

**PERFORMANCE WORK STATEMENT (PWS)**

**FOR**

**Maintenance for Hitachi SU-70 Scanning Electron Microscope**

**WRIGHT-PATTERSON AIR FORCE BASE, OH**

**PERIOD OF PERFORMANCE: 8 months**

**24 February 2025**

## PERFORMANCE-BASED WORK STATEMENT

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## **Performance Work Statement (PWS)**

### **On-site Maintenance for Hitachi SU-70 Scanning Electron Microscope System**

#### **1. DESCRIPTION OF SERVICES/GENERAL INFORMATION**

##### **1.1 Scope**

The contractor shall directly provide service for the On-Site Maintenance and repair of Hitachi SU-70 Scanning Electron Microscope System. Due to the cost of equipment, amount of proprietary parts and software and minimal downtime, no passthrough companies will be allowed. The Government shall not exercise any supervision or control over the contractor/or service providers performing the services herein. The contractor shall perform to the standards in the contract as well as all local, state, and federal regulations.

##### **1.2 Hitachi Service Agreement for SU-70**

The contractor shall provide direct services for the On-site Maintenance for Hitachi SU-70 Scanning Electron Microscope System. The contractor shall perform annual Preventative Maintenance (PM) and provide unlimited Corrective Maintenance (CM) calls. Telephone and email support shall be included as service provided by the contractor.

##### **1.2.1 Preventative Maintenance**

The Government will contact the contractor annually (every 12 months) to schedule the PM servicing. If additional preventative maintenance is required due to inadequate service performed by the contractor then the contractor shall provide these service at no cost to the government. If additional service is request due to changes being requested via a contract modification then the government will be responsible for funding these additional requirements. The contractor is cautioned not to perform additional work beyond the scope of the current contract without prior approval of the Contracting Officer (CO).

##### **1.2.2 Corrective Maintenance Service Calls**

The contractor shall provide telephone and email support to resolve Government requests, inquiries or malfunctions of the Hitachi SU-70. If there is an issue that cannot be resolved via telephone or email consultation, the contractor can repair it with the permission of the

Government. The contractor shall be responsible for labor, travel, and shipping costs to and from Wright-Patterson Air Force Base (as required). Replacement parts are included within this contract at no cost.

Telephone or email support will be between 0900 and 1700 EST Monday – Friday, excluding federal holidays. The contractor shall document receipt of a request or inquiry within 1 business day.

### **1.2.3 Replacement Parts/Equipment**

1.2.3.1 The contractor shall not remove any items from WPAFB without prior written approval from Government personnel within the Composites Performance team AFRL/RV.

1.2.3.2 Preventative maintenance parts shall be provided by the contractor.

1.2.3.3 Software updates shall be provided by the contractor.

1.2.3.4 Corrective maintenance parts are included in the contract at no cost.

1.2.3.5 All defective parts/materials which the contractor has replaced with new parts will become the property of the contractor with the exception of the computer and associated data storage devices.

1.2.3.5.1 “New parts” are defined as replacement items that are new to WPAFB, which could be either brand-new, never-before-used parts, or OEM-refurbished parts.

### **1.2.4 Quality Control Plan (QCP)**

The contractor shall provide a written quality control program to meet commonly accepted commercial standards and practices. The contractor shall develop, maintain, and implement procedures to identify, prevent, and ensure non-recurrence of defective services. The contractor’s quality control program is the means to ensure that the work complies with the requirement of the contract. The QCP will be delivered electronically to the Contracting Officer (CO) and Contracting Officer Representative (COR) within 30 days after the contract award. The contractor shall maintain the QCP throughout the life of the contract. The contractor shall

provide updates to the plan to the CO for acceptance with a copy to the COR when changes occur. The QCP shall include the following:

- 1.2.4.1 Inspection system. Written procedures for the inspection system includes the title/name of the individual responsible for the QCP and who performs the inspections. The location of the inspection records and key control logs shall be made available to the Government at all times during the term of the contract
- 1.2.4.2 Deficiency Prevention: An inspection form describing the methods for identifying and preventing defects in the quality of service performed.
- 1.2.4.3 Inspection record: The inspection record shall provide the following information
  - Date of inspection
  - Title and signature block for the person who performed the inspection
  - Ratings of acceptable or unacceptable for the work inspected
  - Inspection area found to be deficient, and the corrective action taken
  - Total number of inspections performed
  - Frequency of inspection

### **1.3 Safety Requirement**

- 1.3.1 The contractor shall conform to all safety requirements while accomplishing the tasks
- 1.3.2 At the start of the first operational performance period, if applicable, provide a safety plan for the protection of the government facilities and property and provide a safe work environment for contractor personnel
- 1.3.3 Include a clause in all subcontracts to require subcontractors to comply with the safety provisions of this contract
- 1.3.4 Record and report promptly, within one hour, to the Contracting Officer, (CO), , all available facts relating to each instance of damage to government property, contractors' property, or injury to either contractor or government personnel.
- 1.3.5 In the event of an accident/mishap, take reasonable and prudent action to establish control of the accident/mishap scene, prevent further damage to persons or property, and preserve evidence until released by the accident/mishap investigative authority through the Contracting Officer.

- 1.3.6 If the government elects to conduct an investigation of the accident/mishap, the contractor shall cooperate fully and assist government personnel in the conduct of investigation until the investigation is completed.
- 1.3.7 Include a statement for each subcontract requiring cooperation and assistance in accident/mishap reporting and investigation.

#### 1.4 **Quality Assurance**

The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan (QASP). This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the QASP. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

#### 1.5 **Recognized Holidays**

The contractor is not required to perform services on all recognized national holidays as listed below:

New Year's Day	Labor Day	Columbus Day
Martin Luther King Jr. Day	President's Day	Veteran's Day
Memorial Day	Thanksgiving Day	Independence Day
Christmas Day		Juneteenth Holiday

##### 1.5.1 **Hours of Operation**

The contractor shall provide personnel available between the hours of 0900 and 1700 EST, Monday through Friday, excluding Federal holidays or when the Government facility is closed due to national emergencies, administrative closings, or similar Government directed facility closings. For instances where the Contractor sends a person to the facility, the On-Site hours of operation are 0900 to 1700 EST.

- 1.5.1.1 The contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within the PWS when the Government facility is not closed for the above reasons. The Contractor shall provide stability and continuity of the workforce and performance.
- 1.5.1.2 The contractor may work, with prior approval of the Contracting Officer, extended hours to ensure timely completion of work at no additional cost to the Government.

## 1.6 Base Closure

1.6.1 Work Schedule but not accomplished because of base closure due to weather, exercises, or actual alert, shall be accomplished as soon as possible, but no later than 1 business day after reopening the base.

1.6.2 In the event the base commander determines it necessary to close the base due to adverse weather, a base or local disaster, security problems, or other event, the following radio and television stations will be notified:

Television Stations:	WHIO 7	Radio Stations: FM WHKO 99.1
	WDTN 2	AM WHIO 1290
	WKRC 12	AM WBNS 1490
	WKEF 22	AM WTVN 610

1.6.3 Additionally, base status information can be obtained by calling (937) 656-7669 (i.e. 656-SNOW) or by going to the off-base public website <http://www.wpafb.af.mil/>

1.6.4 The contractor shall not receive any other form of notification of a base closure from the Government. The contractor is responsible for the notification of their employees.

## 1.7 Continuation of Contractor Services During Base Exercises, Local Emergencies or Contingencies and Implementation of Local Contingency Plans

1.7.1 It has been determined that the following services specified in the PWS shall be performed during base exercise, local emergencies or contingencies an implementation of local contingency plans: CM Service calls made via email or telephone (PWS 1.2.2)

1.7.2 The following services shall not be performed during the above scenarios: PM Service visits, Annual Training, and CM Service Visits (PWS 1.2.1,1.2.2, 1.2.3)

1.7.3 Disaster Preparedness and Other Contingencies

1.7.3.1 The contractor's services support an activation or exercise of contingency plans. The CO will notify the contractor should this occur. Special or emergency situations (i.e. weather related situations, base closures, and reduced activity shall necessitate the contractor operating on a reduced basis.)

## 1.8 Security Requirements

The contractor employees sent to the facility by the Contractor must check in to the front desk upon entering the facility. The contractor must be escorted by a government employee to and from

the room(s) in which the equipment is located. At no time shall the contractor employee transit to or from the room(s) in which the equipment is located without a government employee escort

#### **1.9 Security and Government Property**

1.9.1 The contractor shall be responsible for safeguarding all government equipment, information and property provided for or operated by the contractor. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.9.2 Lock Combinations. The Contractor shall establish and implement methods of ensuring that all lock combinations are not revealed to unauthorized persons. The Contractor shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. These procedures shall be included in the Contractor's Quality Control Plan.

#### **1.10 Environmental Requirements**

At no time shall the Contractor bring or store hazardous materials or pesticides into Wright-Patterson Air Force Base.

#### **1.11 Meetings**

The contractor will at no time be required to attend any meetings pertaining to the service and maintenance of the Hitachi SU-70 with the exception of extenuating service issues and timing.

#### **1.12 Key Personnel**

The contractor shall provide a person who shall be responsible for the performance of the work. The name of this person and an alternate shall be designated in writing to the Contracting Officer within 10 days of the contract award. The designated personnel shall be subject to a background check to enter the base and shall maintain this level of integrity or be replaced with an alternate that meets base access requirements. The designated personnel shall be OEM trained or certified in the specific tool maintenance and repair. The designated personnel shall have full authority to act for the contractor on all contract matters relating to daily operation of this contract and shall be available between 0900 and 1700 EST, Monday through Friday except Federal holidays or base closure.

#### **1.13 Identification of Contractor Employees**

All contract personnel attending meetings, answering Government telephones, and working in other situations where their contractor status is not obvious to third parties are required to identify themselves. They must also ensure that all documents or reports produced by contractors are suitably marked as contractor products or that contractor participation is appropriately disclosed.



All contractor employees must wear the required badge while inside the facility. This badge will be provided to the contractor upon entrance into the facility and must be returned upon leaving the facility. The badge must be visible and worn on the outer layer of clothing and above the waist.

**1.14 Contractor Travel**

The contractor shall be required to travel to the facility located within WPAFB to perform PM and CM in any situation where the issue cannot be resolved over the phone or via email.

Defective parts from the machine located within the facility that must be sent back to the manufacturer will be removed, packaged, and sent by the contractor within 5 business days.

**1.15 Escalation Procedures**

An escalation procedure is required to minimize resolution time. The procedure must have levels of management consistent with service, production and engineering that lead up to the CEO. The procedure shall include names, phone numbers, and email address of each individual with the details of trigger points that include their involvement in the communications and calls. Trigger points should include but not limited to length of down time, complexity of issue or resolution, number of repeated failures or overall downtime within a time period. Procedure shall be submitted to Government within 30 days of contract award.

**2 SERVICE SUMMARY**

The performance objective relates directly to mission essential items and critical to mission success. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement

Service Summary	Performance Objective	PWS Paragraph	Performance Threshold
SS-1	PM Services Performed on time	1.2.1	0 Errors
SS-2	CM Service Calls received and resolved within the defined timeframe	1.2.2	No more than 1 customer complaint per month

**3 GOVERNMENT FURNISHED ITEMS AND SERVICES**

The contractor is responsible for providing all equipment, tools, parts, and materials needed to perform the required services. All defective parts will become the property of the contractor and

will become the responsibility of the contractor to ensure that they are disposed of properly.  
Computers and data storage devices are the exception and will not become contractor property.