

**SERVICE PURCHASE CONTRACT (Variable)**

**1. Responsibilities of Seller**

The Seller will provide repair service in accordance with manufacturer's standard commercial practices which will include but not be limited to cleaning, adjusting and replacing parts where needed in order to return equipment to normal operating condition. Necessary lubricants and cleaning supplies will be furnished by the Seller. A preventative maintenance schedule shall be sent to Facilities Plant Services Manager, JM-38, at the start of the contract. This schedule shall include a list of tasks to be performed and their frequency.

**2. Quick Response Capability**

This purchase contract is established to provide quick response capability in support of Boeing Huntsville work efforts, so that Seller is in a position to furnish/perform if and when requested by an authorized caller. Performance shall be in strict compliance with this purchase contract, including all General and Special Provisions as set forth in this contract.

**3. Response Time**

Seller will provide emergency repair service, standard maintenance, and telephone hot-line service at least 8 hours a day, 5 days a week excluding weekends and holidays, with a maximum response time of 4 hours. Maximum response time of 24 hours, next day service is required for equipment repairs and maintenance. It is requested that the Seller have the equipment 100% operational within 48 hours of the initial call. Define response time as the period of time between the call by an authorized Seller contact identifying the problem and the time the Seller is at the equipment location. This paragraph does not apply if a different response time is set forth elsewhere in this purchase contract, or this is other than a Full Service Maintenance contract.

**4. Add & Delete Equipment**

Buyer reserves the right to add or delete equipment under this and any subsequent agreement. This note is self-deleting if the purchase contract is for On-Call Maintenance.

**5. Adequate inventory of parts**

The Seller must have an adequate inventory of parts to service equipment specified herein and/or satisfactory sources of supply for such parts as may be needed in the performance of repairs.

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**6. Buyer's Authorized Seller Contact**

Proposed repairs must be called in advance by one of the following Buyer personnel listed below. If no Buyer personnel is noted below, the Seller shall contact the Buyer's authorized procurement agent.

Buyer's proposed repair personnel:

**7. Technical Contact**

The technical contact during preventative maintenance service, emergency service, and telephone consultations will be as set forth below. If no technical contact is noted below, the Seller shall contact the Buyer's authorized procurement agent.

Contact:

Phone Number:

**8. Off-Site Service Responsibilities**

The Seller will provide and forward a service ticket to plant services upon return of equipment requiring repair off-site. This paragraph only applies to extent that this contract authorizes repair at other than Buyer's facilities.

Buyer is responsible to the United States Government for this contractor Acquired/Government furnished property. No units can be returned to the Seller's off-site location without the consent of Boeing Government Property Management. This will require the completion and signing of a DD Form 1149, Requisition and Invoice/Shipping Document. If off-site repairs are required the Seller will contact Michele Hastings or Karen Spiretti. A like item may be loaned to Buyer during repairs. At no time will Buyer Identification Tags, Government Property Identification Tags, or Calibration and Certification Tags be removed from the equipment. No unit swaps or change-outs will be allowed. This paragraph only applies if PC is against a Government Prime Contract.

Parts such as boards, etc. that are internal to a tagged unit can be returned to the Seller for repairs provided the service ticket shows the part number, serial number of the part, if applicable and a general description of the problem. The replacement part sent by the Seller must be equivalent to the one removed. The replacement part's part number, serial number, etc. must also appear on the service ticket. All service tickets must be forwarded to Facilities Plant Services Manger at JM-38.

**9. On-Site Service Responsibilities**

The Seller will provide a service ticket with each service call. Seller must contact the Plant Services Office, either by phone or in person, prior to performing service and again

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upon completion of the service, prior to departure from the Buyer facility. (Plant Services is located in Building 48-20 of the Buyer facility, 461-2799). Upon completion of the job, the Buyer employee responsible for the equipment must sign a service ticket. A copy of the signed service ticket indicating, where applicable, hours of service, number of personnel, and any replacement parts used, must be sent to plant services at mail stop JM-38. This paragraph only applies to extent that this contract authorizes repair at Buyer's facilities.