Statement of Work

The Contractor shall provide maintenance to maintain original equipment performance specifications for the JEOL JSM-IT710HR/LV SCANNING ELECTRON MICROSCOPE SN:MP1366000050005, including all applicable stage navigation systems, scopes, and detectors (including the Oxford Instruments EDS and EBSD detectors).

The Contractor shall provide up to two (2) planned preventive maintenance inspections over the term of the contract. The planned preventive maintenance inspections shall include:

1. Complete system checkout.
2. System lubrication.
3. Electrical, mechanical, and vacuum maintenance.
4. Column alignment.
5. Repair parts including apertures and scintillators

Modifications, repairs, and/or adjustments shall be made to correct deviations from the manufacturers stated performance when necessary due to normal usage in accordance with the manufacturer's instructions. Major parts coverage applicable to current configuration shall be included. The Contractor shall exchange or modify components when in the best interest of the Government and approved by the Contracting Officer or Contracting Officer's Representative (COR).

In addition to the regularly scheduled maintenance visits, the Contractor shall provide unlimited emergency service visits and unlimited technical phone support at no additional cost during regular business hours (8:30am - 5:00 pm). In the case of breakdowns making the instruments inoperable, the Contractor shall make their best effort to respond within two (2) working days after the request for service from the Contracting Officer or Contracting Officer's Representative (COR).

The Government may conduct basic maintenance such as cleaning/replacing apertures and o-rings. Also, the Government may choose to attempt simple adjustments or repairs under telephone direction by the Contractor when it is in the Government's best interest to quickly correct problems, however successful repairs remain the Contractor's final responsibility.

All services shall be performed by factory-trained service engineers.
Service shall include, labor, travel, living expenses, and replacement of all worn or defective components with exception of those listed below:

Parts not covered: filaments, x-ray crystals, fluorescent screens, detectors, camera film boxes, burnt CRTs, Wehnelt assemblies, consumables, specimen

exchange tools, and specimen holders not listed on the JSA. As well as components, accessories, and parts damaged through abuse, misuse or accident or those modified without prior written approval.