

Statement of Work Outline

Thermal Imaging Device Repair Services

1. Title

FLIR RECON V Thermal Imaging Device Repair

2. Background

The USCG Maritime Security Response Team West (MSRT-West) Precision Marksmanship-Observer Team (PMOT) requires professional repair services for a critical FLIR RECON V Thermal Imaging Device. This device is essential for conducting low-light and nighttime observation, supporting vital maritime homeland security, disaster response, and Counter-Terrorism missions.

3. Objective

The primary objective is to secure qualified contractor support to inspect, diagnose, repair, test, and return this government-owned unit to full operational condition, specifically addressing a malfunctioning internal cooling system in strict accordance with original manufacturer specifications

4. Scope of Work

The contractor shall provide all labor, tools, equipment, materials, replacement parts, technical expertise, testing equipment, documentation, packaging, and shipping coordination necessary to repair thermal imaging devices.

The scope may include:

- Intake and inventory of devices submitted for repair
- Initial inspection and diagnostic assessment
- Repair cost estimate and recommended corrective action
- Replacement of defective components
- Firmware or software updates, if applicable and approved
- Lens, sensor, housing, battery, display, connector, or circuit board repair or replacement
- Calibration and functional testing

- Cleaning and preventive maintenance
- Return-to-service certification or repair completion report
- Packaging and return shipment

5. Equipment Description

Item	Mfr	Model	Qty	Condition	Notes
Thermal Imaging Device	FLIR	RECON V	1	Needs Repair	Malfunctioning internal cooling system.

Serial NO: EJ0190

6. Contractor Requirements

The contractor shall:

1. Be authorized, certified, or otherwise qualified to repair the applicable thermal imaging device make and model.
 2. Use original equipment manufacturer parts or Government-approved equivalent parts.
 3. Perform repairs in accordance with manufacturer specifications.
 4. Provide diagnostic findings before beginning repairs, unless otherwise authorized.
 5. Obtain written approval before performing repairs that exceed any pre-established cost threshold.
 6. Protect Government-furnished equipment from damage, loss, or unauthorized access.
 7. Maintain a tracking system for all devices received, repaired, and returned.
 8. Ensure repaired devices meet operational and performance standards before return.
 9. Provide documentation for all inspections, repairs, parts replaced, and tests performed.
 10. Notify the Government of devices determined to be beyond economical repair.
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7. Specific Tasks

Task 1: Device Intake and Inspection

The contractor shall receive each device, document the device condition, verify identifying information, and conduct an initial visual and functional inspection.

Deliverable:

- Intake confirmation

- Device condition report
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Task 2: Diagnostic Evaluation

The contractor shall perform diagnostic testing to identify faults, damaged components, performance degradation, or calibration issues.

Deliverable:

- Diagnostic report
 - Recommended repair plan
 - Estimated repair cost and schedule
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Task 3: Repair Services

Upon Government authorization, the contractor shall perform approved repair actions, which may include component replacement, cleaning, adjustment, recalibration, firmware update, or other corrective maintenance.

Deliverable:

- Repair completion summary
 - List of parts replaced
 - Labor performed
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Task 4: Calibration and Functional Testing

The contractor shall conduct post-repair calibration and functional testing to confirm the device meets manufacturer specifications.

Deliverable:

- Test results
 - Calibration certificate, if applicable
 - Return-to-service confirmation
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Task 5: Return Shipment

The contractor shall package repaired devices to prevent damage during transit and coordinate return shipment in accordance with contract requirements.

Deliverable:

- Shipment confirmation
- Tracking information
- Final repair documentation

8. Deliverables

Deliverable	Description	Due Date/Frequency
Intake Confirmation	Confirms receipt of device and initial condition	Within 28 business days of receipt
Diagnostic Report	Identifies issue, recommended repair, cost, and timeline	Within 28 business days of receipt
Repair Estimate	Provides labor, parts, and shipping costs	With diagnostic report
Repair Completion Report	Documents work performed and parts replaced	Upon completion
Calibration/Test Report	Confirms device meets required performance standards	Upon completion
Return Shipment Confirmation	Provides tracking information	At shipment

9. Performance Standards

The contractor shall meet the following performance standards:

Requirement	Standard
Diagnostic turnaround time	Within 28 business days after receipt
Repair turnaround time	Within 28 business days after repair authorization
Repair quality	Device operates in accordance with manufacturer specifications
Documentation accuracy	Complete and accurate repair records provided with each device
Communication	Status updates provided upon request or at agreed intervals
Packaging	Devices returned without shipping-related damage

10. Government-Furnished Property

The Government may provide thermal imaging devices, batteries, chargers, cases, cables, manuals, or other accessories for repair or testing.

The contractor shall be responsible for safeguarding all Government-furnished property while in its possession and shall promptly report any loss, damage, or discrepancy.

11. Parts and Materials

The contractor shall use OEM parts unless otherwise authorized by the Government. If OEM parts are unavailable, the contractor shall notify the Government and obtain approval before using alternative parts.

All replacement parts shall be new or manufacturer-approved refurbished parts, unless otherwise approved.

12. Warranty

The contractor shall provide a warranty for repairs performed and parts replaced.

Recommended language: English

The contractor shall warrant all repair labor and replacement parts for a minimum of 28 days from the date the repaired device is received by the Government. The warranty shall cover defects in workmanship and replaced parts under normal operating conditions.

13. Security and Handling Requirements

The contractor shall protect all Government-furnished equipment and information from unauthorized access, loss, or damage. The contractor shall not remove, copy, or retain any Government data, images, configuration files, or information stored on the devices unless expressly authorized by the Government.

If device memory, storage, or software contains Government information, the contractor shall follow Government-provided handling instructions.

14. Quality Assurance

The Government may inspect repaired devices and associated documentation before acceptance. Acceptance will be based on:

- Completion of approved repair actions
- Successful functional testing
- Required documentation
- Device returned in operational condition
- No new damage introduced during repair

15. Period of Performance

16. Place of Performance

Repair services shall be performed at the contractor's facility unless otherwise specified. The contractor shall provide the facility, tools, personnel, and equipment required to complete the repairs.

17. Shipping and Transportation

The Government will ship devices to the contractor. The contractor shall return repaired devices using a trackable shipping method. Devices shall be packaged to prevent damage during transit.

18. Invoicing

The contractor may invoice after the Government accepts the repaired device and receives required documentation.

Invoices should include:

- Contract or order number
 - Device make, model, and serial number
 - Repair authorization number, if applicable
 - Labor charges
 - Parts charges
 - Shipping charges
 - Warranty period
 - Date of return shipment
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19. Acceptance Criteria

The Government will accept repaired devices when:

1. The device has been repaired in accordance with approved repair actions.
2. The device passes functional and performance testing.
3. Required documentation has been provided.
4. The device is returned without additional damage.
5. Any required calibration or certification has been completed.

6. The Government verifies the device is operational.

20. Optional Clauses or Considerations

21. “Beyond Economical Repair” Language

If the contractor determines a device is beyond economical repair, the contractor shall provide a written explanation, including the diagnostic findings, estimated repair cost, replacement cost if known, and recommendation. The contractor shall not dispose of any Government-owned device without written authorization from the Government.

22. Deliverables Summary

Item	Deliverable	Format	Due
1	Intake Confirmation	Email or PDF	Within 48 hours of receipt
2	Diagnostic Report and Estimate	Email or PDF	Within 07 business days of receipt
3	Repair Completion Report	Email or PDF	With returned device
4	Calibration/Test Certificate	PDF	With returned device
5	Shipping Confirmation	Email	At shipment

23. SOW Closing Statement

The contractor shall provide complete thermal imaging device repair services in a professional, timely, and technically competent manner. All repairs shall be performed in accordance with manufacturer specifications and accepted industry practices. The contractor shall ensure that each repaired device is fully tested, documented, and returned to the Government in operational condition.