

## MAINTENANCE AGREEMENT FOR VIAFLO 96/284 STATEMENT OF WORK

1. Introduction: This is a maintenance agreement for our VIAFLO System

**1.1. Background:** The VIAFLO System is used to analyze gene expression, microRNAs and noncoding RNAs, copy number variation, Drug metabolize enable the broadest capabilities for the Mechanistic Toxicology Branch (MTB)

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**2.1. Scope:** This statement of work will be used to execute a preventative maintenance agreement including inspections by a factory trained field service technician once a year during the contract period.

**2.2. Objectives:** The VIAFLO 96/384 channel hand held pipette is designed for aspirating and dispensing aqueous solution using Grip Tip pipette tips. This instrument is used like a hand held pipette. The movement and positioning of the 96-384-channel pipette is supported by a servo assisted steering mechanism which allows fast, precise and stree free multichannel pipetting. VIAFLO 96 can only be used with 96-channel pipetting heads, while VIAFLOW 384 is compatible to both 96- and 384-channel pipetting heads. The movement ensuring the MTB staff to work at full capacity. The purpose of this agreement will be provide preventive issues.

3. Requirements

**3.1. Tasks:** This contract shall include no less than one (1) preventive maintenance inspection during the contract period. Service shall be performed by a factory trained Field Service representative. Service shall consist of, but not limited to, inspection, examination of all functioning parts, thorough cleaning, proper lubrication, replacement or repair of worn or un-serviceable parts, adjustment and calibration made with the expressed intent of maintaining the instrument to the manufacturer's original specifications. When necessary, this includes complete dismantling, parts replacement, reassembly and thorough testing and adjusting. Additionally, emergency repair service shall be provided on an unlimited basis during the term of this contract at no additional cost to the Government. The contractor shall also furnish all required replacement parts at no additional cost to the Government, with the exception of consumable parts. Parts shall be new and meet original equipment specifications. Contractor shall also indicate the ability to provide unlimited number of demand on-site service visits with a maximum 72-hour response; parts, labor, and travel at no expense; Priority status for technical support inquiries; One (1) Scheduled Preventative Maintenance visit per performance period; Factory-certified replacement parts included; Software updates and notifications and patches including applicable source code; any subscriptions to support Online Technical Resources.

**3.2. Deliverables:** The contractor shall provide verification of the completion of tasks outlined in 2.1 to the Government.

**3.3. Schedule:** This preventive maintenance agreement will cover one base year  
(12/30/2023-12/29/2024)

**4. Government Furnished Property:** This agreement covers the VIAFLO System owned by the Government.