

ACAN (01B46-2024-007)

Service Contract for the preventative maintenance and emergency repair of ThermoFisher analytical instrumentation – Ottawa

This ACAN is a public notice indicating to the supplier community that Agriculture & Agri-Food Canada (AAFC) intends to award a service contract to a pre-identified supplier, thereby allowing other suppliers to signal their interest in bidding, by submitting a Statement of Capabilities. If no supplier submits a statement of capabilities that meets the requirements set out in the ACAN, on or before the closing date stated in this ACAN, the contracting officer may then proceed with the award to the pre-identified supplier.

REQUIREMENT:

The Contractor must provide essential support services to the following equipment:

Item #	Material #	Description	Serial #
1	5040.0036	UltiMate 3000 LPG-3400RS UPLC pump	8097588
2	5840.0020	UltiMate 3000 WPS-3 Autosampler	8097520
3	5730.0000	UltiMate 3000 TCC-3000RS Column Oven	6003776
4	5081.0020	UltiMate Corona Veo RS Charged Aeros	8128740
5	5082.0020	UltiMate 3000 DAD-3000RS Diode Array Det	8139815
6	5040.0011	UltiMate 3000 ISO-3100SD Isocratic Pump	8140125

The essential support service for each equipment must include the following services:

1. Preventive Maintenance and Support Services

- Unlimited number of demand on-site field service visit with a maximum 72-hour responses, which include all labor, travel costs, and service parts, including Factory-certified replacement parts
- Priority status for technical support inquiries
- On-site Hardware Troubleshooting and Repair
- One (1) Scheduled Preventative Maintenance visit including replacement of specific parts, cleaning, adjusting, lubricating, inspecting. The Contractor may also perform routine operational maintenance procedures
- Software updates and notifications.

All essential support services will be occurring in English. Service call will be made by the Technical Authority when needed. The Contractor will send professional technician and any replacement parts to perform the maintenance / repair work. Successful completion of the work will be signed off by both parties: Technical Authority and the Contractor professional technicians.

The Contractor must provide limited support services to the following equipment:

Item #	Material #	Description	Serial #
1	LTQORBITRAP-XL	LTQ Orbitrap XL	SN02167B

The limited support service for the fore mentioned equipment must include the following services:

Preventive Maintenance and Limited Support Services

- One (1) demand on-site field service visit, response within 5 days, which include all labor, travel costs, and service parts, including Factory-certified replacement parts
- Priority status for technical support inquiries
- One (1) Scheduled Preventative Maintenance visit including replacement of specific parts, cleaning, adjusting, lubricating, inspecting. The Contractor may also perform routine operational maintenance procedures
- Software updates and notifications.

All limited support services will be occurring in English. Service call will be made by the Technical Authority when needed. The Contractor will send professional technician and any replacement parts to perform the maintenance / repair work. Successful completion of the work will be signed off by both parties: Technical Authority and the Contractor professional technicians.

2. Method and Source of Acceptance

All essential support services will be measured against the terms and conditions of the contract.

Reporting Requirements

The Contractor will provide a service report signed off by both parties (Technical Authority and the Contractor professional technicians) for each service call performed during the period of the contract. The signed off report must be sent to the Technical Authority by email within 30 days after approval and completion of each service call.

The report must contain the following:

Date of service
Description of the service and parts replaced/repared
Description of the equipment parameters back to operational after repair/maintenance
Name and signature of Contractor professional technicians
Name and signature of Technical Authority
Any other information that could be pertinent

3. Tasks, Activities, Deliverables and Milestones

Following any required service/repair, the Contractor professional technicians will verify that the equipment are working properly and the Contractor will supply a service summary report or other similar document recording the work that was completed.

Method and Source of Acceptance

The Contractor professional technicians shall perform the service/repair work and demonstrate to the satisfaction of the Technical Authority and the staff that the equipment are working properly thereafter.

Project Management Control Procedures

The Technical Authority and the staff will accompany the Contractor professional technicians while on site and will observe the work being carried out.

4. Additional Information

Contractor's Obligations

The Contractor professional technicians must use his/her own equipment and tools for the performance of this Statement of Work.

Location of Work, Work site and Delivery Point

The work is to be carried out at Agriculture Agri-Food Canada
960 Carling ave, K.W. Neatby Bldg, Ottawa, Ont.Canada K1A-0C6
Att: David Overy

Required Resources or Types of Roles to be Performed

The Contractor professional technicians provided by the Contractor must be suitably trained to perform the indicated work.

Support Services

Response for service must be within 24 hours or less.

The Contractor must be available to receive communications (e.g., phone or email) from the Client within normal working hours during the period of the contact and will assign to a trained professional technician with appropriate security clearance to provide priority service as required.

CRITERIA FOR ASSESSMENT OF THE STATEMENT OF CAPABILITIES :

Any interested supplier must demonstrate by way of a statement of capabilities that it meets the requirements and must fully demonstrate the following:

1. Knowledge and 1 year of experience in the operation, disassembling/assembling, cleaning, inspection, repair and replacement, alignment and tuning of the internal sectors in the Ultimate 3000 UPLC (pumps, autosampler, column oven), diode array detector, charged aerosol detector, and the Thermo LTQ Orbitrap XL high resolution mass spectrometer; and,
2. 1 year of experience trouble shooting and repairing functional communication of Ultimate 3000 components with Thermo propriety software used for instrument control (Chromeleon and XCalibur); and,
3. 1 year of experience in the testing and evaluation of the instrument performance, tuning and calibration of Ultimate 3000 instrument components, detectors (diode array and charge aerosol) and the Thermo LTQ Orbitrap XL high resolution mass spectrometer; and,
4. Ability to provide genuine Thermo replacement parts for the repair of Ultimate 3000 UPLC (pumps, autosampler, column oven), diode array detector, charged aerosol detector, and the Thermo LTQ Orbitrap XL high resolution mass spectrometer.

CONTRACT PERIOD:

Three years coverage

First year coverage : April 1, 2024, to March 31, 2025;
Second year coverage : April 1, 2025, to March 31, 2026;
Third year coverage : April 1, 2026, to March 31, 2027.

ESTIMATED VALUE:

\$69,539.32 (+ Taxes) per year

PRE-IDENTIFIED SUPPLIER:

ThermoFisher Scientific (Mississauga) Inc
4-2845 Argentia Rd
Mississauga, Ontario

SOLE SOURCE JUSTIFICATION:

The vendor of the service plan (ThermoFisher) is the original manufacturer of the instrumentation covered by the proposed service contract. ThermoFisher has exclusive rights to the software and some critical system components required for preventative maintenance, essential and emergency repair of the instrumentation. The engineers that will service the instrumentation are trained by the manufacturer and will use authentic and proprietary parts and components. The vendor is the only supplier of this service as ThermoFisher is the only company approved and certified to perform repairs on their instruments as they are the owners, developers of the equipment and owners of the IP. They do not authorize value-added resellers or distributors for servicing their equipment. Therefore, it is not feasible to compete the service contract.

SUBMISSION OF STATEMENT OF CAPABILITIES CLOSING DATE AND TIME:

The closing date and time for accepting Statement of Capabilities is **March 15, 2024 at 2:00 PM.**

Suppliers who consider themselves fully qualified and available to provide the goods, services or construction services described in the ACAN, may submit a statement of capabilities by email to aafc.esprocurement-cseapprovisionnement.aac@agr.gc.ca on or before the closing date of this notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

ACAN NOTICE:

You are hereby notified that the government intends to negotiate with one firm only as identified above. Should you have any questions concerning this requirement, contact the Contracting Authority.

An Advance Contract Award Notice (ACAN) allows departments and agencies to post a notice, for no less than 15 calendar days, indicating to the supplier community that it intends to award a good, service or construction contract to a pre-identified contractor. If no other supplier submits, on or before the closing date, a Statement of Capabilities that meets the requirements set out in the ACAN, the Contracting Authority may then proceed with the award. However, should a Statement of Capabilities be found to meet the requirements set out in the ACAN, then the Contracting Authority will proceed to a full tendering process.

Suppliers who consider themselves fully qualified and available to provide the services/goods described herein, may submit a statement of capabilities in writing, either via letter, facsimile or Email to the contact person identified in this Notice on or before the closing date of this notice. The statement of capabilities must clearly demonstrate how the supplier meets the advertised requirements.

The Solicitation Number, Name of Contracting Authority and closing date of the ACAN must appear within your Statement of Capabilities in block letters.

The Crown retains the right to negotiate with suppliers on any procurement.