

## **MAINTENANCE AGREEMENT FOR BIOCARE INTELLIPATH STATEMENT OF WORK**

Introduction: This is a maintenance agreement for Sysmex XN1000V Hematology analyzer.

### **1.1. Background:**

The CMPB Pathology core laboratory requests a service agreement for maintenance and repairs of the Sysmex XN1000V hematology analyzer. This equipment is used to support DIR and DTT labs and provide hematology services in a timely manner. The Service Agreement includes two preventative maintenance visit per year, all labor, application support, parts, and travel. The Service Agreement provides Technical Support, a Quality Control monitoring program, all service, labor, travel, parts and all repairs on the instrument.

**1.2. Scope:** This statement of work will be used to execute a preventative maintenance agreement including inspections by a factory trained field service technician twice a year during the contract period.

**1.3. Objectives:** The Sysmex XN1000V provides investigators with a complete blood count of rodent specimens. The requested maintenance will help to maximize performance of the instrument by proactively addressing potential issues during twice yearly site visits from an experienced field engineer. This plan minimizes instrument downtime by utilizing factory-trained and qualified engineers to accurately diagnose and resolve system problems, ensuring the hematology lab works at full capacity.

## **2. Requirements**

**2.1. Tasks:** This contract shall include one preventive maintenance inspection during the contract period. Service and Maintenance covers repairs and preventative maintenance of the system and computer hardware, as well as Sysmex software and instrument upgrades. Service shall be performed by a factory trained Field Service engineer. Service shall consist of, but not limited to, inspection, examination of all functioning parts, thorough cleaning, replacement or repair of worn or un-serviceable parts, adjustment and calibration made with the expressed intent of maintaining the instrument to the manufacturer's original specifications. When necessary, this may include complete dismantling, parts replacement, reassembly and thorough testing and adjusting. Additionally, emergency repair service shall be provided on an unlimited basis during the term of this contract at no additional cost to the Government. The contractor shall also furnish all required replacement parts at no additional cost to the Government, except for consumable parts. Parts shall be new and meet original equipment specifications.

**2.2. Deliverables:** The contractor shall provide verification of the completion of tasks outlined in 2.1 to the Government.

**2.3. Schedule:** This preventive maintenance agreement will cover one base year  
(05/17/2024 - 05/16/2025)

**3. Government Furnished Property:** This agreement covers the Sysmex XN1000V owned by the Government.