ENCLOSURE C - Performance Requirements Summary (PRS)

PerkinElmer ICP System Service Contract

Performance Objective	PWS Ref.	Performance Standard	Acceptable Quality Level	Surveillance Method
Conduct annual PM on Avio 220 Max.	2.4, 4.1	One PM visit per contract year on the Avio 220 Max per the Gold Service Plan.	PM performed once per year; service report provided within 10 business days.	COR confirmation and service report review.
Provide unlimited repair service for all covered equipment.	2.5, 4.2	Respond to repair requests and restore covered equipment using non-consumable parts, labor, and travel.	Equipment restored to operational condition; service report provided after each event.	COR/POC observation and service report review.
Provide phone and remote support.	2.6, 4.3	Phone and remote technical support available for all covered equipment throughout the contract period.	Support available and responsive per contract terms.	Technical POC feedback and COR periodic review.
Coordinate PM visit scheduling with Government.	3.1, 4.4	Coordinate each annual PM visit with COR and technical POC at least 14 calendar days in advance.	PM visits coordinated in advance with no unannounced on-site visits.	COR confirmation of advance coordination.
Deliver service reports.	4.5	Provide written service reports after each PM and repair event within 10 business days.	Reports received within required timeframe for each service event.	COR review of reports.
Comply with AT, OPSEC, access, and information protection requirements.	10.1–10.16	Provide access information, complete required training, protect Government information, and comply with installation security procedures.	Required documentation provided before access or within the timeline in Section 10.	COR review of documentation and installation access compliance.