

Attachment B – Scope of Contract
RFx 3000022675

State of Louisiana Comprehensive Equipment Maintenance
Management Contract

Objectives of Program

The purpose of this non-mandatory use, convenience contract is to establish a comprehensive equipment maintenance management program to be utilized statewide by Agencies of the State of Louisiana.

This program shall:

- Provide for a single source contact for the entire service delivery process, from dispatch to the service provider, management of program, to invoice processing and payment by successful Contractor to its service providers.
- Provide an alternative way to control equipment repair and maintenance costs under one comprehensive protection plan.
- Consolidate present contracts to a single manageable agreement with one common fiscal year date, thereby projecting a more predictable and fixed budget on corrective and preventative equipment maintenance costs.
- Provide reduced equipment maintenance cost on agency's technical equipment.
- Improve the timeliness of equipment repairs.
- Outsource operational functions to save time and costs in administration of such program.
- Provide management control services consisting of reports listing detailed records indicating corrective and preventative maintenance claims. Reports are to be provided to the Office of State Procurement (OSP) quarterly, and to State Agencies for tracking and evaluation of program's cost effectiveness.
- Reduce equipment downtime.

State of Louisiana Equipment Maintenance Management Program Reports for the period of 12/01/2021 – 03/14/2024 show an estimated \$11,833.44 with 11 participating entities throughout the State of Louisiana consisting of State Agencies, approved Quasi Agencies and Political Subdivisions. This solicitation references these estimates as a general indication of the needs of the State. No commitment of any kind is made concerning the estimated value or potential users of the contract.

Scope of Contract

- I. General Equipment Categories
 - A. General equipment categories to be covered under the equipment maintenance management program shall include but are not necessarily limited to general office. Covered equipment types may be modified within the categories based on the successful Contractor's general equipment list provided at time of bid submittal. The State of Louisiana reserves the right to determine which types of equipment will be included in or remain on the contract.
 - B. Examples of the type of equipment covered on solicitation line one for General Office Equipment include: Printers, Copiers, Time Clocks, Fax Machines, Postage and Mailing, Typewriters, Calculators, Card Readers, Power Supply, Film Processing and Viewers, Video Equipment, Production/Processing Equipment, Photographic Equipment, etc.
 - C. Examples of the type of equipment covered on solicitation line two for IT/Technology Equipment include: Computer Systems, File Servers, etc.
 - D. Examples of the type of equipment covered on solicitation line three for Communication Equipment include: Telephone Systems, Voice Mail Systems, Switchboards, Paging Systems, Radio Equipment, etc.
 - E. Examples of the type of equipment covered on solicitation line four for Security and Related Items include: Fire Alarms and Sensors, etc.
 - F. Equipment value must exceed an original acquisition cost of \$500.00 to be considered for coverage under this equipment maintenance management program.
 - G. Coverage shall match existing Agency contracts/quotes for maintenance, excluding consumables.
 - H. Coverage shall include all preventative maintenance per Original Equipment Manufacturer (OEM) schedules, corrective repairs, parts, labor (including overtime, weekends and holidays), and travel necessary to maintain the equipment in good operating condition during the term of the contract, without any deductibles or added cost to the State.
 - I. Coverage shall not exclude repairs to covered equipment for damages caused by power surges, air-conditioning failures or human negligence. Repairs to Agency's air-conditioning system are not covered under this contract - only Agency's covered equipment.
 - J. Successful Contractor may be required to furnish a loaner of similar make and model of covered program equipment at no additional expense to the State, if maintenance or

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corrective repairs cannot be made within three working days from the reporting of needed service or repair.

- K. Successful Contractor is to provide State Agencies with technical assistance, advice on repairs, parts and service providers. Successful Contractor will be notified by requesting State Agency when service or repair is needed. Successful Contractor must be able to respond within one hour of notification of equipment malfunction with program resolution (i.e., repair call made – expected arrival).
- L. State Agencies shall have input in the selection of maintenance repair service providers. Service provider to be a certified technician on any identified Agency equipment requiring specialized service.
- M. The successful Contractor is to include reimbursement for service events relating to “software” on scheduled Diagnostic Imaging equipment for resetting covered equipment back to operational conditions prior to the loss. Additional services include: resetting of a covered item, re-establishing the system configuration, reloading the operating system, reloading software programs, replacing failed firmware, rebooting a system and reinitializing a drive. This additional service will be performed by an authorized OEM and International Organization for Standardization (ISO).

Additionally, the successful Contractor will provide reimbursement for service events resulting in “no problem found” on scheduled equipment. This additional service will only pertain to OEM and ISO providers. ISO has published more than 19000 International Standards and related documents, covering almost every industry, from technology, to food safety, to agriculture and healthcare. Should be ISO 9001:2008 or 2016.

- N. Any replacement of parts must be made with equal to or better than OEM components adherent with technology standards. Any permanent replacements of parts must be warranted for a minimum of 90 days. The State will accept a longer warranty if it is the standard warranty of the manufacturer.
- O. Equipment certifications if included by the manufacturer’s agreement are to be established and maintained by the successful Contractor.
- P. The successful Contractor assumes full responsibility for accomplishing the needed service from the receipt of call from the requesting State Agency through payment to the service provider for the service performed.
- Q. In the event a sole source service provider refuses to contract with the third party successful contract vendor, the State of Louisiana reserves the right to either remove said equipment from the contract or issue a purchase order to service provider, and submit service provider’s invoice to successful Contractor for payment. This arrangement must be mutually agreed upon by the Agency and the successful Contractor, and written request for deviation from the contract must be submitted to OSP for review and approval prior to services being performed.

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II. Service Hours

- A. Successful Contractor shall have staff available during core working hours of 8:00 a.m. through 5:00 p.m. (CT), Monday through Friday to receive service calls, and dispatch service provider to perform service and handle all necessary paperwork between its company and the service provider.

III. Equipment changes/additions

- A. Adding equipment to the program will be based on the bid percentage discount off either the current or most recent OEM or independent service provider preventative/corrective maintenance agreement contract price, whichever is lowest. All equipment must be current on its preventative maintenance at the time of addition to program. Agency is to identify required certifications at time of addition request.
- B. The successful Contractor will be advised of any changes relative to equipment added to program (i.e. Changes in location, serial numbers, model numbers) by the requesting State Agency.
- C. The Agency will provide the successful Contractor a listing of equipment to be added to the program to include the equipment's location, description, identification numbers (serial number, property tag number, etc.), make, model, purchase date, date on which the equipment was placed on a service contract, expiration of manufacturer's warranty, requested starting date of coverage, special need for certified technicians on identified pieces of equipment and copies of current or recent OEM or independent service provider preventative/corrective maintenance agreement, whichever is lowest.
- D. On equipment not covered by an OEM or independent service provider preventative/corrective maintenance agreement, a quote from an OEM must be provided to the successful Contractor by the requesting Agency.
- E. At time of addition, each piece of equipment added to the program must be allocated a cost per month. A written copy of cost breakdown shall be provided to the requesting Agency by the successful Contractor. This cost analysis will be used in cases of future deletions of said equipment from this program during the contract term.
- F. The requesting State Agency shall have the option on an annual basis to obtain new quotes on existing covered equipment.
- G. The successful Contractor will have 30 days to assess the condition and acceptability of equipment to be added. If acceptable for addition, equipment will be added to the program by applying the contract percentage discount to current preventative/corrective maintenance agreement or quoted preventative/corrective maintenance agreement price, whichever applies.

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- H. The successful Contractor will evaluate the listed equipment for inclusion to the program prior to approval of addition. The contract percentage discount shall be applied to the current agreement or quote, and the discounted total shall represent an annual cost to be prorated monthly for the number of coverage months in the program. A mutually agreed upon start date to begin service should be determined, and the requesting Agency will issue a contract change order to existing equipment purchase order, or elect to issue a new contract purchase order. If service does not begin on the first day of the month, the first month will be prorated accordingly.
- I. Any equipment coming off of warranty can be added to the program. In some instances, the successful Contractor may be asked to provide coverage for equipment with the original manufacturers of the equipment. A quote will be obtained from the company providing service under warranty by the Agency, and provided to the successful Contractor. The references made to current preventative/corrective maintenance agreement do not include maintenance agreements under the current Statewide equipment maintenance management contract 4400023318. End users will be expected to get new quotes on all equipment that is maintained under existing contract number 4400023318. Discounts resulting from this ITB will be applied accordingly.
- J. If the equipment is deemed not acceptable to the program, the successful Contractor is to provide written justification of reason for denial with a copy being provided to the requesting Agency and the Office of State Procurement, attention: Kim Mulder, by email to kim.mulder@la.gov to monitor the contract's performance and effectiveness.

IV. Equipment Deletions

- A. The State reserves the right to remove any piece of equipment from the program during the contract period by order change process. The deletion will take effect when the requesting Agency has provided the successful Contractor with 30 days written notice of deletion request.
- B. The deletion notice shall include a listing of the equipment to be deleted, location and description of the equipment, equipment identification number and implementation date for deletion of coverage, and the monthly cost of equipment being deleted. The successful Contractor will advise the Agency of the respective decreased cost.
- C. The decreased cost will be prorated over the remaining coverage months in the program. If the effective date of deletion does not begin on the first day of the month, the first month decrease will be prorated.
- D. Upon determination of effective date and amount of decrease, the requesting Agency will issue a contract change order, reducing the coverage months remaining in the program.
- E. Calculations for deletion of equipment from the program during the contract term will be based on the cost assigned to individual equipment at time of addition by successful

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Contractor. The successful Contractor must provide itemized costing at time of addition.

V. Program Exclusions

- A. Excluded from program are consumables, software, mission critical equipment, environmental testing, leases/rentals, monitoring, preventative maintenance only contracts, equipment that must be certified and any standard exclusions which are outlined in existing OEM or independent service provider preventative/corrective maintenance agreements.
- B. The State reserves the right to procure excluded consumables, software and/or specified equipment exclusions and have readily available to service provider. If excluded consumables are provided by the service provider, the consumables as defined by the OEM or ISO Service Agreement, would be backed out of the OEM or ISO Service Agreement, not discounted, and then added back in to the Comprehensive Equipment Maintenance Contract. Pricing for excluded consumables shall not exceed the manufacturer's then current list price.
- C. The respective discount will be applied to the maintenance cost only. The estimated cost for annual consumables, which are not discounted, will be added back in to the annual discounted maintenance. This is an option and not a requirement. If an Agency chooses this option and exceeds the estimated quoted amount for consumables, they should acquire the additional needed supplies in accordance with the Small Purchase Executive Order in effect or relevant procurement statutes and regulations.
- D. Consumable charges exceeding the quoted dollar amount will not be paid by successful Contractor. Advanced notification will be made to Agency prior to exceeding estimated consumables dollar amount. If toner and other consumables were included in prior maintenance agreements, the value of those items must be factored out before applying the contract discount to determine the base cost of the contract.

VI. Reporting Requirements

- A. Quarterly reporting on all equipment managed under the maintenance management program by State Agency shall be provided by the successful Contractor. The quarterly reporting requirement does not preclude the Office of State Procurement from requesting any such reports on an as needed basis. The quarterly reports shall include at a minimum:
 - 1. The total savings report showing specific information by Agency, item count, type of equipment, maintenance contract annual total, discount percentage, the successful Contractor's annual contract amount, total savings amount, total savings percentage, consumable (not discounted) included in annual total, type of equipment with consumables (not discounted), and the type of consumables on items at the Agency.

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- 2. The repair history by Agency location and equipment types, identification number (serial number, property tag number, etc.), service date, problem description, service description, invoice number and amount.
 - 3. The inventory of all equipment under contract identifying the Agency location, identification number (serial number, property tag number, etc.), description of equipment, and specific location of equipment at the Agency.
 - 4. Denials of equipment addition to the program by the Agency, equipment type, and justification for denial.
- B. Examples of reporting capabilities will be required from the apparent successful bidder prior to award, and must be provided within five business days of request by OSP, or can be submitted with bid. See bidder submittal requirements below.
- C. State Agencies are to be provided quarterly reporting on their equipment serviced by this maintenance management program, upon request.
- D. The reports may be submitted via hard copy, electronic reporting via email, or online access through vendor’s secure website. Quarterly reports are to be submitted to OSP within 15 working days of the close of the respective reporting quarter to Kim Mulder. If submitting through electronic means, submit to kim.mulder@la.gov
- E. Successful Contractor is to provide up-to-date information regarding equipment performance from beginning of the contract through any current request.
- F. Required reports are to be furnished at no additional cost to the State.

VII. Dedicated Contacts

- A. The successful Contractor shall provide at least three dedicated contacts – two to handle day to day maintenance issues, additions, deletions, changes to the equipment maintenance management program, reporting and tracking preventative and/or corrective service, etc.

Contact person: _____ Title: _____

Toll-free telephone number: _____

Email address: _____

Contact person: _____ Title: _____

Toll-free telephone number: _____

Email address: _____

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- B. The successful Contractor shall provide at least one dedicated contact person for handling service calls, assistance with service issues with service providers performing service on covered equipment on behalf of the successful contractor:

Contact person: _____

Title: _____

Toll-free telephone number: _____

Email address: _____

VIII. Implementation/Transition

The successful Contractor must assist the State in coordinating the implementation of the program and in the transitioning of equipment currently under the program from the current equipment maintenance agreement/contract. If the Successful Contractor is not the incumbent, the successful Contractor is required to submit an implementation plan with time-lines for program implementation. If this plan is not submitted with the bid, it shall be submitted within five business days of request.

- B. For the first six months of the contract, monthly meetings and/or conference calls may be held by the State on a schedule set by the State, which may be on a regular or as-needed basis, if applicable to discuss progress, issues, concerns, etc. at no additional cost to the State.

IX. Bidder Submittal Requirements

- A. A copy of the bidder's equipment types to be covered under the program should be submitted with the bid. If not submitted with the bid, it must be submitted within five business days of written request from the Office of State Procurement. Failure to comply with the request will result in the elimination of your bid from consideration for an award.
- B. The apparent successful bidder must provide the following information. If not provided with the bid, it must be submitted within five business days of written request by the Office of State Procurement. Failure to comply with the request will result in the elimination of your bid from consideration for an award.
 - 1. If coverage is underwritten by an insurance company, the bidder shall provide proof of company's rating and financial rating class as published by the latest edition of A.M. Best's Key Rating Guide. A minimum rating of "A-" is required. The insurance company must be currently licensed and authorized to do business in the State of Louisiana.
 - 2. Provide confirmation of the number of years in business providing equipment maintenance management programs.

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3. Bidder shall furnish a list of a minimum of three current clients with each company's contact person, telephone number, and email addresses.
4. Bidder shall furnish examples of reporting capabilities.
5. Bidder shall furnish an implementation plan.