PERFORMANCE WORK STATEMENT (PWS)

PSNS & IMF [redacted]
ON-SITE PREVENTIVE MAINTENANCE AND CALIBRATION OF PIPETTES AND DISPENSERS

PART 1
GENERAL INFORMATION

1. **GENERAL:** This is a non-personal services contract to provide on-site pipette calibration and maintenance services. The Government shall not exercise direct supervision or control over any contractor employees. Notwithstanding, contractor shall ensure employees comply with all requirements of this Performance Work Statement (PWS) and contract.

1.1 Description of Services/Introduction: The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform on-site pipette calibration and maintenance as defined in this Performance Work Statement except for those items specified as government furnished property and services. The contractor shall perform to the standards in this contract.

1.2 Background: PSNS & IMF [redacted] is an ISO 17025:2017 accredited testing laboratory. To maintain current accreditations, the laboratory must meet international traceability policies enforced by the laboratory's ISO 17011 accreditation providers. To comply with these accreditation policies, select support equipment that includes volumetric pipettes and dispensers, must be periodically calibrated by an ISO 17025:2017 calibration laboratory. In addition, scheduled preventive maintenance of this equipment must be performed and recorded periodically in accordance with international and Navy standards. The laboratory currently lacks the parts or expertise to perform much of this preventive maintenance on the many pipettes and dispensers currently in use.

1.3 Objectives: The objectives of this contract are:

- Perform full preventative maintenance on up to 55 laboratory pipettes and dispensers. At a minimum, pipette maintenance will include the following as necessary and applicable to make and model:
    - Cleaning
    - Filter replacement
    - O-ring replacement
    - Lubrication
- Install original equipment manufacturer (OEM) or equivalent replacement parts.
- Provide quote for any repairs or parts outside the scope of preventive maintenance.
- Calibrate pipettes or dispenser using ISO 8655-6:2022 practices to applicable ISO 8655 tolerances as follows:
    - Fixed-volume single-channel pipettes and dispensers: A minimum of four "as found" and four "as left" calibration measurements for each volume calibrated.
    - Variable-volume single-channel pipettes and dispensers: A minimum of four "as found" and four "as left" calibration measurements for the volumes at 10%, 50%, and 100% of pipette volume capacity.
- Provide ISO 17025:2017 accredited calibration certificates for each pipette or dispenser calibrated. Certificates must include:
    - A minimum of four "as found" and four "as left" calibration measurements for each volume calibrated.
    - The calibration provider's ISO 17011 accreditation provider certificate number or ID.
    - Calibration traceability statement(s)
    - Calibration uncertainty at each volume calibrated.

1.4 Scope: This PWS applies to up to 20 fixed-volume single-channel pipettes and up to 35 variable-volume pipettes and dispensers owned and operated by the [redacted]

1.5 Period of Performance: The period of performance shall be for one (1) Base Year from the date of contract award, with four (4) option years.

1.6 Quality Control: The contractor shall develop and maintain an effective quality control program to ensure services are performed in accordance with this PWS. The contractor's quality control program is the means by which it assures its work complies with the requirements of the contract. The contractor must possess and maintain a current ISO 17025:2017 accreditation to perform calibrations of pipettes and dispensers for the duration of the contract. Accreditation must be granted by a Global Accreditation Cooperation Incorporated (Global ACI) recognized accreditation body (AB) such as A2LA or ANAB. Accreditation must be granted to the calibration laboratory location performing the calibration service.

1.6.1 Quality Assurance: The government shall evaluate the contractor's performance under this contract in accordance with the Quality Assurance Surveillance Plan. This plan is primarily focused on what the Government must do to ensure that the contractor has performed in accordance with the performance standards. It defines how the performance standards will be applied, the frequency of surveillance, and the minimum acceptable defect rate(s).

1.7 Location:

1.7.1 Place of Performance: The work will be performed at the PSNS & IMF [redacted]

1.7.2 Hours of Operation: The contractor shall conduct business between the hours of 0700 to 1600, Monday through Friday, excluding Federal holidays.

1.7.3 Recognized Holidays: Contractor is not required to perform services on federal holidays. The list of current federal holidays can be found here: *https://www.opm.gov/policy-data-oversight/pay-leave/federal-holidays/*

In addition to the above listed holidays, Puget Sound Naval Shipyard is normally closed for all except necessary services during the week between Christmas Day and New Year's Day (curtailment). Necessary services/ frequencies for various facilities are noted on the detail sheets and work contracted for shall be performed during this period unless otherwise directed by the Contracting Officer. Exact number of closure days may vary from year to year. Actual requirements will be determined in advance of the closure. On site work performed by the Contractor for the Contractor's convenience during this time must also be specifically requested by the Contractor in writing and approved by the Contracting Officer in advance.

1.8 Security Requirements: Contractor personnel performing work under this contract must be able to pass a security screening to obtain clearance (green badge) to enter PSNS CIA. The contractor shall comply with all badging and access requirements at time of contract performance, and must maintain the level of security required for the life of the contract. The security requirements are in accordance with the attached DD254 *(The unit security monitor is responsible for initiating this form)*.

Contractor Employees, in order to gain access to the government facility identified in paragraph 1.7.1 to perform work under this contract, shall comply with the Badging and Access Requirements Attachment to the solicitation/contract.

The Contractor shall complete all visitor badge request documentation and submit it to the designated Government Technical Point of Contact (TPOC) no later than ten (10) business days prior to the scheduled visit.

All labor, travel, lodging, per diem, and administrative costs associated with obtaining required visitor badges—to include the maximum authorized cumulative total of two (2) business days per contractor employee spent at the Pass & ID office—are fully burdened and accounted for within the fixed price or cost structure of this contract. The Government will not authorize or compensate any additional billing for these first two (2) business days beyond what is already inclusive to the contract cost.

Any additional time, labor hours, lodging, travel extensions, or associated expenses incurred beyond this two-day limit due to contractor-caused delays, incomplete documentation, or non-compliance with security regulations are the sole financial responsibility of the Contractor. Billing the Government for labor or expenses exceeding this limit is strictly prohibited.

1.8.1 Physical Security: The contractor shall be responsible for safeguarding all government equipment, information and property provided for contractor use. At the close of each work period, government facilities, equipment, and materials shall be secured.

1.9 Special Qualifications: The contractor must possess and maintain a current ISO 17025:2017 accreditation to perform calibrations of pipettes and dispensers for the duration of the contract. Accreditation must be granted by a Global Accreditation Cooperation Incorporated (Global ACI) recognized accreditation body (AB) such as A2LA or ANAB. Accreditation must be granted to the calibration laboratory location performing the calibration service.

The vendor's scope of accreditation must:

- Be issued by a Global ACI ISO 17011 recognized accreditation body (e.g., A2LA, ANAB)
- Be current (non-expired)
- Include the location providing the calibration service.
- Include accreditation to ISO 17025:2017
- Include pipettes, diluters, and dispensers

1.10 Post Award Conference/Periodic Progress Meetings: The Contractor agrees to attend any post award conference convened by the contracting activity or contract administration office in accordance with FAR Subpart 42.5. The contracting officer, Contracting Officers Representative (COR), and other Government personnel, as appropriate, may meet periodically with the contractor to review the contractor's performance. Appropriate action shall be taken to resolve outstanding issues. These meetings shall be at no additional cost to the government.

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1.11 Contracting Officer Representative (COR): The COR monitors all technical aspects of the contract and assists in contract administration. The COR is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notifies both the Contracting Officer and Contractor of any deficiencies; coordinate availability of government furnished property, and provide site entry of Contractor personnel.

The COR is NOT authorized to change any of the terms and conditions of this contract. **Only the warranted Contracting Officer is authorized to make modifications/changes to the terms and conditions of this contract.** If the Contractor believes any Government personnel has effectively issued a change resulting in a change in effort and price/cost of the contract, the Contractor shall immediately notify the Contracting Officer in writing.

CORS:

[redacted] [redacted]

Government Technical Points of Contact (TPOC): The TPOC(s) monitor all technical aspects of the contract and assists in contract administration. The TPOC is authorized to perform the following functions: assure that the Contractor performs the technical requirements of the contract; perform inspections necessary in connection with contract performance; maintain written and oral communications with the Contractor concerning technical aspects of the contract; issue written interpretations of technical requirements, including Government drawings, designs, specifications; monitor Contractor's performance and notify both the Contracting Officer and Contractor of any deficiencies; coordinate availability of Government furnished property; and provide site entry of Contractor personnel.

The TPOC(s) are NOT authorized to change any of the terms and conditions of this contract. **Only the warranted Contracting Officer is authorized to make modifications/changes to the terms and conditions of this contract.** If the Contractor believes any Government personnel has effectively issued a change resulting in a change in effort and price/cost of the contract, the Contractor shall immediately notify the Contracting Officer in writing.

TPOCS:

[redacted] [redacted]

1.12 Contract Manager: The contractor shall provide a contract manager who shall be responsible for the performance of the work. The name of this person and an alternate who shall act for the contractor when the manager is absent shall be designated in writing to the contracting officer. The contract manager or alternate shall have full authority to act for the contractor on all contract matters relating to execution of this contract.

1.12.1 Identification of Contractor Employees: All contractor personnel working in situations where their contractor status is not obvious to third parties are required to identify themselves as such to avoid creating an impression that they are Government officials. All contractor personnel on a government installation will be required to obtain and wear badges in the performance of this contract.

PART 2
DEFINITIONS & ACRONYMS

2. **DEFINITIONS AND ACRONYMS:**

2.1. COMMON DEFINITIONS: Per Clause 52.212-4(e), clause 52.202-1 is incorporated by reference to this contract.

2.2 SPECIAL DEFINITIONS:

- ISO: International Organization for Standardization
- OEM: Original equipment manufacturer
- PWS: Performance work statement
- QASP: Quality assurance surveillance plan

PART 4
CONTRACTOR FURNISHED ITEMS AND SERVICES

4. **CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:**

4.1 General: The Contractor shall furnish all supplies, equipment, and services required to perform work under this contract.

4.2. Materials: The Contractor to provide all consumable materials for preventive maintenance and calibration, including OEM parts as practical.

4.3. Equipment: The Contractor shall supply all tooling and equipment needed to complete maintenance and accurate calibrations (e.g., weighing vessels).

PART 5
SPECIFIC TASKS

5. **SPECIFIC TASKS:**

5.1. Basic Services: The contractor shall provide services for The contractor shall accomplish the following for each pipettes or dispenser:

- Perform a preventative maintenance visit, replacing consumables with OEM parts and cleaning parts consistent with preventive maintenance.
- Perform ISO 17025 accreditation single-channel pipette calibrations, including four (4) "as found" and four (4) "as returned" for each volume measured. Variable-volume devices to be calibrated tat 10%, 50%, and 100% of maximum pipette volume, evaluated to ISO 8655 tolerances.
- Provide a quote for any repairs and parts not covered by the preventative maintenance service.

PART 6
APPLICABLE PUBLICATIONS

6. **APPLICABLE PUBLICATIONS (CURRENT EDITIONS AS NOTED)**:

- ISO 17025:2017 General Requirements for the Competence of Testing and Calibration Laboratories.
- ISO 17011:2017 Conformity Assessment — Requirements for Accreditation Bodies Accrediting Conformity Assessment Bodies
- ISO 8655-2:2022: Piston-operated Volumetric Apparatus. Part 2: Pipettes
- ISO 8655-5:2022: Piston-operated Volumetric Apparatus. Part 5: Dispensers
- ISO 8655-6:2022: Piston-operated Volumetric Apparatus. Part 6: Gravimetric Reference Measurement Procedure for the Determination of Volume

6.1. The Contractor must abide by all applicable regulations, publications, manuals, and local policies and procedures. (For example, insert AR 25-2, AR 530-1.)

PART 7
ATTACHMENT/TECHNICAL EXHIBIT LISTING

7. ATTACHMENT/TECHNICAL EXHIBIT LIST:

7.1 Technical Exhibit 1 – Performance Requirements Summary:

7.2. Technical Exhibit 2 – Deliverables Schedule:

TECHNICAL EXHIBIT 1
Performance Requirements Summary

The contractor service requirements are summarized into performance objectives that relate directly to mission essential items. The performance threshold briefly describes the minimum acceptable levels of service required for each requirement. These thresholds are critical to mission success.

Performance Objective (The Service required—usually a shall statement)	**Standard**	**Performance Threshold** (This is the maximum error rate. It could possibly be "Zero deviation from standard")	**Method of Surveillance**
PRS # 1. Contractor to perform on-site preventative maintenance on up to 20 fixed-volume, single-channel pipettes and up to 35 variable-volume single-channel pipettes or dispensers. (PWS 5.1)	Maintenance is completed up to 55 pipettes and dispensers using OEM parts where practical, for replaced consumables.	Zero deviations from the standard. The use of any non-OEM parts is unacceptable.	100% inspection by COR/TPOC reviewing maintenance records/certificates for confirmation of OEM parts usage.
PRS # 2 Contractor to perform on-site ISO 17025 accreditation single-channel pipette and dispenser calibrations for up to 20 fixed volume and up to 35 variable-volume devices. Each calibration to include four (4) "as found" and four (4) "as returned" or "as left" results for each volume measured. Variable-volume devices to be calibrated at 10%, 50%, and 100% of maximum pipette or dispense volume, evaluated to ISO 8655 tolerances. (PWS 5.1)	Calibration certificates are provided for up to 55 pipettes and dispenser, demonstrating compliance with ISO 8655 tolerances and ISO 17025:2017 accreditation.	Zero deviation from the standard. Certificates must be complete and accurate.	100% inspection by COR/TPOC of all submitted calibration certificates for compliance.
PRS # 3 Contractor to provide all required deliverables on time. (PWS Part 7)	All deliverables are submitted by the deadlines specified in the Deliverables Schedule.	No more than one (1) customer complaint regarding a late or missing deliverable per performance period.	Periodic evaluation by the COR to ensure timely receipt of all required reports and certificates.

TECHNICAL EXHIBIT 2
Deliverables Schedule

Deliverable	Frequency	# of Copies	Medium/Format	Submit To
ISO 17025:2017 accredited calibration certificates with "as found" and "as left" measurements for each volume calibrated.	At the completion of the calibration service.	1 electronic copy for each pipette.	PDF via Email	COR: [redacted]
Vendor Quote/Estimate for parts and repairs (if necessary)	At the completion of the preventative maintenance visit, if additional parts/repairs are needed.	1 electronic copy.	PDF via Email	COR: [redacted]