

SERVICE CONTRACT FROM ILLUMINA FOR MISEQ

FDA/CFSAN/OFS DFPST currently owns an Illumina MiSeq (C-1658). This is a highly technical piece of machinery with specialized optics. Only the manufacture can provide the preventive maintenance and repair service for this unit. A service contract is needed to cover the expense of a regular yearly preventive maintenance check and service as well as for unexpected service and repair parts and installation.

The service contract includes the Product care MiSeq System Health Check which includes replacement of all parts included in the preventative maintenance. It also includes component inspections, subsystem maintenance, system requalification, and a SHC certification, which serves as a recertification for a system to be placed back under a service plan after a gap in coverage or relocation. The cost also includes a Product Care MiSeq Comprehensive plan which includes full coverage on all service parts and labor and travel, reagent replacement upon HW failures, remote technical support, 3 business day average on-site response, HW/SW updates, on-site applications support, and discounts on advanced training. This plan also offers affordable protection against costly repairs best suited for budget sensitive customers

The period of performance date for service contract shall be from 09/25/2020-09/24/2021