STATEMENT OF WORK
FOR
EDAX LLC. Equipment
MAINTENANCE AND REPAIR

EGLIN AFB
17 November 2022

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1. DESCRIPTION OF SERVICES. The contractor shall provide all management, parts, tools, supplies, equipment, and labor necessary to maintain and repair the EDAX equipment and related hardware and software at Eglin AFB in a manner that will ensure continuous and safe operation, certified to factory specifications. The contractor shall provide unlimited telephone support during normal working hours, unlimited service calls, and one (1) annual maintenance visit per year. Below is a list of equipment and their locations.

Manufacturer	Type	Location
EDAX	**Apollo-40**	**Range C64C Bldg. 9624**
EDAX	**Silicon Drift Detector Module and SiLi window**	**Range C64C Bldg. 9624**
EDAX	**Hikari Camera**	**Range C64C Bldg. 9624**
EDAX	**Pegasus Analysis System**	**Range C64C Bldg. 9624**

1.1. MAINTENANCE SERVICES. The contractor shall perform one (1) annual preventative maintenance visit each period of performance (PoP). The requirement is for PoP and two (2) options which may or may not be exercised. Only factory certified technicians shall perform maintenance services on this requirement.

1.1.1. The contractor shall perform preventive maintenance, calibration, and software updates (if available) during the annual inspection to include any repairs or adjustments arising from normal usage. The maintenance work shall be in accordance with the manufacturer's specifications and shall result in the certification of the calibration and accuracy of the measurements obtained using Energy Dispersive Spectroscopy (EDS) and Electron Backscatter Diffraction (EBSD).

1.1.2. The contractor shall prepare and submit a written report within two business-days of the annual preventative maintenance. The report shall identify maintenance work performed, date of inspection, name of technician, calibration certificate and overall condition of the EDAX equipment. Potential future items requiring replacement or additional servicing which may be required prior to the next annual maintenance should also be identified in the report. No additional parts or services not covered by the resultant contract shall be provided to the Government.

1.2. REPAIR SERVICE CALLS. The contractor shall use factory-certified technicians to perform an unlimited number of on-site service visits under the resultant contract.

1.2.1. Routine Calls. The Authorized Government Representative (AGR) or designated representative will notify the contractor of equipment failure or needed repairs.

1.2.1.1. The contractor shall provide unlimited telephone support with a 4-hour response time to resolve the equipment problem and if it cannot be resolved over the phone, provide a targeted on-

site support response time of 48 hours. Weekends and holidays are not included in the response time frame given.

1.2.1.2. On-site support shall begin within 48 hrs. of the end of the telephone support attempt to correct the issue. The contractor shall report to the work location, survey the repair, and provide estimated time to repair. All repair work shall be in accordance with normal commercial practices using parts specified by the original manufacturer or items of equal or better quality. Downtime of the EDAX equipment will be kept to an absolute minimum. The contractor shall notify the customer of the estimated projected downtime and estimated time for repair including parts delivery lead time. Weekends and holidays are not included in the response time frame given.

1.2.1.3. The contractor shall prepare and submit a written report within two business days after the routine repairs are completed. The report shall include the date and time of the service call, the repairs performed, calibration certificate and the name of the technician performing the repairs. If repairs require work considered outside the scope of the agreement, the contractor shall notify the AGR for appropriate decision and action. Unless notified by the Contracting Officer, and properly modified into the contract, no additional parts or services not covered under the resultant contract to be provided to the Government.

2. SERVICE DELIVERY SUMMARY.

Performance Objective	SOW Para	Performance Threshold
Perform Preventive Maintenance. The EDAX System (Pegasus, Apollo-40 and Hikari camera) is fully operational.	1.1.	The EDAX System (Pegasus, Apollo-40 and Hikari camera) are all certified to operate within the manufacturer's original standards.
Service Call Repairs. Repairs are made in a timely manner; Customer is informed of expected repair time. Response and repairs are made within the specified time.	1.2.	Response to and repairs of service calls are timely 95% of the time.
Submit Maintenance and Repair Reports. Accurate reports are delivered within two business days.	1.1.2., 1.2.1., 1.2.2.	95% of all reports are timely and accurate.

3. GOVERNMENT FURNISHED PROPERTY AND SERVICES. NONE

4. GENERAL INFORMATION.

4.1 HOURS OF OPERATION. Monday through Friday 07:00 – 16:30.

4.2. SECURITY REQUIREMENTS. The contractor shall provide the government the names, phone numbers and email addresses of the qualified personnel that will be performing the preventative maintenance visits and responding to service calls. The contractor will use the call

box at range gate to get verification, when gate opens proceed to building 9620 to sign-in and receive a visitor's badge. The contractor will then be escorted to building 9624.

4.3. Contractor employees will be denied access to the base if they have been convicted of 2 misdemeanors within five years or any felony within 10 years. If a contractor employee has any convictions and has not coordinated with the contracting office in advance prior to incurring costs to fulfill contract requirements, the Government shall not be responsible for payment of any incurred costs.

5. APPENDICES.

    A. Estimated Workload Data

APPENDIX A

ESTIMATED WORKLOAD DATA

ITEM	NAME	ESTIMATED QUANTITY	
1	Preventative Maintenance	1	Ea
2	Estimated number of repair service calls	2	Ea