

## STATEMENT OF WORK

### **GENERAL INFORMATION**

#### **Title of Project:**

Maintenance and Repair Service for Hamilton Laboratory Equipment.

#### **Statement of Need and Purpose:**

The purpose of this requirement is to procure maintenance support services for Hamilton-manufactured laboratory equipment owned and operated by the National Institute on Aging. The contractor shall provide all resources necessary to accomplish the tasks and deliverables described in this Statement of Work (SOW).

#### **Background Information and Objective:**

The National Institute on Aging owns liquid handling robots, an NGS STAR, and two VANTAGES manufactured by Hamilton. This equipment is used by the Center for Alzheimer's Disease and Related Dementias and requires maintenance to ensure continued full function and continuity of NIA research data.

#### **Period of Performance:**

The required period of performance shall include one 12-month base period and 2 12-month option periods. The anticipated period of performance as described below:

Base Period: 06/30/2024 – 06/29/2025

Option Period One: 06/30/2026 – 06/29/2027

Option Period Two: 06/30/2027 – 06/29/2028

#### **Place of Performance:**

The place of performance shall be National Institute of Health, National Institute on Aging located at 9000 Rockville Pike, Building T44, Bethesda, MD 20892.

### **SCOPE OF WORK**

#### **General Requirements:**

Independently and not as an agent of the Government, the Contractor shall provide services to maintain, service, and support systems (the equipment). Necessary services, qualified personnel, replacement parts, applicable software & hardware upgrades, and telephone and remote access support.

#### **Specific Requirements:**

The Contractor shall provide the Government with maintenance and repair support for the following instruments:

VANTAGE – Serial No. 1744  
VANTAGE – Serial No. 1827  
NGS STAR – Serial No. H753

Maintenance and repair support shall include all labor, travel, and replacement parts necessary to provide preventative maintenance support, install new instrument software upgrades and train staff in use of the new software, and troubleshoot problems. Replacement parts and software upgrades provided must be Original Equipment Manufacturer (OEM) certified. Only original manufacturer certified trained technicians must be used to troubleshoot problems, install new software upgrades, train staff, and perform preventative maintenance tasks. Service technicians shall acknowledge repair requests within 24 business hours, and an onsite visit from a technician shall occur within 72 business hours.

#### **GOVERNMENT RESPONSIBILITIES**

When the Contractor is on-site for maintenance and repair support provision, the Government will provide workspace as well as access to a desktop computer and telephone for Contractor needs related to this requirement.

#### **DELIVERY OR DELIVERABLES**

The Contractor shall provide one report to the Government via email on a quarterly basis which details all maintenance and repair work performed for each instrument during the reporting period. The report shall be due on the last business day of each quarter

#### **REPORTING REQUIREMENTS**

The contractor is to provide reports which detail all maintenance and repair work performed for each instrument during the reporting period. Each service report shall be provided in electronic format.

#### **OTHER CONSIDERATIONS**

##### **Travel:**

Not applicable. Service shall be performed at the government location (9000 Rockville Pike, Building T44, Bethesda, MD 20892) and travel time shall be included in the service agreement.

##### **Key Personnel:**

Not Applicable. However, the contractor will provide a dedicated project manager to the government as a contact point for the services. Maintenance must be performed by Original Equipment Manufacturer (OEM) service technicians only.

##### **Information System Security Plan:**

The NIA Laboratory personnel will sign in/out the contractor representative for the scheduled visits to the facility.

**Data Rights:**

Not Applicable

**Section 508—Electronic and Information Technology Standards:**

The contractor is not required to develop, procure, maintain, or use Electronic and Information Technology (EIT) in the performance of the SOW. However, all reports and deliverables shall be submitted electronically and, shall be compliant with Section 508 of the Rehabilitation Act (29 U.S.C. § 794d).