

STATEMENT OF WORK

On-Site Maintenance Agreement for Scanning Electron Microscope

PR: 4200508438

Background

- This purchase request is for a Premium On-Site Service Agreement with one annual tip (electron beam emitter) change as described in quote # 42013872.

Scope

- The maintenance agreement shall provide for repair or replacement of scanning electron microscope components that fail to operate or fail to meet performance specifications as a consequence of normal use. Repair or replacement of components damaged by Government User misuse or modification, natural disaster, vandalism, etc. are excepted.

Deliverables or Delivery Schedule

- The maintenance agreement shall cover the SUPRA 50VP Field Emission Scanning Electron Microscope, serial number SU50VP-2359.
- Maintenance shall consist of the following:
 - Priority telephone support to diagnose system failures (if possible),
 - Replacement parts for system components diagnosed as failed (the parts may be delivered to be replaced by the Government User if applicable), and
 - Required on-site service.
- Labor charges and travel related expenses for required on-site service shall be covered by the maintenance provider.
- One Preventative Maintenance and calibration visit shall be included; this may be performed in conjunction with a service visit.
- The maintenance agreement shall include one replacement of the electron beam emitter (field emission tip).
- A field service report or the equivalent shall be provided for each visit associated with maintenance.

Government-Furnished Equipment and Government-Furnished Information

- The government shall provide for use during service and maintenance the following:

- Utilities required for operation of the microscope,
- Sample holders,
- Element standards,
- A Faraday cup,
- Printing services for service reports, and
- Common hand tools.

Place of Performance

- The place of performance shall be Goddard Space Flight Center, building 30, room 114.

Period of Performance

- The period of performance shall be 1 May 2014 through 30 April 2015.