Statement of Work (SOW)

Service and Preventative Maintenance Agreement for Highly Sensitive, Mission Critical Agilent Instrumentation

1. Background: The Combat Capabilities Development Command-Soldier Center (DEVCOM-SC) requires preventative maintenance (PM) and service agreements for mission critical Agilent instrumentation, to include one Gas Chromatograph/Flame Ionization Detection (GC-FID) system, two GC-Mass Spectrometry Detection (GC-MS) systems, one Liquid Chromatograph-MS (LC-MS) system, and one Inductively Coupled Plasma-Optical Emission Spectrometry (ICP-OES) system. Since parts and maintenance are included in this contract, this is a fixed, budgeted operating cost for the instruments. For the Food Engineering and Analysis Team (FEAT) to continue providing accurate, verifiable, and repeatable analytical data for our external (DARPA) and DEVCOM-SC customers ('Soldier Sustainment' and 'Soldier Effectiveness' Directorates and 'USARIEM'), the analytical instrumentation must receive regular maintenance and calibration which ensures optimal performance and minimizes the impact of instrument down time on testing and research productivity. The instrumentation on this contract is considered mission critical because it is either the only instrument available for measuring a particular analyte or the instrumentation is used to provide data for customers that expect quick turnaround (3 weeks) of results. Repairs and PMs to instrumentation must be completed within 15 business days.

2. Requirements: The Contractor shall provide a preventative maintenance and service plan for the instrumentation listed in the General Requirements (2a), one scheduled PM service visit per instrument per year, and provide repair services as required.

a. General Requirements:

i. The Contractor shall provide a fixed fee preventative maintenance (PM) and repair service agreement for the five Agilent instruments listed below.

ii. The service and PM agreement will include one PM visit performed on each instrument per year according to OEM specifications. Proposals must include any lead time the contractor requires to schedule PM visits.

iii. Contractor or sub-contracted organization employee will be on-site within seven business days of a service call with required OEM parts to repair the instrument. The instrument repair must be completed within 15 business days. If it is not, the contractor will replace the instrument module that can't be repaired. Natick caused delays and part shipment delays will not be held against the contractor for this timeline.

The instrumentation covered under this PM and service agreement are listed below:

A. <u>Agilent 7890A GC-FID System (located in Building 3, R340A):</u>
GC (7890A, S/N#: US10737008)
Tray, 150 vial (7693A, S/N#: US15410676)
Auto-injector (7693A, S/N#: US15390277)

B. Agilent 7890B GC-MS System (located in Building 3, R340A):
GC for MS w/ SSL inlet (7890B, S/N#: US15373035)
Autosampler Tray Module (7683, S/N#: US54215501)
Autoinjector Module (7683B, S/N#: US54310306)
Quiet Cover for GC-MS (XXX, S/N#: SG20104022)
Extr MSD EI Turbo Pump (5977A, S/N#: US1540M401)

C. Agilent GC-MS w/ CTC CombiPAL System (located in Building 4, D118):
GC (6890N Network, S/N#: US10544028)
Inert XL MSD Perf Turbo EI (5975C, S/N#: US53931356)
CTC CombiPAL for liquid & headspace (S/N#: CH00128504)

D. Agilent LC-MS Single Quad System (located in Building 4, D118):
Infinity High Performance Degasser (1260, S/N#: JPAAB06207)
Binary Pump (1260, S/N#: DEADS10440)
Infinity II Multi-sampler (1260, S/N#: DEACK00143)
Diode Array Detector (1200, S/N#: DE60555888)
Thermostatted Column Compartment (1290, S/N#: DEBBL12140)
LC-MS Single Quad Superior Line (S/N#: SG15425108)

E. ICP-OES System (located in Building 36, E229):
ICP-OES Spectrometer (5110 SVDV, S/N#: MY16470006)
Autosampler (SPS 4, S/N#: AU16211412)
Water Chiller (S/N#: 2B1631323)

b. **Specific Requirements:** The contractor, specific to the instruments listed above (in General Requirements) and hereafter referred to as "instruments, or listed instrument(s)/system(s)", shall:

i. Provide currently certified original equipment manufacturer (OEM) field service engineers or qualified non-OEM field service engineers that can quickly diagnose and fix (in two visits or less) Agilent brand hardware problems that occur. Field engineers must be certified on the latest Agilent Instruments, Software, Software Updates, and Instrument service notes.

Proposal must include the number of local service engineers (within 2 hours of Natick, MA) available to work on these instruments and their qualifications for working on each instrument. If contractor is proposing to use independent service organizations (ISO), proposal must include a summary of the ISO, number of service engineers available at that ISO, and a list of their qualifications.

ii. Provide one on-site annual PM visit per year for each of the three systems. Tasks completed during PM visit will be performed using Agilent's current PM specifications list and will be performed by a certified OEM field service engineer or a qualified non-OEM field service engineer. Once dates and times of PM appointments are mutually agreed upon, appointments shall not be canceled by the contractor without good cause (e.g., sick, death in the family, inclement weather).

iii. Provide unlimited on-site repairs (hardware) for all the Agilent instruments listed under 2a.

iv. Provide OEM authorized service repairs and current updates for Agilent Software (e.g., Chemstation, Open Lab, MassHunter). Software updates and repairs must be able to be delivered by DVD or CD rather than flash drive, as some of the computer systems have flash driver readers permanently disabled.

v. Guarantee on-site service with **certified OEM parts** for repair within **seven business days** of service call or email request.

a. Regardless of cost of repair, contractor shall commence repairs within **seven business days** after receipt of the service call. Contractor shall not need to get additional internal or external company approvals that would delay repair beyond **seven business days**. The instrument repair must be completed within 15 business days. If it is not, the contractor will replace the instrument module that can't be repaired.

vi. Customer shall not be asked by contractor to conduct repairs on the instruments unless it is for diagnostic purposes as part of the initial service call request. Contractor shall come on-site with required OEM parts to repair an instrument if the customer requests it. Customer will provide the parts needed if they are not covered under the service agreement (refer to requirement #12).

vii. Guaranteed use of 100% certified new OEM parts for all repairs and PM visits.

a. Refurbished parts may only be used with the approval of the COR or technical point of contact (TPOC) for the instrument.

viii. Provide escalation services to resolve difficult instrumentation issues (**if not repaired within 2 visits**), where a senior service engineer will replace the current service engineer to lead the troubleshooting efforts. Replace instrument or instrument module if repairs are unsuccessful **after 15 business days** for one issue. Timeline will be flexible to account for shipping delays or availability of replacement module.

a. Must replace with a new or refurbished Agilent instrument or Agilent module that is working with warranty. Replacement must be of the same model that is being replaced or a newer model. If refurbished module or part fails within the warranty period, replace with a new module or part.

ix. Provide direct line, troubleshooting technical phone support for all Agilent instrumentation and Agilent software, Monday-Friday [0800-2000 EST] with a certified OEM field service engineer or qualified equivalent. If technical phone support personnel are not immediately available, then technical phone support personnel must call customer back within 3 hours. During core business hours [0800-1700 EST], technical phone support must be immediately available at least fifty percent of the time. Customer should not have to leave a message unless outside typical business hours.

x. Have a fixed cost that includes ALL parts (electromechanical parts, consumables, and hardware consumables) required for repair for either on-site service or mailed to customer when customer can repair.

a. If contractor will not provide coverage of ALL parts, then bidder must list out all parts that will NOT be covered in their proposal. Consumables and hardware consumables include, but are not limited to piston seals, tubing, liners, O-rings, active inlet valve cartridges, seal caps, outlet ball values, pistons).

b. This requirement must be addressed in the proposal. Proposal may include different tiers of OEM consumable & hardware coverage and associated prices if not covering ALL parts.

3. Period of Performance: The estimated period of performance is 12 months from contract award date with one base year plus four option years. Option years will be awarded at the discretion of the government and the availability of funds.

4. Travel: Travel is anticipated under this contract. On-site PM and instrumentation repair visits will be at DEVCOM-SC (10 General Greene Avenue, Natick, MA 01760).

5. Security: A security clearance is not required for this work. However, contractor employees assigned to this contract must be able to pass a security background check to get visitor clearance and be US citizens or a permanent resident. Contractor employees coming on-site will also need to comply with the current DoD COVID-19 policies (e.g., masks, and negative PCR tests OR proof of vaccination) during times of moderate to high COVID-19 transmission. It is not anticipated that controlled unclassified information will be produced during the execution of this contract.

6. Personnel Qualifications: It is essential the service engineers assigned to this contract have experience in assembling and disassembling GCs, LC-MSs and ICP-OESs to perform effective PMs, repairs, and troubleshooting.

a**. General Experience:** The contractor shall have expertise in the maintenance and troubleshooting of the instruments listed in part 2A shown by certification and/or referrals from other labs that he/she worked in within the last 5 years. The contractor must have an adequate number of trained personnel in the local area to cover this contract for unforeseen events (e.g., sickness of primary employee assigned, firing/quitting of employees, etc.). If listing ISO certification in proposals, describe what specific procedures the ISO certification was received for.

b. **Specialized Experience:** The service engineers assigned to the contract shall have at least two years of demonstrated experience and understanding of the instruments in part 2A. The service engineers shall have demonstrated expertise in directly troubleshooting and repairing the instruments in part 2A within the last five years. Proposals must include proof of qualifications of service engineers assigned to this contract, in the form of a resume. Service engineers should be proficient in the use of the Agilent software controlling the listed instruments in section 2A. Past performance of service engineers assigned to this contract shall be considered, if applicable.

7) **Government Furnished Property (Equipment/Materials/Information/Computer Utilization):** N/A

8) **Other Direct Costs (ODC's):** The government does not anticipate ODC's.

9) **Deliverables:**

a. An OEM or equivalent non-OEM service engineer will complete one PM visit for each of the listed systems and provide documentation in accordance with the details listed below.

Contractor shall submit: 1) One completed and signed standard preventative maintenance checklist and test results per instrument per year. A final copy of the PM checklist and results shall be submitted to the COR and TPOC within 10 business days after completion of each preventative maintenance visit.

The completed and signed standard preventative maintenance checklist and test results shall be submitted electronically to the following individuals in Microsoft Office (Word, Excel, PowerPoint) or in another format approved by the COR.

COR: Dr. Alan Wright [alan.o.wright.civ@army.mil]
Nicole Favreau-Farhadi [nicole.f.farhadi.civ@army.mil]
Ees Eswaranandam [satchithanandam.eswaranandam.civ@army.mil]

b. An OEM or equivalent non-OEM service engineer will be on-site within 7 business days after a service call request for a repair visit with the required OEM parts. After each repair visit, they will provide documentation in accordance with the details below.

Contractor shall submit: 1) One repair summary per repair visit. A final copy of the repair summary shall be submitted to the COR and TPOC within 10 business days after completion of each repair visit.

The repair report should include the following information: 1) date of repair request by customer, 2) date of repair, 3) statement of instrument problem, 4) repair solution, 5) parts and labor hours needed to repair and associated costs if not covered under service contract.

The repair summary shall be submitted electronically to the following individuals in Microsoft Office (Word, Excel, PowerPoint) or in another format approved by the COR.

COR: Dr. Alan Wright [alan.o.wright.civ@army.mil]
Nicole Favreau-Farhadi [nicole.f.farhadi.civ@army.mil]
Ees Eswaranandam [satchithanandam.eswaranandam.civ@army.mil]

10) **Place of Performance:** The primary place of performance for this work will be DEVCOM-SC, 10 General Greene Avenue, Natick, MA 01760.

11) **Contract Management/Activity Report:** The Contractor shall be responsible for managing and overseeing the activities of all Contractor personnel used in performance of this contract. The Contractor's management responsibilities shall include all activities necessary to ensure the accomplishment of timely and effective services performed in accordance with the requirements contained in the statement of work and CDRLs.

12) **Invoicing**: The Contractor shall bill quarterly at the completion of the services. Invoices must include, as a minimum, the following information:

    a. Time period covered with a brief description of services (e.g., PM and service coverage for 5 Agilent systems)