

## **Statement of Work**

### **Preventative Maintenance and Repair Services for MiSeq**

#### **Background**

Winchester Engineering and Analytical Center (WEAC) is in need of preventative maintenance and repair services for an existing Illumina MiSeq instrument. The contractor shall provide needed preventative maintenance as well as coverage for device malfunctions, software updates, and virtual and onsite support as needed.

The Illumina MiSeq, serial number M06960, was purchased in 2020 to be used in the analysis of regulatory samples. The instrument is current preventive maintenance contract expired in 10/01/2023 as option years were not executed.

#### **Objectives**

Routine preventative maintenance services will prolong the life of the instrument and ensure it functions properly. Any needed repairs for the instrument will be completed in a timely fashion, thus allowing WEAC to continue to perform its mission.

Through this contract the Government will obtain the following:

- One base year of preventative maintenance and repair services with an additional 4 option years.
- At least one (1) annual preventative maintenance visit per year
- On site and virtual support, as needed
- Emergency on-site repair visits
- Replacement Reagents for Instrument Failures
- Replacement Parts
- Hardware/Software Updates

#### **Scope**

The Contractor shall provide preventative maintenance service (at least one visit per year) as well as unlimited repairs as needed on Illumina MiSeq instrument, serial number M06960. Additionally, the contract should cover instrument malfunctions and any needed repairs (Contractor is responsible for all parts, labor and any travel costs) as well as technical support.

#### **Minimum Performance Requirements**

- Contractor shall have an on-site response of two Business Days or less (for

issues that cannot be solved remotely). All work shall be performed Monday-Friday 8:30 a.m.-5:00 p.m.

- Contractor shall provide at least one preventative maintenance (PM) visit shall be included per contract year. This visit shall be inclusive of all parts, labor, travel, consumables, and supplies which are necessary to complete the OEM's suggested PM protocol. Service engineers which perform this service shall trained by the OEM. The vendor shall also include coverage for software and firmware updates.
- Contractor shall cover all costs associated with parts, labor, travel
- Contractor shall provide regular software updates/upgrades at no additional cost to the Government. Illumina proprietary software only, excludes 3rd party software and software subscriptions; excludes hardware necessary to upgrade system compatibility
- Unlimited onsite emergency service visits for problems that cannot be solved remotely.

### **Trade and Service Specifications**

- Any replacement components and/or equipment shall be a newly manufactured, not used and refurbished, or previously used for demonstration.
- Any replacement components and/or equipment shall be warranted for parts and labor for a minimum of 12 months from date of formal government acceptance. The warranty must include unlimited telephone/e-mail support for questions regarding operation.
- Contractor shall schedule any service visits at least 48 hours in advance.

### **Records and Reports**

The Contractor shall, commensurate with the completion of each service call (inclusive of warranty service), provide the end-user of the equipment with a copy of a field service report/ticket identifying the equipment name, manufacturer, model number, and serial number of the equipment being serviced/repared and detailing the reason for the service call, a detailed description of the work performed, the test instruments or other equipment used to affect the repair or otherwise perform the service, the name(s) and contact information of the technician who performed the repair/service, and for information purposes, the on-site hours expended and

parts/components replaced. In addition, the Contractor shall provide monthly reports to the FDA PROJECT OFFICER and Contract Specialist, not later than the 5th work day following the end of each month, summarizing all maintenance and repair activities (including warranty work) for the previous month (during months that work is performed).

### **Deliverables**

- Preventative maintenance report following annual preventative maintenance visit is due no later than one week after PM services are performed.
- A repair report following and service visit is due no later than one week after repair services are performed.

### **Place of Performance**

All services will be performed at ORA/WEAC in Winchester, Massachusetts.  
U. S. FDA Winchester Engineering and Analytical Center  
Attn: POC to be identified at time of award  
109 Holton Street  
Winchester, MA 01890

### **Section 508 Compliance**

The Contractor shall be familiar with Section 508 requirements as described at <http://www.section508.gov/> in order to ensure that documents generated as part of the tasks are fully Section 508-accessible using the available COTS tools. Each order will identify the standards applicable to that order.

### **Period of Performance:**

Base year period of performance begins on the date of the award and lasts for one calendar year. Service must be delivered no later than 6/9/2023. Up to four, one year, option years will follow.

The formal POP will be established at the time of award and will begin on the date of award. Below is the anticipated Period of Performance:

Base Year: 5/1/23-4/30/24  
Option Year 1: 5/1/24-4/30/25  
Option Year 2: 5/1/25-4/30/26  
Option Year 3: 5/1/26-4/30/27  
Option Year 4: 5/1/27-4/30/28