

Statement of Work

Preventative Maintenance and Repair Services for MiSeq

Background

The Denver Laboratory (DENL) needs 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 M05930, was purchased in 2018, HHSF223201810120A to be used in the analysis of regulatory samples. The instrument was under a Service Plan 75F40120P00655.

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 DENL to continue to perform its mission.

Through this contract the Government will obtain the following:

- One year of preventative maintenance and repair services
- 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 M05930. Additionally, the contract shall 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. exclusive of Federal holidays.

- Contractor shall provide at least one preventative maintenance (PM) visit 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 be trained by the OEM. The vendor shall also include coverage for software and firmware updates.
- 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 newly manufactured, not used or 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

Description	Qty	Delivery Date
Annual Preventative Maintenance	1	Within 30 days of request to schedule
Annual Maintenance Report	1	Upon completion of service
On site repairs	As needed	Within 48 hours of request
Service Reports		Upon completion of service

Place of Performance

All services will be performed at DENL in Denver, CO.

U. S. Food and Drug Administration – Denver Laboratory
6th Avenue and Kipling Street – Denver Federal Center – Building 20
Denver, CO 80225

Attn: Andrew Kaiser
Email: Andrew.Kaiser@fda.hhs.gov
Telephone: (303)-236-9705

Period of Performance

The Period of Performance is the date of contract award. The services shall be completed no later than 12/13/22.

Quotation Instructions

All quotes are due by e-mail to Nina Montgomery, Nina.Montgomery@fda.hhs.gov on or before December 9, 2021 at 10:00 am (Eastern Standard Time).