DRAFT

STATEMENT OF WORK

National Institutes of Health

Office of Logistics and Acquisition Operations

NIH Off-road Fleet Maintenance and Mobile Mechanic Services Contract

1. Introduction, Background, and Scope of Work

a. Overview

NIH is seeking a qualified contractor to provide Maintenance, Repairs, Towing, and Mobile Technician Services for Government-Owned On and Off-Road Vehicles. The objective is to provide scheduled maintenance, mobile on-site services, and emergency repairs on the various vehicles as listed under the Schedule of Equipment. The Contractor shall provide preventative maintenance service on a regular basis, including unscheduled repairs at a fixed contract price, to maintain the government-owned vehicle fleet.

The Contractor shall provide services through two primary delivery models: (1) Mobile Mechanic Services, whereby qualified technicians are dispatched directly to NIH campus or designated off-campus locations to perform on-site maintenance and repairs using fully equipped mobile service units; and (2) Fixed-Facility Services, whereby vehicles are transported to the Contractor's or an approved sub-contractor's place of operation. NIH Transportation's current contracted fixed facility vendor shall serve as the designated overflow sub-contractor to assist when the primary Contractor's capacity is insufficient to meet required service timelines or specialized repair demands.

The principal period of scheduled maintenance during the Contract, whether performed at the Government's site via mobile technician or at the Contractor's facility, is between the hours of 7:00 a.m. and 5:00 p.m. (ET), Monday through Friday, excluding government and corporate holidays.

b. Required Services

<u>i. Parts, Labor, Repair Services, and Mobile Technician Support</u>

The Contractor shall provide all parts, labor, diagnostics, preventative maintenance, unscheduled repairs, emergency repair services, and mobile on-site technician services in accordance with the latest manufacturer specifications for the on-road and off-road vehicles listed in the Schedule of Equipment. This includes, but is not limited to:

- Passenger vehicles, light-duty trucks, and fleet vehicles (on-road)

- All-terrain vehicles (ATVs), utility terrain vehicles (UTVs), tractors, skid steers, all-wheel drive maintenance vehicles, and other off-road equipment operated on or around NIH campus grounds and facilities

Mobile Technician Services shall include, but are not limited to:

- On-site diagnostics and troubleshooting for both on-road and off-road vehicles
- Preventative maintenance performed at NIH campus and designated off-campus locations
- Minor and moderate repairs that can be safely and effectively completed in the field
- Battery replacement, fluid services, brake service, belt replacement, and electrical repairs
- Emergency response for inoperable vehicles located on NIH property

The Contractor shall ensure mobile service vehicles are properly equipped with tools, diagnostic equipment, safety gear, spill prevention materials, and commonly used parts necessary to perform on-site services efficiently for both on-road and off-road vehicles.

The Contractor shall provide all parts, labor, towing, mobile services, and shipping charges in accordance with the terms and conditions of the contract.

ii. Transport, Towing, and Overflow Support

The Contractor shall provide all transport of vehicles from NIH campus and off-campus locations to the Contractor's or sub-contractor's facility and return upon completion of repairs. Transport methods must be appropriate for both on-road and off-road vehicles (e.g., flatbed trailers, tow trucks, enclosed transport, or low-clearance ramps as applicable).

Overflow Support –: In the event the Contractor is unable to meet required service timelines, workload demands, or specialized repair requirements, the Contractor shall coordinate overflow repair services with the designated, approved overflow facility, as provided by the contract COR. The following conditions apply to all overflow work:

- The Contractor shall remain fully responsible for quality, cost control, and contract compliance for all work performed by the Vendor.
- All overflow work must meet the same certification, manufacturer specification, and reporting standards as outlined in this SOW.
- The Contractor shall manage all logistics, communication, transportation, and invoicing related to overflow services. All reporting to NIH/FMS (Fleet Management Section) shall flow through the primary Contractor.
- The COR (Contracting Officer's Representative) must be notified prior to utilizing overflow support, except in emergency situations where prior notification is not practicable.
- The Vendor personnel assigned to overflow work must meet the same technician qualification and certification requirements as primary Contractor personnel.

The Contractor shall also coordinate and provide transport of vehicles to locations offering dealer, warranty and recall repairs. Additionally, locations must offer vendors who provide specialty services including but not limited to: roll cage repairs, suspension rebuilds, off-road drivetrain services, hydraulic system repairs, power take-off (PTO) maintenance, and specialized electronic/telematics repairs.

The Contractor shall provide transport drivers with a valid State driver's license and, where required, appropriate endorsements for towing heavy or oversized equipment.

Critical Vehicles (including Animal Transport UTVs and Emergency Response ATVs) will be identified by NIH FMS The Contractor shall prioritize unscheduled repairs for Critical Vehicles accordingly. Mobile service deployment shall be the primary strategy for Critical Vehicle response whenever repairs can be safely performed on-site.

iii. Dealership, Recall, and Warranty Coordination

The Contractor shall coordinate all dealership repairs, recalls, and warranty issues for both on-road and off-road vehicles. The Contractor shall communicate with dealers, the contracted fixed facility vendor, and all other sub-contractors while vehicles are in for repairs or recalls, and shall keep NIH/FMS informed on costs, estimated time to repair, and warranty status regardless of the service delivery method (mobile on-site, Contractor facility, or overflow). The Contractor remains fully responsible for warranty compliance for all work performed under this contract.

iv. Reporting Requirements

Contractor shall provide electronic reports including but not limited to vehicle repair invoices, service tracking, and recycled product use (antifreeze, oil, hydraulic fluid, etc.). All reports shall be provided via email in spreadsheet format to NIH personnel. Reports shall clearly identify the following for each service event:

- Vehicle type (on-road or off-road)
- Service delivery method: Mobile On-Site, Contractor Facility, or Overflow via NIH's contracted fixed facility vendor
- Services performed, labor hours, parts used, and technician identification
- Date and odometer/hour meter readings at vehicle intake and return

When vehicles are returned from maintenance to NIH/FMS, the Contractor shall provide a printed hard copy of the invoice and a duplicate email copy to NIH/FMS.

Contractor must provide a Master Invoice Summary on the 1st business day of every month including: all individual invoices from the prior month by vehicle tag number and invoice number; towing, transport, and administrative charges; and a breakdown distinguishing primary Contractor work (mobile and facility-based) from overflow work performed by NIH's contracted fixed facility vendor.

v. Technician Qualifications and Inspections

A technically qualified and ASE-certified individual, or an individual holding an equivalent off-road, small engine, or manufacturer-recognized certification (e.g., Polaris, John Deere, Bobcat, or equivalent OEM training), shall perform all services for both on-road and off-road vehicles. This requirement applies equally to mobile field technicians and to all personnel employed or sub-contracted through NIH's contracted fixed facility vendor or overflow work. All service personnel must have at least two years of hands-on experience with the applicable categories of equipment listed in the Schedule of Equipment.

Mobile technicians must additionally demonstrate proficiency in safe on-site field service procedures, including proper spill containment and waste handling in field environments consistent with NIH campus access and safety requirements.

Department of Transportation (DOT) Inspections

The Contractor shall perform Department of Transportation (DOT) inspections for all applicable vehicles in the NIH fleet in accordance with Federal Motor Carrier Safety Administration (FMCSA) regulations and 49 CFR Part 396. This includes, but is not limited to:

- Annual DOT vehicle inspections for all vehicles subject to federal inspection requirements, including applicable on-road commercial motor vehicles and fleet vehicles
- Completion and issuance of official DOT inspection reports and decals/stickers in compliance with 49 CFR § 396.17–396.23
- Identification and documentation of all safety defects, deficiencies, or out-of-service conditions discovered during inspection
- Coordination with NIH/FMS to schedule and prioritize DOT inspections to minimize vehicle downtime
- Repairs of any safety-related defects identified during DOT inspections, performed in accordance with manufacturer specifications and FMCSA standards prior to returning vehicles to service
- Maintenance of inspection records for a minimum period as required by applicable federal and state regulations, with copies provided to NIH/FMS upon request

The Contractor shall ensure that all personnel performing DOT inspections hold current and valid certifications as required by applicable federal and state regulations. Proof of inspector qualifications shall be made available to NIH/FMS upon request.

The Contractor shall notify NIH/FMS immediately upon discovery of any vehicle condition that renders a vehicle out of service under FMCSA out-of-service criteria. No out-of-service vehicle shall be returned to operation until all required repairs have been completed and documented.

Contractor shall provide:

- Emissions inspections for applicable on-road vehicles at a Certified Maryland Emissions Station at the time specified by NIH/FMS
- DOT Inspections by a Licensed Inspector where applicable to trailered or towed equipment
- Compliance with all applicable Maryland and Federal regulations for both on-road and off-road vehicle categories

vi. Preventative Maintenance Services

Preventative Maintenance Services for all on-road and off-road vehicles shall be performed in accordance with the latest manufacturer specifications. Services may be performed on-site via mobile service unit, at the Contractor's facility, or through the Vendor as the approved overflow sub-contractor, provided all turnaround time requirements are met. Services include but are not limited to:

- Engine, transmission, and drivetrain service (on-road and off-road)
- Brake systems including hydraulic, disc, and drum brakes
- Electrical, charging systems, and battery service (including auxiliary battery systems)
- Tires, alignment, rotation, balance, and suspension systems (including off-road/knobby tire types)
- Fluids and filtration including engine oil, gear oil, hydraulic fluid, brake fluid, and antifreeze
- HVAC and Air Conditioning service (for enclosed cab vehicles)
- Hydraulic and PTO systems (off-road equipment)
- Induction system service (fuel injection and carburetion)
- Rear axle and differential service
- Roll cage and frame inspection (structural integrity per manufacturer guidelines)
- Belt drive inspection and replacement (CVT belts on UTVs and ATVs)
- Drivetrain inspection including CV joints, driveshafts, and 4WD/AWD transfer cases
- Air filter service per operating conditions
- Carburetor cleaning (small engine and carbureted off-road units)
- Fuel tanks and filters
- Front end and steering alignment
- Headlight and work light replacement and alignment
- Winch and auxiliary accessory inspection and maintenance (where equipped)
- Telematics, hour meter, and ECM/ECU diagnostics and service

Turnaround time requirements:

- Non-Critical Vehicles: 2-business day turnaround for Preventative Maintenance Services that do not require additional repairs, regardless of service delivery method.
- Critical Vehicles (Animal Transport UTVs and Emergency Response ATVs): 1-business day turnaround for Preventative Maintenance Services that do not require additional repairs. Mobile service deployment is the preferred strategy to meet this requirement.

vii. Parts and Warranty

The Contractor shall repair or replace any defective parts for both on-road and off-road vehicles, whether service is performed on-site via mobile unit, at the Contractor's facility, or by NIH's contracted fixed facility vendor under an overflow assignment. The Contractor shall only provide replacement parts from the original equipment manufacturer. The use of third-party replacement parts will invalidate this Service Contract. This requirement applies equally to all work performed by NIH's contracted fixed facility vendor. The Contractor remains fully responsible for all parts

warranties, including those installed via mobile service or overflow vendors, for the duration of the contract period.

viii. Service Documentation and Testing

The Contractor's technical representative—whether a mobile field technician, a Contractor facility technician, or a technician at NIH's contracted fixed facility vendor—shall have in their possession at the time of service all original equipment manufacturer's service guidelines for the applicable vehicle or equipment. These guidelines shall be available for inspection by the Government COR.

All vehicles shall be operationally tested at the end of every maintenance inspection or repair to ensure safe and efficient operation in accordance with manufacturer standards. For on-road vehicles, this includes all drive modes, safety systems, and emissions functions. For off-road equipment, testing shall include, where applicable, four-wheel drive engagement, PTO operation, hydraulic lift function, and low-range gear selection. For mobile on-site service, operational testing shall be conducted at the NIH location where service was performed.

At the end of verification, the Contractor shall provide a signed copy of the service ticket as proof of performance. All replacement and repair materials shall meet original equipment manufacturer specifications.

c. Other Terms and Conditions

i. Response Time

Upon receipt of notification that a vehicle is not functioning properly, the Contractor shall, within twenty-four (24) continuous hours of notification (except on weekends and government holidays), provide a qualified factory-trained service representative—either as a mobile technician dispatched to the NIH site, or via arrangement to transport the vehicle to the Contractor's facility or to NIH's contracted fixed facility vendor for overflow repair—to verify the problem and perform all necessary repairs and adjustments to restore the vehicle to normal operating condition. The COR must be notified immediately of any delay in response time or if repairs are delayed due to parts availability, following initial inspection and evaluation.

ii. Parts Availability

All parts shall be stocked locally by the Contractor—including within mobile service units for commonly required parts for both on-road and off-road vehicles—or be available to the Contractor by the next business day. If this is not possible, the COR must be notified within 24 hours. NIH's contracted fixed facility vendor shall maintain equivalent parts availability standards for all overflow work assigned under this contract.

iii. COR Authority

The COR is not authorized to request any service not specifically cited, to change the terms and conditions of the contract, to request "extras" of any kind, or to in any way commit the government to any additional expenditures of any kind.

d. Service Personnel

i. Certification and Experience

All personnel servicing vehicles under this contract must hold ASE certification in applicable areas, or equivalent manufacturer-recognized certifications. This requirement applies to all technicians supporting: on-road vehicle services, off-road equipment services, mobile technician services, and overflow work performed by NIH's contracted fixed facility vendor. All service personnel must have at least two years of hands-on experience with the applicable categories of equipment.

ii. Backup Support

All primary service personnel shall have at least one designated backup technician with equivalent expertise and certification. For mobile service operations, a backup mobile technician shall be designated to ensure continuity of on-site field service coverage. NIH Transportation's current contracted fixed facility vendor shall likewise maintain backup technician coverage for all overflow assignments.

iii. Proof of Qualifications

Proof of experience and certification is required and shall be submitted to NIH/FMS as an accreditation requirement. Submissions must list ASE certification and/or applicable manufacturer certifications for both primary and backup technicians across all service categories (on-road, off-road, and mobile). For mobile service delivery, the Contractor shall additionally certify that mobile technicians are trained in safe on-site field service procedures. Proof of qualifications for NIH's contracted fixed facility vendor personnel assigned to overflow work must also be submitted and maintained on file with the primary Contractor.

iv. Customer References

The vendor shall provide no fewer than three customer references from existing service contracts with identical or comparable on-road and/or off-road equipment upon request. References demonstrating experience with mobile service delivery and multi-facility overflow coordination are preferred.

e. Service Tickets

i. Submission Requirement

Contractors shall provide, within two (2) working days after the completion of service, a service ticket signed by the COR verifying that the required services were performed in accordance with manufacturer's specifications.

ii. Required Service Ticket Information

Each service ticket shall contain at minimum the following:

1. Contract Number
2. Vehicle Tag Number
3. Invoice Number
4. Vehicle Identification Number (VIN) or Equipment Serial Number
5. Vehicle Type: On-Road or Off-Road
6. Service Delivery Method: Mobile On-Site / Contractor Facility / NIH's contracted fixed facility vendor Overflow
7. Location of Service (NIH campus, off-campus location, or Contractor/overflow facility address)
8. Problem and Remedy
9. Time — itemized labor hours per unit of work (e.g., Mitchell, AllData, or OEM labor time guides where applicable)
10. Parts Removed and Installed
11. User's and Service Technician's Signatures
12. Date and Odometer/Hour Meter Reading at vehicle intake and upon return from service

f. Additional Requirements

Contractor shall provide exterior cleaning (wash-down) and interior vacuuming of enclosed cab vehicles—both on-road and off-road—at no charge after any services performed, regardless of service delivery method (mobile, facility, or overflow). For open-cab ATVs and UTVs, offeror shall provide a basic exterior wash-down at no charge.

Contractor shall provide an itemized list of all charges mandated by State and/or Federal laws, including applicable environmental disposal fees for vehicle fluids, tires, and batteries for both on-road and off-road vehicles. This requirement applies to all work performed by mobile technicians and by The Vendor under overflow assignments.

The Contractor shall comply with all applicable EPA, Maryland MDE, and NIH environmental requirements related to the handling, recycling, and disposal of vehicle fluids and materials including used oil, hydraulic fluid, antifreeze, and tires. Mobile service operations shall include appropriate spill containment equipment and waste transport procedures to ensure fully compliant handling of fluids collected during on-site service calls. NIH Transportation's current contracted fixed facility vendor shall maintain equivalent environmental compliance standards for all overflow work performed under this contract.

Invoice Requirements

The contractor shall submit an itemized Invoice on the 1st of every month. The Invoice must include a breakdown of all charges incurred during the preceding month, including:

- Towing charges (for inoperable vehicles)
- Transport charges (for operable vehicles)
- Itemized administrative charges (Ex. Hazmat fees)
- Total Labor Hours
- Labor rate per labor category

- Itemized Cost of materials/parts