

STATEMENT OF WORK
Purchase of Service and Maintenance for Trumac N-Analyzer S/N 4208

Background

The Food and Drug Administration (FDA) Nutrition Analysis Branch (NAB) is performing nutrient analysis on food products, animal feed and dietary supplements. This includes infant formula and medical foods which have stricter guidelines because they may be a sole source of nutrition for the consumer.

Purpose

NAB uses Trumac N-Analyzer to perform protein analysis in food, feed and supplements. We need a preventive maintenance contract for the instrument from the same vendor.

The acquisition of a Preventive Maintenance contract for this sophisticated instrument from the same company and model; Trumac N-Analyzer from LECO Inc. is the most cost effective method to keep the instruments in optimal conditions.

Scope

The Contractor shall provide all resources necessary to accomplish the tasks and deliverables described in this Statement of Work (SOW). The Contractor shall provide equal services or similar ("Brand Name or Equivalent") that meet the requirements below:

Preventative Maintenance and Service Contract:

The following items will be inspected and replaced as required.

Supplies

1. One KIT PMA TRUMAC CN/N SN4000 AND ABOVE (104-126-HAZ) required for first preventative maintenance visit.

The contractor shall perform the following tasks:

1. Perform one (1) preventative regular preventive maintenance call annually from the effective date of the Contract. The contractor must document the final state of the instrument at each of these calls.
2. Perform two (2) general maintenance visits from the effective date of the Contract. The contractor must document the final state of the instrument at each of these calls
3. Inspect the equipment at each visit and make the necessary adjustments or repairs.
4. Emergency service will begin within forty-eight hours of a service request.
5. Service must be provided by service engineers who are trained and certified by the original manufacturer of this instrument. Service engineers shall have access to the

manufacturer's latest technical developments, repair procedures, application updates, and diagnostic software and planned maintenance procedures.

6. The contractor must perform the adjustment and alignments to original factory specification or better, to meet the manufacturer's performance specifications.
7. The contractor must perform software upgrades to the most current version, to meet the manufacturer's performance specifications.
8. All software updates to the scientific equipment and/or software and related installation of such instrument updates and /or software during the Agreement Term
9. Upon the preventative maintenance on-site visit, the contractor shall assess the scientific equipment and determine if the repairs needed to the scientific equipment are covered under the service maintenance agreement. If the repairs are not covered under the service maintenance agreement and are deemed necessary to complete the preventative maintenance service, the contractor shall submit a quote to the Government for review, and approval or negotiation, which shall include travel costs, parts costs and labor costs.
10. Warranty on parts and labor for any repairs completed during the service maintenance period is for the term of the contract
11. Unlimited for telephone support during regular business hours, 8:00 AM-5:00 PM ET. for instrument support and applications at no additional charge
12. The contractor must perform all non-emergency work during FDA's regular business hours on regular business days.

Service Calls

- The Contractor shall respond within two (2) business days after receipt of a service call from the TPOC.
- The Contractor shall provide unlimited telephone and email access to instrument technical support Monday – Friday between the hours of 9-5 p.m. EST.
- All repairs shall result in the system serviced meeting the original equipment manufacturer specifications. All repairs shall use factory, new replacement parts.
- The Contractor shall perform a diagnostic test and document results and provide a narrative summary demonstrating that the system is meeting the original equipment manufacturer's specifications
- Any parts or components removed for replacement shall be returned to the FDA unless the TPOC approves in writing for the parts or components to be disposed. The Contractor shall remove the parts from the site at the time of the service call or provide shipping instructions and return shipping information so that the FDA may return the parts to the Contractor at no additional cost to the Government, no later than three (3) business days after the service visit is completed. The Contractor shall assume all charges and liability for all shipments.

Service Conditions

- To the maximum extent practicable, service must be rendered on-site at the FDA.
- The Contractor is responsible for cleanup and removal of all shipping/packing materials at the time of service. Some shipping and packing material cannot be placed in the

facility dumpster (e.g. pallets and/or crates) and must be removed by the contractor and at no additional cost to the Government.

- In the event a part needs to be repaired off-site, the Contractor shall be responsible for all packaging, shipping, and transportation costs as well as liability for the shipment to and from the FDA, 60 8th ST.NE, Atlanta, GA. The Contractor shall be responsible for providing a “Return Authorization Number” or other information authorizing return of the shipment to their facility prior to the shipment. The Contractor shall also provide a shipping account number to pay for the shipment.

Deliverables

The Contractor shall provide the following deliverables:

- 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/repaired 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.

Deliverable	Quantity	Delivery Date
Preventative Maintenance Inspection (PMI) Scheduled Visit	1	Annually during the Period of Performance (POP) at a date approved by the TPOC
Operation Qualification/Performance	1	Annually during the POP at a date approved by the TPOC or after critical
Service Reports	Varies	No Later Than (NLT) 5 th workday following the end of each month during any months which work is performed on the system.

Period of Performance

The period of performance shall be for a base period of one year with four one-year option periods for Preventative Maintenance and Operation Qualification Services.

Base Year – 9/11/2022 – 9/10/2023

Place of Performance

Food and Drug Administration

SFFL

Address: 60 8th Street NE
Atlanta, GA
Postal Code: 30309
Country: UNITED STATES

Government Holidays

The contractor is responsible for conducting business during normal business hours except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, increment weather or similar government directed facility closings. The contractor will not be expected to provide services on the following days:

January	New Year's Day
January	Martin Luther King Day
February	President's Day
May	Memorial Day
July	Independence Day
September	Labor Day
October	Columbus Day
November	Veterans Day
November	Thanksgiving
December	Christmas Day

Quotation Instructions

All quotes are due by e-mail to Nina Montgomery, Nina.Montgomery@fda.hhs.gov on or before July 6, 2022 at 10:00 am (Eastern Standard Time).