

Service Agreement for Waters Acquity UPLC

10/01/2023 – 09/30/2024

General Information

1.0 Scope of Work:

Service contract for preventative maintenance and unexpected repair from a certified technician of the following instrument: Waters UPLC

2.0 Background:

The USDA National Soil Erosion Research Laboratory (NSERL) requires a service contract for preventative maintenance and unexpected repair of the following instrument: Waters UPLC

Awards will be made for a 1-year period.

BASE YEAR – 12 MONTHS FROM DATE OF AWARD

CONTRACTOR REQUIREMENTS

3.0 Technical Objectives and Tasks:

Objectives:

Ongoing technical support for Waters Acquity UPLC in the form of remote and on-site assistance. Assistance will be in the form of troubleshooting, diagnosing, repairing, maintaining, and updating analytical instrument and computer operations.

Tasks: Service and maintenance tasks include, but are not limited to:

- 1) Meets OEM Recommended Maintenance & Safety Standards
- 2) Scheduled maintenance labor
- 3) Scheduled maintenance parts
- 4) Travel Charges
- 5) Repair Parts
- 6) Repair Labor

4.0 Government Furnished:

Government-furnished support is limited to the access of the location to complete services during regular business hours 8:00AM to 4:30PM EST Monday through Friday.

5.0 Deliverables / Schedule:

275 S. Russell St. West Lafayette IN 47907

Key Deliverables

<i>Item No.</i>	<i>Deliverable</i>	<i>Objective</i>	<i>Due</i>
2	Preventative Maintenance	Scheduled quarterly preventative Maintenance visits.	Visit will be scheduled with NSERL staff on a quarterly basis.
3	Software and Firmware Updates	Software and firmware updates intended to improve instrument performance.	Updates will be requested by NSERL staff but suggested by instrument manufacturer and/or service provider.

4	Discounts	Discount rate on parts, accessories, consumables, and training during the effective period of the contract.	As requested by NSERL staff.
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6.0 Travel:

Travel is included in maintenance coverage for all trips.

7.0 Contractor's Key Personnel:

Not Applicable

8.0 Security Requirements:

All Field Service Engineers must be escorted when inside buildings.

Working hours are between 8:00am and 4:30pm EST daily.

9.0 Data Rights:

Not applicable.

10.0 Section 5108 – Electronic and Information Technology Standards:

Not applicable.