



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING**

NOTIFICATION OF STATEWIDE CONTRACT

May 13, 2016

TITLE: Equipment Maintenance Management Program

CURRENT CONTRACT PERIOD: May 6, 2016 through June 30, 2016

BUYER: Paul Linhardt
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RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	November 7, 2012 through November 6, 2013	June 30, 2016

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**.
PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **NOT MANDATORY**.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency.

Instructions for use of this contract, specifications, and requirements are attached.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C213007001	3919157370 0	<p>SPECIALTY UNDERWRITERS LLC</p> <p>IMPLEMENTATION QUESTIONS/ISSUES REGARDING THIS PROGRAM CONTACTS:</p> <p>Elaine Blunck Toll-Free Phone Number: (800) 558-9910 Cell Phone: (262) 939-0269 Fax - (414) 216-0344 Email – eblunck@su-group.com</p> <p>Nicole O’Leary Toll-Free Phone Number: (800) 558-9910 Cell Phone: (414) 899-3814 Fax - (414) 216-0367 Email – noleary@su-group.com</p>	NO	YES

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
5/6/16 – 6/30/16	5/13/16	Contract extended with no price increases
11/07/14 – 05/05/16	04/12/16	Contract extended with no price increases
11/07/14 – 04/06/16	02/03/16	Contract extended with no price increases
11/07/14 – 02/06/16	10/20/15	Contract extended with no price increases
11/07/14 – 11/06/15	10/24/14	Contract renewal with no price increases
11/07/13 – 11/06/14	09/05/13	Contract renewal with no price increases
11/07/12 - 11/06/13	08/20/13	Updated DPMM buyer contact information on the first page of the document
11/07/12 - 11/06/13	12/20/12	Updated DPMM buyer contact information on the first page of the document
11/07/12 - 11/06/13	11/06/12	Initial issuance of contract

Please note the following when setting up a Service Level Agreement (SLA):

1. Before contacting SU to develop a SLA, research current quotes from an OEM or current state contracts for the equipment to be maintained.
2. Be sure the current quote identifies the coverage and consumables required to maintain your equipment. Be sure you agree with any consumable limitations which may be in the current quote.
3. SLAs from the previous maintenance equipment contract cannot be substituted for the current quote.

GENERAL INFORMATION

1. PURPOSE:

- 1.1 The Division of Purchasing has established a contract for an Equipment Maintenance Management Program to cover office, information technology, mail room, security/alarm systems, communications, medical, and laboratory equipment. The specific listing of the types of equipment covered under this maintenance program is provided in Attachment 1.
- 1.2 This contract offers all state agencies an alternative to equipment maintenance offered in existing contracts or from other vendors. This program provides a discount from current pricing included in existing contracts. The program is administered by Specialty Underwriters.
- 1.3 This program offered by Specialty Underwriters provides a single point of contact for the entire service delivery process from dispatch to the service provider, management of the program, to invoice processing and payment to the service provider.

2. NON-EXCLUSIVE CONTRACT:

- 2.1 State agencies are advised that the contract entered into is non-exclusive. State agencies may obtain maintenance services from other sources if determined to be in the best interests of the State of Missouri. Agencies are encouraged to use certified MBE/WBE firms when making purchases outside of this contract.

3. IMPLEMENTATION/TRANSITION:

- 3.1 Equipment Maintenance Analysis: At the request of the using state agency, the contractor must perform an analysis of the state agency's current inventory of equipment and maintenance costs to determine coverage needs, availability, and feasibility of coverage. The contractor must not use a previous equipment maintenance management agreement to establish an agreement with a state agency. Upon completion of the analysis, it shall be the state agency's option to determine the equipment to be covered under the equipment maintenance management program.
- 3.2 Implementation/Transition: The contractor must assist the state agency in coordinating implementation of the program and transition of equipment from current equipment maintenance agreements/contracts the state agencies may currently be utilizing.
- 3.3 Service Delivery Process: The contractor shall be responsible for the entire service delivery process, from dispatch to the service provider, management of the program, invoicing processing and payment by the contractor to its service providers.

4. MAINTENANCE COVERAGE:

- 4.1 The program shall cover office, computers, and electrical equipment as well as medical, laboratory, and Maintenance/Repair Providers: The contractor must provide and maintain a complete list of service providers. The contractor shall maintain a service provider listing which includes a wide range of service providers capable of providing full coverage on the state agencies' equipment. The state agency shall select the maintenance or repair provider of their choice from the service provider list. The list of service providers provided by the contractor shall serve as the official service provider list.
 - a. The contractor must notify the Division of Purchasing of all provider additions.

- b. The contractor must notify the Division of Purchasing of all provider deletions, including justification for the deletion.

4.2 Service Level Agreements: A service level agreement shall be agreed to by the contractor and the state agency that defines the specific requirements of the maintenance provisions based on the original equipment manufacturer (OEM) or OEM-authorized service provider maintenance agreement including, but not limited to the following:

- a. Equipment covered and the associated maintenance rates or premiums including make and/or model numbers, location of the equipment, description, and any applicable identification numbers (e.g. serial number, property tag number, etc.);
- b. Terms of coverage including start date and end date and hours and days of coverage (e.g. 24/7, 9/5, inclusion/exclusion of holidays, etc.). Service level agreements for “mission critical equipment” must identify all necessary additional coverage.
- c. Maintenance service provider’s name and location;
- d. Definition of included/excluded parts and/or consumable items;
 - 1) Toner and drums must be provided for all copier equipment service by the contractor without limits.
- e. Definition and procedure for preventive maintenance including the number of preventive maintenance services calls to be minimally provided; and
 - 1) The service level agreement definition for preventative maintenance shall include, but not be limited to, the act of servicing (including inspecting, testing, reconditioning, cleaning, etc.) or replacing worn or damaged individual parts and components before their inevitable failure causes a total breakdown.
- f. Minimum response time of the service provider to remedial requests of the agency that should include 1) a required response time for initial confirmation of receipt of the service request including initial diagnosis of the problem and 2) another required response time for on-site arrival of service staff.
 - 1) The contractor must monitor response times, and mutually agreeable corrective action must take place if the response time is not meet for any three month period.

4.3 The contractor must provide on-site equipment maintenance on at least a 9-hour per day (8:00 a.m. to 5:00 p.m. CT), 5-days per week (Monday through Friday) basis (excluding state holidays). The on-site maintenance performed shall include all preventive maintenance (including consumable parts and supplies necessary to perform the preventive maintenance) per the OEM schedules, corrective repair, parts, labor, and travel necessary to maintain the equipment in good operating condition. No payments shall be made by the state to the contractor other than the quoted premium cost, or to the service provider.

- a. Replacement Parts: The maintenance provided must include all replacement parts that are equal to or better than OEM specifications. Any permanent replacement of parts must be warranted per the OEM’s specifications.
- b. The state reserves the right to procure excluded consumables, software and/or specified equipment exclusions from an outside source and have readily available for the service provider. If excluded

consumables are provided by the service provider, pricing for excluded consumables shall not exceed the manufacturer's then current list price.

4.4 Equipment Additions: Equipment may be added during the coverage period for any reason. All equipment must be currently under a corrective maintenance plan at the time of addition to the program. The contractor must provide detailed descriptions of pro-ration method to the state agency. Pro-rated amounts due to or from the contractor must be included in calculation of each immediately succeeding term payment.

- a. The state agency will provide the contractor a listing of equipment to be added to the program which includes the location of the equipment, a description, any applicable identification numbers (serial number, property tag number, etc), make and/or model numbers, purchase date, the date on which the equipment was placed on a service contract upon expiration of manufacturer's warranty, requested start date of coverage on requested equipment, special need for certified technicians on identified pieces of equipment and copies of current OEM or OEM-authorized maintenance contracts, or applicable quotes for OEM or OEM-authorized maintenance contracts, whichever is applicable.
 - 1) All quotes will be the responsibility of the using agency. The Division of Purchasing will not review or approve the quotes for equipment service.
- b. Any equipment coming off of warranty may be added to the program. Depending on the equipment, the contractor may be asked to provide coverage for equipment with the original manufacturers of the equipment. A quote will be obtained from company providing service under warranty by the agency, and provided to contractor.
- c. The contractor must evaluate the equipment for inclusion to the program prior to approval of the addition. If accepted, the equipment will be added to the program by applying the contract percentage discount to a current OEM or OEM-authorized service provider maintenance agreement or a quoted OEM or OEM-authorized service provider maintenance price. The discounted total shall represent an annual cost to be prorated monthly for the number of coverage months in the program.
- d. If a current OEM or OEM-authorized maintenance contract is not in place due to equipment coming off of warranty or equipment currently being serviced is on a time and material basis, the agency is to obtain a quote from their OEM or OEM-authorized service provider, a copy of which is to be provided to the contractor at time of request for addition to program. The contract percentage discount shall be applied to the quote, and discounted total shall represent an annual cost to be prorated monthly for the number of coverage months in program.
- e. The contractor shall have thirty (30) days to assess the condition and acceptability of equipment to be added.
- f. If the equipment is determined to be unacceptable and unable to be covered for maintenance under this contract, the contractor is to provide written justification of reason for denial with a copy being provided to the requesting agency and the Division of Purchasing.
- g. If the contractor agrees to provide service on the requested addition(s), a listing of cost associated to each piece of equipment being added must be provided to the agency for future reference in case any equipment listed is deleted from the program prior to the end of the contract term. 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 offer, or elect to issue a new order. If service does not begin on the first of the month, the first month will be prorated accordingly.

- h. The contractor must provide service on the added equipment upon effective date of change through the remainder of the contract term or end date of purchase order, whichever applies.
- i. The contractor should provide an equipment addition form to all using state agencies.

4.5 Equipment Deletions: The state agencies may delete equipment during the coverage period for any reason. The contractor must provide detailed descriptions of pro-ration method to the state agency. Pro-rated amounts due to or from the contractor must be included in calculation of each immediately succeeding term payment. The contractor shall not delete any equipment from the program due to poor performing equipment during the coverage period. The contractor may delete such equipment at the time of renewal of the service level agreement agreed to with the state agency. The contractor must not exclude, or remove equipment arbitrarily, and must provide the state agency with a good business case to support removal of equipment from the program. DPMM must be notified of all requests made by the contractor to remove equipment from the program.

- a. The state agency reserves the right to remove any piece of equipment from the program during the contract period by change order process. The deletion will take effect when the agency has provided the contractor with 30 days prior written notice of deletion request. A listing of the equipment to be deleted, the location and description of the equipment, any applicable identification numbers (serial number, property tag number, etc), make and/or model numbers, the date scheduled for deletion of coverage, and the monthly cost of equipment being deleted will be provided.
- b. 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 of the month, the first month decrease will be prorated.
- c. Upon determination of effective date and amount of decrease, the requesting agency will issue a contract change order, reducing the amount billed per each month remaining in the program.
- d. The contractor should provide an equipment deletion form to all using state agencies.

4.6 Cancellation of Maintenance: The state agency reserves the right to cancel maintenance on any or all of the item(s) with thirty (30) days prior written notice to the contractor.

4.7 Rentals: The contractor shall provide for rental of substitute equipment at no additional cost to the state if maintenance or corrective repairs cannot be made within three (3) working days from the reporting of needed service or repair. The contractor shall be responsible for the delivery and pickup of all substitute equipment.

4.8 Notice of Expiration: The contractor must provide the participating state agencies with applicable subsequent period pricing at least sixty (60) days prior to end of annual term.

5. Support:

5.1 Single Point of Contact: The contractor must function as the single point of contact for the state, regardless of any subcontract arrangements for all services.

5.2 Program Administrator: The contractor shall provide a program administrator(s) knowledgeable in equipment maintenance programs in order to furnish administrative, marketing, and implementation support and related services to participating agencies.

- a. The contractor shall provide a complaint form for all using state agencies in order to quickly and efficiently address all state agency complaints.
- b. The using agency shall be responsible for coordinating their agency's use of the contract. The State of Missouri shall not provide an on-site coordinator or contract coordinator dedicated to administering the requirements of the contract.

5.3 Service Call Requests: The contractor must furnish a toll free telephone number for purposes of state agencies requesting service.

5.4 Technical Assistance: The contractor must be capable of providing OEM technical assistance when necessary to resolve equipment maintenance problems and questions at no additional cost to the State of Missouri.

5.5 Maintenance Records: The contractor must maintain accurate records of maintenance and repair costs and must detail to determine maintenance history for each agency and statewide, for all covered equipment.

- a. The contractor must make all maintained data available to the state agency. The contractor must have the ability to submit reports electronically to the State of Missouri upon request.
- b. The contractor should include data that would enable management decision-making such as repair or replacement of equipment, and/or supplier quality evaluation.

5.6 State Agency Reports: The contractor provides the state agencies with a wide range of management reports that are available at all times via web access.

- a. The reporting includes a detailed list of maintenance performed on equipment, per serial number, per location, by department.
- b. The contractor allows for on-line access to reports.

5.7 Invoicing/Payment: The contractor shall invoice monthly the applicable monthly premium amounts. The agency may make payments in advance since payments will be for actuarial types of services and premiums.

- a. Upon the state agency's annual renewal of maintenance agreements with the contractor, if the contractor indicates an increase in the monthly premium amount for the new agreement period, said increases shall be based on the originally quoted percentage discount of the contract and a current maintenance agreement or quote from an OEM or OEM-authorized service provider that is acceptable by the contractor as provided by the state agency to the contractor.

6. PERCENTAGE OF DISCOUNT:

This contract offers a 30% discount for maintenance of Office Equipment, Information Technology, Mail Room, and Security/Alarm System; a 28% discount for maintenance of Communication Equipment; and a 27% discount for Laboratory and Medical Equipment. The percentage discounts shall be either from 1) a current maintenance agreement from an OEM or OEM-authorized service provider; or 2) a quotation from an OEM or OEM-authorized service provider that is acceptable by the contractor. The SLA agreed to between the agency and the contractor shall specify the same or similar service levels as the OEM or OEM-authorized contract and/or quotation. If multiple OEM or OEM-authorized agreements and/or quotations exist, the discount shall be applied to the lowest contract or quotation, providing the service levels are the same or similar to the agency-requested service level. The percentage discount shall remain firm fixed for the duration of the contract.

7. ORDERING:

SAMII Line Item 001 - Commodity Code 93900—Maintenance for Office Equipment, Information Technology, Mail Room, and Security /Alarm System

SAMII Line Item 002 – Commodity Code 91100 – Maintenance for Communication Equipment

SAMII Line Item 003 - Commodity Code 93800 - Maintenance for Laboratory and Medical Equipment

ATTACHMENT 1
EQUIPMENT LISTING

The following is a list of the types of equipment to be included, but not limited to, maintenance services. This equipment is located throughout the State of Missouri, including all satellite locations.

Office

Collating Machines
Copiers
Dictation Equipment
Endorsers
Fax Machines
Film Processors and Viewers
Fire Alarms and Sensors
Mail Machines
Microfiche/Microfilm Equipment
Plotters
Rotary Filing Systems
Material Shredders
Photographic Equipment
Production/Processing Equipment
Time Clocks
Typewriters
Word Processors
After Hour Depository
Automated Teller Machines
Cash Dispensers
Check Encoders
Check Imprinters
Currency Counters
Coin Counters
Financial Calculators
Reader Sorters
Safe Deposit Boxes
Teller Networks
Visual Auto Teller

Information Technology

Card Readers
Computer Network Hardware
Controller Cards
Devices for Physically Challenged
Interactive White Boards (Smart Board)
Laptops
PC's & Peripherals
PDAs and Smart Phones
Printers
Scanners
Surge Protectors
Video Equipment

Mail Room

Bag Tagging Equipment
Bar-coding Equipment
Binding Machines
Bursting/Cutters
Collators/Decollators
Conveyors
Sorters
Folders/Inserters
Ink Jet Addressing
Ink Jet Drying
Inserter System
Labeling System

Security/Alarm Systems

Alarm Systems
Card Access Systems
Video Surveillance
Equipment
Vaults & Safes
Mechanisms
Keypads

Communications

Audio Visual Systems
Paging Systems
Intercoms
Pager Devices
Radios
Telephone Systems
Voice Mail Systems

Medical

CT Scanners
Dose Calibrators
Magnetic Resonance Imagers (MRI)
Sterilizers
X-Ray Units

Laboratory

Blood Gas
Cell Washers
Data Processing Hardware
Gamma Cameras
Gamma Counters
Microscopes
Visual Field Analyzers
Spectrometers

**State of Missouri
Office of Administration
Division of Purchasing
Contract Performance Report**

Prepared by: _____ Date: _____

Agency: _____ Phone: _____

Email: _____

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. Comments should include those of the product's/service's end user. **Please submit the completed form via facsimile (573/526-9816) or via email to the buyer of record for the particular contract as listed on the cover page of the statewide notice.**

Contract No.: C213007001

Title: Equipment Maintenance Management Program

Contractor: Specialty Underwriters

Describe Product/Service Purchased (Include Item No.'s if available):

Rating Scale:

5 = Exceeded Expectations with Great/Good Customer Support,

4 = Met Expectations with Good Customer Support,

3 = Met Most Expectations with Adequate Customer Support,

2 = Did Not Meet Expectations but has Adequate Customer Support,

1 = Did Not Meet Expectations and has Unsatisfactory Customer Support

NOTE: For ratings of 2 or 1, please provide comments as to why you gave this rating.

PRODUCT/SERVICE EVALUATION	RATE (5-1)	COMMENTS
Functionality/Quality of Product/Service purchased?		
Product/Service specifications/standards?		
Product/Service cost within expectations?		

CONTRACTOR EVALUATION	RATE (5-1)	COMMENTS
Timeliness of delivery?		
Timeliness and Responsiveness to inquiries?		
Employee courtesy/professionalism?		
Reliability/Commitment of contractor/staff in servicing your needs?		
Problem resolution?		
Service Expertise (if applicable)?		

Do you recommend the continuation of the current contract? (Y/N) _____ If no, then please explain why.

What are your recommendations for improving the contract?
