

STATEMENT OF WORK

1. SCOPE: Contractor shall provide service, all labor, material and equipment required to maintain and provide preventive maintenance for a government-owned Bio-Rad QX200 Droplet Reader, SN771BR1079, NIH# 01686826, Bio-Rad Droplet Generator, SN 772BR1067, NIH# 01686827, and Bio-Rad PCR Plate Sealer, SN 770BR1383 (no NIH#). All maintenance service shall be performed on-site in accordance with the manufacturer's standard commercial maintenance practices except the plate sealer, which will be mailed in for repair is necessary.

2. PREVENTIVE MAINTENANCE: Contractor shall perform one (1) preventive maintenance inspection (PMI) during the contract period. Service shall consist of a thorough cleaning, adjusting, inspection, lubrication and testing of all equipment in accordance with the manufacturer's latest established service procedures.

3. EMERGENCY SERVICE: On-site, emergency repair service visits shall be provided during the term of this contract at no additional cost to the government. Emergency service shall be provided during normal working hours, Monday through Friday excluding Federal Holidays. Upon receipt of notice that any part of the equipment is not functioning properly the Contractor shall within twenty-four (24) hours furnish a qualified factory-trained service representative to inspect the equipment and perform all repairs and adjustments necessary to restore the equipment to normal and efficient operating condition. Emergency service calls shall not replace the necessity for scheduled PMIs.

The Contractor shall provide unlimited technical support hot-line number for telephone trouble-shooting for the instrument, reagents and applications during normal working hours, except Federal holidays.

4. REPLACEMENT PARTS: The Contractor shall furnish all required replacement parts at no additional cost to the Government, apart from consumables. Parts shall be new or re-manufactured to original equipment specifications.

5. SOFTWARE UPDATES/SERVICE: The Contractor shall provide Software Service and updates in accordance with the manufacturer's latest established service procedures, to include telephone access to technical support for use of program software and troubleshooting of the operating systems, at no additional cost to the Government. The Contractor shall receive advance approval for the installation of all software updates and revisions from the Government. Defective software shall be replaced at no additional cost to the government.

6. SERVICE EXCLUSIONS: The Contractor shall not be responsible for any repairs necessitated by abuse, neglect, vandalism, Acts of God, fire or water. These repairs shall be the subject of a separate purchase order and shall not be performed under this contract.

7. PERIOD OF PERFORMANCE: Period of Performance shall be September 17, 2023 through September 16, 2024.

8. PERSONNEL QUALIFICATIONS: Personnel shall have a minimum of three (3) years factory training and experience in the servicing of the instrument as covered by this contract. All primary service personnel shall have at least one backup support person with at least the same level of expertise on the equipment covered by this contract.

9. PLACE OF PERFORMANCE: Service shall be performed at the following location:

NIH, NIEHS
111 T W Alexander Drive
Bldg 101, Rm C206
Research Triangle Park, NC 27709