

STATEMENT OF WORK FOR ROCKWELL AUTOMATION TECHNICAL SUPPORT

1.0 PURPOSE

The Naval Surface Warfare Center Indian Head Division (NSWC IHD) Energetics Manufacturing Department (M), Industrial Support Division (M3), Controls & Tooling Design Branch (M31) requires a Rockwell Automation Technical Support & Products Updates Program for phone and electrical technical support to assist M31 in providing Programmable Logic Controllers (PLCs) and Human Machine Interfaces (HMIs) to provide M with reliable, available, and safe operating facilities to support mission needs.

2.0 SCOPE

The Contractor shall provide phone and electronics support to the Controls and Tooling Design Branch for assistance installing, configuring and maintaining Rockwell Automation HMI Software and PLC Hardware and Software covered under the Technical Support Agreement. Services provided will include access to current software and firmware updates, troubleshooting and providing solutions, and assistance with basic programming tasks.

3.0 REQUIREMENTS

- 1.) The Contractor shall provide real-time phone Automation Control Hardware Product Support 0800 – 1700, Monday – Friday.
- 2.) The Contractor shall provide real-time phone HMI Software Product Support 0800 – 1700, Monday – Friday.
- 3.) The Contractor shall provide the latest Software and Firmware Updates for all licenses and hardware covered by the Technical Support Agreement. These updates shall be available 24x7x365 from the Rockwell Automation Website.
- 4.) The Contractor shall provide 24x7x365 access to its Technical Knowledge Database.