Statement of Work (SOW)
Project: Purchase of a service contract that provides maintenance, repair and rebuild of the Sciclone G3 NGSx system

GENERAL INFORMATION

1.0 Background:

Several research programs at the US Dairy Forage Research Center are presently performing RNA and DNA sequencing projects. In the past five years, we have exclusively used the Sciclone G3 NGSx instrument to meet the needs of preparing sequencing libraries and related clean up from a large quantity of samples collected from a wide range of tissue types.

To avoid malfunction of this instrument, we rely on a service contract provider who has the required experience, and exclusive access to patented parts to provide timely repair and rebuild, implementation and training of all the workflows currently installed on instrument.

2.0 Objectives:

- Provide 1 Base year service contract with 4 option years and technical support that covers maintenance, repair and rebuild of the Sciclone G3 NGSx instrument using patented parts and proprietary software
- Service provider consists of certified engineers to provide service support for the design, validation and implementation of existing and on-going custom-designed workflows using patented parts and proprietary software

3.0 Scope: A service contract that provides preventative maintenance, unlimited service repair and rebuild using patented parts and proprietary software to maintain smooth operation of Sciclone G3 NGSx.

4.0 Technical Requirements/Tasks:

The service contract should include the following:

a. Provides unlimited repair and rebuild service, using patented parts and software by Revvity Health Sciences to ensure smooth operation of the instrument
b. Provides annual preventative maintenance to ensure the smooth operation of the instrument
c. Provides direct remote/phone support by certified engineers
d. Contract provider consists of Revvity factory trained/certified engineers
e. Provide continued service support for proprietary custom-designed workflows
f. Demonstrated successful service, repair and rebuild experience specific to the Sciclone G3 NGSx for at least 8 years evidenced by successfully completed Contracts
g. The service contract should include option years.

5.0 Deliverables or Delivery Schedule

The contractor performs the needed repair, rebuild and annual maintenance of the instrument using proprietary parts and software without government supervision. The repair service will ensure the instrument operates at the original, factory level of performance.

6.0 Government Furnished: N/A

7.0 Deliverables / Schedule:

Key Deliverables:

1. The contractor provides annual maintenance, unlimited repair and rebuild of the said instrument, covering the cost of certified parts, labor and travel.
2. Provide patented parts and proprietary software required for the repair and rebuild
3. The service contractor consists of factory trained/certified engineers to ensure the instrument operates at the original, factory level of performance.
4. The service contractor provides continued service support for existing and on-going workflows that are proprietary and custom-designed
5. The contractor/vendor must demonstrate successful service, repair and rebuild experience specific to the Sciclone G3 NGSx for at least 8 years through evidence of successfully completed contracts

8.0 Travel: The service contract covers the travel required for the service repair.

9.0 Place of performance: 1925 Linden Dr. Madison, WI.

10.0 Key Personnel Requirement: N/A

11.0 Security Requirements: NA

12.0 Data Rights: Any log data on the instrument belongs to the government and cannot be distributed without government permission.