

## Warranty Extension for a Purge and Trap Gas Chromatograph/Mass Spectrometer System

**Contract Period:** One (1) year duration, starting on 11/14/20 and ending on 11/13/21.

This warranty extension contract is with the Drinking Water Chemistry Section of the Environmental Health Analytical Services Branch (EHASB), State Laboratories Division (SLD), Hawaii State Department of Health (DOH) and covers a Purge and Trap-Gas Chromatograph/Mass Spectrometer (PT-GC/MS) System (from here on, referred to as the “system” or the “instrument”) that is used for regulatory chemical monitoring of drinking water samples for Volatile Organic Compounds (VOCs) and Trihalomethanes (THMs) following the protocol described in U.S. Environmental Protection Agency (USEPA) Method 524.2 Revision 4.2. In our laboratory, this instrument is the only one capable of performing volatile organic chemical testing of Hawaii’s drinking water supply under the Safe Drinking Water Act and as the State’s emergency response and reference laboratory for drinking water, instrument down-time needs to be kept to an absolute minimum.

The PT-GC/MS System contract shall cover:

### **System Software:**

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| 1. Agilent Technologies G1701FA-GCMSD MassHunter with MSD ChemStation DA | S/N USH2997952 |
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### **Agilent Technologies GCMS 5977 Turbo System Components:**

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| 2. Agilent 7890B Gas Chromatograph            | S/N CN14373035 |
| 3. Agilent 5977A Inert MSD EI Turbo Pump      | S/N US1438L420 |
| 4. Agilent Ion Gauge Controller kit for 5977A | S/N CHER       |

### **O.I. Xylem Components:**

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| 5. O.I. Corporation-4660 Purge & Trap Unit | S/N K437466251 |
| 6. O.I. Corporation-4551A Autosampler      | S/N F43945B011 |

The vendor shall:

1. Provide factory trained service engineers to perform the needed repairs to the various parts of the system manufactured by the respective companies in the case of instrument breakdown. (Coverage should be equivalent to Agilent Crosslab Silver and includes diagnostics, repair, and maintenance services.)
2. Provide genuine manufacture’s replacement parts for all service repairs. All replacement parts shall be new and not refurbished.
3. Provide one preventative maintenance service visit during the duration of the contract to maintain the instrument at original factory specifications
4. Provide Agilent Technology software updates as they become available and technical support for both instrument control and the data acquisition software as needed. Support shall include help in reloading or restoring instrument control and data processing software (including necessary software patches) if the instrument software is suddenly unable to acquire or process data. (The system software coverage shall include an Upgrade Subscription with phone support.)
5. Provide technical phone support within four (4) hours of being notified for any and all issues, including instrument software questions.
6. Provide two (2) working days (48hrs) response time from the initial phone call requesting a service visit, to having a service engineer on-site to begin working to resolve the problem. The service engineer shall continue the repair work, even if additional or unrelated issues are

discovered during the initial visit, until the instrument is repaired to original factory specifications.

7. Not place a monetary limit on the cost of repairs during the duration of the contract. Repairs called in before the contract expires shall continue until satisfactorily completed.
8. Intervene should there be any dispute between service providers over which portion of the system is at fault and be able to bring additional resources to resolve particularly difficult repairs.
9. If not the original manufacturer, submit with the bid, documentation from the manufacturer that the vendor can provide the required service and repairs called for in the bid specifications.

**Other Requirements:**

**Important:** All interested parties to this warranty extension contract shall submit with their bid, a written statement describing in detail that their offer meets or exceeds all nine (9) vendor requirements described in this solicitation. Failure to do so will be grounds to reject your bid.

Price shall include all applicable taxes. HIEPRO may charge transaction fees that the awarded vendor is responsible for. Potential vendors are cautioned to review the vendor requirements carefully and thoroughly. This contract will be awarded to the lowest responsive, responsible vendor.

No modifications to any part of this solicitation by any party other than the State of Hawaii or its representatives are allowed. Any offer that contains any modification to any aspect or part of this solicitation will be deemed unacceptable.

This purchase is contingent on the continued availability of funding.

The State reserves the right to specify damages, should there be any failure to perform the work as expected.

To be eligible to be awarded this contract, a vendor must be “Compliant” with all of the requirements listed on Hawaii Compliance Express (HCE) at the time this solicitation closes. To meet this requirement, vendors must submit a Certificate of Vendor Compliance issued by HCE to show proof of Hawaii tax compliance. **IMPORTANT:** Vendor Name on HCE Certificate must match the HIEPRO Vendor Name. This HCE certificate may be obtained by registering online at: <https://vendors.ehawaii.gov/hce/splash/welcome.html>

If you have any question or require more information, please contact Richard Saiki (e-mail: [richard.saiki@doh.hawaii.gov](mailto:richard.saiki@doh.hawaii.gov) or phone 808-453-6679)