

## STATEMENT OF WORK

### Maintenance Agreement for Waters Triple Quad Detector

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 Triple Quad Detector

##### 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 Triple Quad Detector

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 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>
1	Preventative Maintenance	Scheduled quarterly preventative Maintenance visits.	Visit will be scheduled with NSERL Lab staff on a quarterly basis.

2	Discounts	Discount rate on parts, accessories, consumables, and training during the effective period of the contract.	As requested by NSERL Lab 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 4:30pmEST daily.

**9.0 Data Rights:**

Not applicable.

**10.0 Section 5108 – Electronic and Information Technology Standards:**

Not applicable.