

NIH/OD/OLAO/OA

Statement of Work (SOW)

Office of Acquisitions

6/6/2023

This document gives the outline of Statement of Work. Tailor this document in accordance to your needs.

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1.0 INTRODUCTION/OVERVIEW

One year maintenance warranty contract for the x-ray cargo scanner located at bldg. 110 warehouse.

1.1 BACKGROUND

NIEHS security utilizes the Astrophysics cargo X-ray scanner to screen all large packages delivered to the Warehouse (bldg. 110), cargo packages are then distributed throughout the campus. An annual maintenance service warranty helps to ensure the cargo X-ray scanner remains flawlessly operational and in a continuous state of readiness. The scanner is an essential security component, reliance on a properly functioning machine to scan for potentially hidden dangerous materials in packages is crucial in maintaining a safe and secure NIEHS campus.

1.2 SCOPE

Purchase order scope is for a one-year repair warranty by the manufacturer (Astrophysics). The warranty covers preventative maintenance, repairs, and labor costs associated with all malfunctions or failures to operate.

1.3 OBJECTIVES

As the need arises, where the machine malfunctions or fails to operate, the manufacturer (Astrophysics) will deliver all labor, parts, and associated costs required to make the cargo X-ray scanner once again fully functional and operational.

2.0 REQUIREMENTS

As the need arises, where the machine malfunctions or fails to operate, the manufacturer (Astrophysics) will deliver all labor, parts, and associated costs required to make the cargo X-ray scanner once again fully functional and normally operational.

2.1 TASKS

As the need arises, where the machine malfunctions or fails to operate, the manufacturer (Astrophysics) will deliver all labor and parts including all associated costs needed to make the cargo X-ray scanner once again fully functional and operational. This will be accomplished by the Manufacturer applying the appropriate level of action required to

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include but not limited to troubleshooting, removal and replacement of defective components, and/or conducting preventative maintenance actions as needed.

2.2 DELIVERABLES

As the need arises, where the machine malfunctions or fails to operate, the manufacturer (Astrophysics) will deliver all labor, parts, and other associated costs required to make the cargo X-ray scanner once again fully functional and normally operational. Including a one preventative maintenance (PM) trip and one radiation survey. Provide on-site technical support within one business day from complete phone diagnostics conference.

2.3 SCHEDULE

The period of performance is one year: 8/30/2023 thru 8/29/2024

2.4 ASSUMPTIONS

Assumptions are based on previous years warranty contracts.

3.0 GOVERNMENT FURNISHED PROPERTY

N/A

4.0 SECURITY REQUIREMENTS

Astrophysics representatives and technicians will be required to undergo security protocols to allow them access onto the NIEHS campus.