SPECIFICATIONS/SERVICES TO BE PROVIDED: STATEMENT OF WORK

PROJECT BACKGROUND:

The Experimental Immunology Branch (EIB) Flow Cytometry Facility provides basic research support to members of the EIB as well as to investigators throughout CCR, NCI. Support is provided using multiple instruments manufactured by BD Biosciences (BD). Support is provided 5 days per week to approximately 75 users. Each instrument supports multiple experiments each day, and each instrument if fully utilized.

The instrument for which this service is to be acquired is a 5-laser SORP cell sorter that is currently being used by all members of the EIB. To prevent any disruption in ongoing research experiments that depend on the instrument, it is necessary to continue maintenance service on this instrument.

The experiments performed involve costly reagents, expensive animals, and multiple man-hours. When an instrument malfunctions, or does not operate optimally, these costly experiments are lost. It is therefore necessary that all instrumentation operate in an optimal fashion, and that down time due to malfunctions and repair time be minimized. Because the nature of the equipment is highly experimental, the OEM routinely designs and implements software and hardware improvements to the instrumentation. It is essential to the EIB that these revisions be installed in a timely fashion to maintain optimal performance.

1.0 SCOPE: The Contractor shall deliver all labor, material and equipment necessary to maintain and provide preventative maintenance for one (1) Government owned flow cytometry system as identified below:

System is located in Room 6B13, Bld. 10, NIH, Bethesda, MD 20892
Becton Dickinson Aria Fusion Special Order Product (SORP) 5-Laser System,
SN *R65828200122* including BD FACStation (excluding printers) WINDOWS computer system that is an integral component and controls instrument operation and data acquisition, and including integrated lasers below:

a) BD Laser Component of SN R65828200122, Sapphire 488-200 Blue Laser SN 660784
b) BD Laser Component of SN R65828200122, OBIS 640-140 Red Laser SN 660825
c) BD Laser Component of SN, R65828200122 594-200Yellow Laser SN 660880
d) BD Laser Component of SN, R65828200122, OBIS 405-50 Violet Laser SN 660810
e) BD Laser Component of SN, R65828200122, OBIS 561 Lt Grn Laser SN 660824

for the period March 6, 2024 thru July 1st, 2024. All maintenance services shall be performed on-site in accordance with the manufacturer's standard commercial maintenance practices.

2.0 TYPE OF ORDER

This is a firm fixed-price purchase order.

3.0 SPECIAL ORDER REQUIREMENTS

3.1 PREVENTIVE MAINTENANCE:

Technically qualified factory-trained personnel shall perform Service if needed. Preventive Maintenance Service shall consist of a thorough cleaning, calibration, adjusting, inspection, lubrication and testing of all equipment in accordance with the manufacturer's latest established service procedures. Comprehensive service shall include parts and installation of the manufacturers' preventive maintenance parts kit. All equipment shall be operationally tested through at least one (1) complete operating cycle at the end of the preventive maintenance inspection to assure optimum and efficient performance. Any defective components noted during the preventive maintenance inspection shall be replaced as necessary to assure optimum and efficient performance. Preventative Maintenance service is required every six months for this equipment and will not be required during the period of this 3-month contract.

3.2 EMERGENCY SERVICE:

The contractor shall deliver unlimited, on-site, OEM-approved emergency repair services for all equipment specified under SCOPE during the performance period of this maintenance services contract at no additional cost to the government. All repairs shall be completed to OEM standards at no additional cost to the government. Upon receipt of notice that any part of the equipment is not functioning properly the Contractor shall within forty-eight (48) hours furnish on site (NIH, Bethesda MD) a qualified factor-trained service representative to inspect the equipment and perform all repairs and adjustments necessary to restore the equipment to normal and efficient operating condition. Emergency service shall be provided during normal working hours, Monday through Friday excluding Federal Holidays. Emergency service calls shall not replace the necessity for scheduled Preventive Maintenance Services. The contractor shall have primary dispatch control of the field engineers who perform maintenance services under this contract, and dispatch of field engineers under this contract shall be set to a higher priority than billable calls. Due to the complexity of the instrumentation, repairs may necessitate multiple engineers, multiple visits, and/or shipment and installation of multiple OEM parts and components to identify the exact nature of a problem. Such troubleshooting services shall be provided by OEM trained personnel without requirement for additional purchase orders from the Government. In the case of an emergency in which the instrument is completely non-functional, the contractor shall provide same day communication access to on site (NIH) OEM field engineers for diagnosis and possible same day repair. At the discretion of the field engineer, delivery of services under this contract may continue after 5pm. Such overtime work shall be considered covered under this contract, and the government shall not be responsible for any additional labor charges. All labor and travel will be covered.

3.3 REPLACEMENT PARTS:

The contractor shall furnish all required replacement parts and manufacturer upgraded components at no additional cost to the Government, with the exception of consumables. The contractor shall maintain a comprehensive spare parts inventory of Original Equipment Manufacturer (OEM)

approved new/refurbished parts for flow cytometry equipment manufactured by BD Biosciences, including lasers and workstation computers that control the equipment. Parts shall be new or remanufactured to original equipment specifications. When necessary for emergency repairs, the contractor shall deliver by overnight shipment from in stock spare parts inventory unlimited OEM approved spare parts replacement to specifically include lasers and instrument-control computers. If telephone consultation with factory trained field engineers identifies a spare part necessary for emergency repair, the contractor shall provide immediate shipment for overnight delivery for next day installation by qualified OEM trained field engineers. All spare parts installed, including lasers and instrument control computers shall be OEM factory configured to be compatible with existing OEM software and with existing hardware.

3.4 TELEPHONE SUPPORT:

The Contractor shall maintain, and deliver unlimited access to, a technical helpdesk providing telephone support for trouble shooting technical problems and dispatching field engineers and/or parts as necessary. The contractor shall provide a direct hot-line number for telephonic technical trouble shooting during normal working hours (8:30am EST – 5:00pm PST) Monday through Friday excluding government holidays. Telephone support shall include expert technical engineering advice from factory trained engineers, and shall be available from 8:30am ET to 8:00pm ET Monday through Friday. Telephone support shall be provided directly without any requirement for per call purchase orders.

3.5 SOFTWARE UPDATES/SERVICE

The Contractor shall provide Software Service in accordance with the manufacturer's latest established service procedures, to include telephone access to technical support for use of program software and trouble-shooting of the operating systems at no additional cost to the Government. Contractor shall perform timely installation of all OEM software revisions and OEM component revisions, as well as re-installation of existing software and operating systems as required to repair instrumentation according to OEM standards. The Contractor shall receive advance approval for installation of all software updates and revisions from the Government. Defective software shall be replaced at no additional cost to the Government.

3.6 SERVICE EXCLUSIONS

The Contractor shall not be responsible for any repairs necessitated by abuse, neglect, vandalism, Acts of God, fire or water. These repairs shall be the subject of a separate purchase order and shall not be performed under this contract.

3.7 PERIOD OF PERFORMANCE

Period of performance shall be for one quarter (five (5) months) from 6th March 2024 – 1st July FACSAria 2024.

3.8 PERSONNEL QUALIFICATIONS

Personnel shall have a minimum of three (3) years factory training and experience in the servicing of:
(1) - BD Biosciences FACSAria Special Order Flow Cytometry System
(1) – BD FACStation (excluding printers) Window computer system

as covered by this contract. All primary service personnel shall have at least one backup support person with at least the same level of expertise on the equipment covered by this contract. The Contractor shall maintain an OEM trained local (Washington Metropolitan area) field service technical workforce.

4.0 PLACE OF PERFORMANCE

Onsite services shall be performed at the following location:
EIB Flow Cytometry Facility, NCI/CCR
Building 10, Room 6B13, NIH
10 Center Drive
Bethesda, MD 20892

5.0 PAYMENT

Payment shall be made after delivery of maintenance services for the one quarter (5 months) of this contract.