manufacturer and distributor of the X-Series Manual Monitor/Defribrillators to EMS facilities in the United States. No other vendor is authorized to repair or to provide warranty services to our department. Research performed by Captain Scott Miller.]

6. Conflict of Interest (Must Check)

√ By checking this box, I affirm that there are no actual, potential, or perceived conflicts of interest with the entity in which I am requesting a single source award. Conflict of Interest shall be interpreted consistent with *Chapter 112, Florida Statutes.*

7. Other Documentation (Check and attach all that apply)

√ Supplier Quote

√ Single Source Memo signed by Director

FRKS - 500270 - 24
SS - 14850 - 24

☐ **Other** [Click here to list other documentation.]

Wallace Cohen, Olive

From: Hertlein, Tami
Sent: Monday, October 30, 2023 9:59 AM
To: Wallace Cohen, Olive; Pearson, Daniel
Cc: Miller, Scott; Blanton, Jake
Subject: RE: Cardiac Monitors/Defibrillator Repairs

Olive,
Good morning. Although there are many companies that can be found online who will service and perform Annual Preventative Maintenance on Cardiac Monitors, only the specific manufacturer can open the device and perform depot level maintenance (i.e. internal repairs) to the cardiac monitors. This is FDA regulated and out of the departments control. For example, see below from Renew Biomedical:

RENEW BIOMEDICAL

A SERVIC

- ☑ Annual Prev
- ☑ Full coverag
- ☑ Full Biomed
- ☑ Rental unit
- ☑ Telephone S
- ☑ Complimen
- ☑ Free return

PREVENTATIVE MAINTENANCE (PM) COVERS:

- ☑ Diagnostic check of device's CPU
- ☑ Test power supply and all parameters (if applicable)
- ☑ Test system's internal clock
- ☑ Operational check of all system functions per OEM specifications
- ☑ Full Biomed report with every PM
- ☑ Telephone support
- ☑ Complimentary cleaning of each unit upon return
- ☑ Free return shipping on all PMs

As the City of Jacksonville Fire and Rescue Department has used Zoll Medical Corporation devices exclusively for over 20 years now, we have researched numerous times during that time period to determine if there would be cost savings using another vendor to complete our repairs. And, our department in the past has used alternative vendors for the annual test and check of the cardiac monitors. However, when an internal repair needs to be completed, all medical devices are to be returned to the manufacturer for repair. If I can answer any other questions, please let me know. Thank you.
Tami

Tamara J. Hertlein

Tamara J. Hertlein
Assistant Manager
Procurement & Payroll
Jacksonville Fire/Rescue Dept.
515 North Julia Street
Jacksonville, FL 32202
Office: (904) 255-3275
Cell: (904) 603-5752
tamih@coj.net

From: Wallace Cohen, Olive <OWCohen@coj.net>
Sent: Friday, October 27, 2023 1:11 PM
To: Pearson, Daniel <Pearson@coj.net>
Cc: Hertlein, Tami <TamiH@coj.net>
Subject: Cardiac Monitors/Defibrillator Repairs

Good day Dan/Tami:

Please see query below from Dustin:

I am aware that these are for repairs of existing devices but your response would be helpful.

Thanks

Comments

10/27/23 12:45 PM	Dustin Freeman

SSJF insufficient. What research was preformed? Was phone calls made to other suppliers?

Best Regards,

Olive Wallace-Cohen
Purchasing Analyst
214 N. Hogan Street (8th Floor)
Jacksonville, FL 32202
Phone: 904-255-8816
E-mail: OWCohen@coj.net

269 Mill Road
Chelmsford, Massachusetts 01824-4105
978 421 9655 (main)
978 421 0025 (fax)
www.zoll.com

October 4, 2023

Captain Scott Miller
Jacksonville Fire & Rescue Department
515 North Julia Street
Jacksonville, FL 32202

Dear Mr. Miller:

We appreciate your selection of ZOLL® products. This letter serves as confirmation that ZOLL® Medical Corporation at 269 Mill Road in Chelmsford, Massachusetts, is the sole manufacturer and source of X Series® and X Series Advanced Defibrillators for the EMS Market. ZOLL® or Brooke Elliot, Territory Manager, will not sell an X Series® and X Series Advanced Defibrillator to the Jacksonville Fire & Rescue Department, through any vendor or dealer and no vendor or dealer is authorized to provide warranty or service.

Should you have any questions or require additional information please contact me at contracts@zoll.com.

Sincerely,

Alexandria Page

Alexandria Page
Contract Specialist

Service Process, Fees & Policies
Non-Warranty Repairs

Below outlines our service process, fees & policies. Please review and if you have any questions, or do not want to proceed with repair of your device, please contact the Service Business Admin Team at servicebusinessadmin@zoll.com.

ZOLL EVALUATION/REPAIR PROCESS

Our Service Depot evaluates the device to determine if a repair is needed. We perform a comprehensive evaluation, which may take several hours to complete. If, after completion of the evaluation, it is determined that a repair is not needed, you will be required to pay a Minimum Service Charge plus shipping and handling. The device will be recertified and shipped back to you.

RECERTIFICATION

All devices serviced in our Service Depot undergo a rigorous and systematic recertification process prior to their return. A minimum of three ZOLL certified service technicians examine each device, ensuring that your equipment is inspected, evaluated, repaired, and tested in an ESD-safe environment. Your device is recertified to factory specifications prior to being released for shipment.

SHIPPING & HANDLING FEE

Shipping and handling fee will be applied to any evaluation/repair of a device that is not covered under a service contract. The fee varies based on product type.

ESTIMATE

If the evaluation warrants repair of the device, you will be provided an estimate for the total cost of the repair that will include parts, labor, recertification, and shipping and handling.

APPROVED REPAIRS

We will proceed with the repair of your device upon receipt of PO, signed estimate, or credit card payment when not covered by service contract.

DECLINED REPAIRS

If you decide to decline the repair, you will be required to pay a Minimum Service Charge plus shipping and handling. The device will be returned to you unrepaired, uncertified, and labeled as "Not for Clinical Use."

RESPONSE TIME

In order to efficiently expedite customer repairs, we require a response within 10 business days of receipt of the estimate. If we do not hear back from you within 10 days, you will be required to pay a Minimum Service Charge plus shipping and handling. The device will be returned unrepaired, uncertified, and labeled as "Not for Clinical Use."

Minimum Service Charge Description

Our service technicians are highly skilled and trained in accordance with our Technical Service Standard Operating Procedures. Extensive training is required for all technicians prior to evaluating and repairing any device.

When devices are returned to ZOLL's Technical Service Depot, each goes through a thorough evaluation process.

When the device is not covered under warranty or service contract, you will be responsible for a Minimum Service Charge or a Recertification Fee.

When your device is received, our qualified Depot and Quality Assurance team will take several steps, outlined below, to thoroughly evaluate the device.

- Duplication of the reported problem
- Functional testing of device parameters
- Stress test of the device
- Device history review
- Disassembly and internal inspection of the device
- If required, follow-up with customer to ensure all necessary information is obtained
- If a repair is not required, device is re-certified to factory specifications

The Minimum Service Charge, or a Recertification Fee, will be applied to any device that is not covered under warranty.

MINIMUM SERVICE CHARGES		
Minimum Service Charges	Out of Warranty	Under Factory Warranty or Service Contract
ZOLL AED 3®, AED Pro®, AED Plus®	$215	No Charge
Powerheart-G3 Plus, G3 Pro Powerheart-G5	$215	No Charge
Chargers	$140	No Charge
R Series	$310	No Charge
X Series/X Series Advanced	$310	No Charge
AutoPulse	$470	No Charge
Propaq® M/Propaq® MD	$310	No Charge
731 Series Ventilators	$655	No Charge
Mobilize	$215	No Charge
330 Aspirator	$315	No Charge
Loaner	$310	No Charge
Labor	$200 per hour	No Charge*
Parts	List Price	No Charge*
Shipping / Handling	AutoPulse - $65 All Others - $35	No Charge

*Please refer to Service Contract for coverage details

ZOLL® Loaner Policy (US & Canada)

By agreeing to accept a loaner, you are obligated to pay any fees associated with this policy if you are not under a limited factory warranty or service contract.

Loaners and loaner accessories are the property of ZOLL Medical Corporation and intended to ensure that our customers have equipment to use while a device is in the ZOLL Repair Depot for evaluation and/or repair. Accessories, other than multifunction cables, are not typically provided as part of a loaner provision. This Loaner Policy applies to all customers who accept a loaner unit from ZOLL while their device is being evaluated and/or repaired.

If the loaner/accessory is not returned to ZOLL within 30 days upon receiving your device from the ZOLL Repair Depot, your account will be invoiced for the list price of the device.

Once we have diagnosed the problem with your device and have provided a repair estimate, we will need a purchase order or credit card number to proceed with the repair. If we do not receive a response within 10 working days after we have contacted you with an estimate, your device will be returned to you unrepaired, uncertified, and labeled "Not for Clinical Use." Additionally, your account will be invoiced a minimum service charge plus shipping and handling. The loaner device must be returned to ZOLL to avoid being charged for the loaner.

ZOLL is not responsible for any accessories accompanying the product being serviced, that may be lost, discarded, misplaced or damaged as part of the service or shipment.

Note: Effective April 1, 2016, the International Air Transport Association (IATA) has mandated that any individual lithium-ion battery that is to be shipped via air (domestically or internationally), must be at a state of charge (SOC) no greater than 30%. However, there is one exception to this restriction, the IATA does permit fully charged batteries, installed directly in the device, to be sent by air shipment.

QUESTIONS

Please contact our Technical Support Team

800-348-9011