Performance Work Statement (PWS)

Rockwell Automation TechConnect Services

1.0 Introduction & Background

The purpose of this Performance Work Statement (PWS) is to establish the requirements for a Rockwell Automation TechConnect℠ support services agreement. This agreement will provide necessary technical support, software maintenance, and troubleshooting resources to maintain the reliability, security, and operational readiness of the organization's industrial automation control systems and Rockwell Automation hardware and software.

2.0 Performance Work Statement

The Contractor shall provide a comprehensive TechConnect support contract that encompasses two specific tiers of service: **Self-Assist Support** and **Product Support**. These services are critical to reducing operational risk, managing legacy equipment, and resolving operating issues rapidly. The support will cover the designated inventory of programmable logic controllers (PLCs), human-machine interfaces (HMIs), drives, and associated Rockwell Automation software.

3.0 Requirements

3.1 Self-Assist Support

The Contractor shall provide base-level self-service tools and resources to enable internal engineers and technicians to troubleshoot and maintain systems independently. This includes:

- **Online Support Center:** 24/7 access to the Rockwell Automation Knowledgebase containing over 100,000 technical notes, interactive forums, and product lifecycle notifications.
- **Digital Assist Library:** Access to a cloud-hosted augmented reality (AR) library providing step-by-step work instructions for the repair and maintenance of Allen-Bradley hardware.
- **Software Maintenance I:** Entitlement to electronic downloads for software updates and patches to ensure systems remain current and secure.
- **Service Ticket Management:** The ability to submit, track, and manage service tickets and email inquiries via the online portal.

3.2 Product Support

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The Contractor shall provide comprehensive product-level support, which includes all features of the Self-Assist tier, plus direct access to Rockwell Automation technical experts. This includes:

- **Real-Time Product Support:** Telephone and live chat support for standard product and programming software, available in 20 languages.
- **Software Maintenance II:** Provision of physical software update media and emergency software replacement services.

• **Hardware Type**	**No. Of Devices**
Automation Control Hardware	1

Product Family & Software Serial Numbers	Description	Install Count
9800-DC8AUTOA	**Automation Control Hardware**	
9324-RL0300ENE		1
1012101212	RSLogix 500 Standard Edn ESD S/W	1
9324-RLD200ENE		1
1635076159	Studio 5000 Mini Edition ESD Software	1
9324-RLD700NXENE		1
2022068372	Studio 5000 Professional Edition ESD S/W	1
9324-RLD700NXENM		1
2022198194	Studio 5000 Professional Edition MED S/W	1
9324-RLDFBDENE		1
2009026161	Studio 5000 FBD Design Config NL ESD S/W	1
9324-RLM0800ENE		1
2856013163	RSLogix Micro Developer ESD Software	1
9800-DC8HMICOM	**HMI Software**	
9701-VWSB025AENE		1
1695031852	FT View Station SE 25D Lic ESD S/W	1
9701-VWSCWAENE		4
2524003839	FT View Client Site Edition ESD S/W	1
2524012108	FT View Client Site Edition ESD S/W	1
2524072579	FT View Client Site Edition ESD S/W	1
2524072580	FT View Client Site Edition ESD S/W	1
9701-VWSS025AENE		4
2526001009	FT View Server SE 25 Display License sfw	1
2526002350	FT View Server SE 25 Display License sfw	1
2526008173	FT View Server SE 25 Display License sfw	1
2526008174	FT View Server SE 25 Display License sfw	1
9701-VWSTENE		2
2529035027	FT View Studio Ent for SE/ME EN ESD S/W	1
2529060603	FT View Studio Ent for SE/ME EN ESD S/W	1
9701-VWSTENM		1
2529077606	FT View Studio Ent for SE/ME EN MED S/W	1

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4.0 Period of Performance

The period of performance shall consist of a one (1) year Base Period, followed by two (2) optional one-year extensions, to be exercised at the discretion of the Government/Contracting Officer.

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