State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF STATE PURCHASING

KATHLEEN BABINEAUX BLANCO
GOVERNOR

JERRY LUKE LEBLANC
COMMISSIONER OF ADMINISTRATION

MEMORANDUM

TO: All State Agencies and Political Subdivisions- Department Undersecretaries: Purchasing Directors; Business Managers; Colleges and Universities, Boards and Commissions

FROM: Denise Lea, Director

DATE: August 2, 2005

RE: State of Louisiana Equipment Maintenance Management Program

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The following are clarifications to the Louisiana Equipment Maintenance Management Program, Contract Number 406092. Please continue to process all maintenance orders for equipment as well as follow the procedures previously outlined in the Commissioner's memorandum dated April 13, 2005 and subsequent memorandum from Denise Lea dated June 2, 2005.

- The contract has been modified to one line with a 0% discount. Contract Line 00001 covers both categories: General Office Equipment at 32% and General Medical at 25% discount. The purchase order should be issued at Specialty Underwriter's discounted quoted price. A detailed list of all equipment must be attached to the purchase order.

- Software maintenance is excluded from this contract.

- All hardware maintenance should be forwarded to Specialty Underwriters, LLC for review and analysis, regardless if a determination is made by the Agency not to utilize the Equipment Maintenance Contract.

- At this time, Information Technology Hardware Maintenance for Mission Critical Equipment can continue to be handled in accordance with LAC 34:I Chapter 55, Section 5507.

- Additional exclusions include Environmental Testing, Leases/Rentals, Monitoring, Preventative Maintenance only contracts, and equipment that must be certified.

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- Consumables and any standard exclusion which is outlined in existing OEM or Independent Service Provider preventative/corrective maintenance agreements are excluded.

    1. Consumables, software and/or specified equipment exclusions may be purchased by the agency in accordance with the Small Purchase Executive Order KBB 2004-30 and made readily available to service provider.

    2. If excluded consumables are to be provided by the service provider, pricing for excluded consumables shall not exceed the manufacturer's then current list price. The respective discount will be applied to the maintenance cost only and the estimated cost for annual consumables will be added into 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 KBB 2004-30 or relevant procurement statutes and regulations.

       Consumable charges exceeding quoted dollar amount will not be paid by Specialty Underwriters. Advanced notification will be made to Agency prior to exceeding estimated consumables dollar amount. Please be conscientious of dollar amount quoted.

- For equipment requiring Preventative Maintenance calls other than during corrective maintenance calls, agencies should contact and request Specialty Underwriters to schedule a specific date and time for performance of preventative maintenance. Agencies should assure that preventative maintenance calls are being completed as requested.

- Any preventative maintenance calls that exceed the quoted/contracted number of call-outs will not be covered. Specialty Underwriters will provide an up-to-date Reimbursement Reports monthly detailing all service calls performed on covered equipment for the contract period. It is the responsibility of the Agency to assure that they are not requesting additional non-covered preventative maintenance calls.

- Specialty Underwriters will compose a letter to inform the previous maintenance vendor of billing and call out procedures, covered equipment, along with contact information. (see attached sample of non-renewal/cancellation letter).

1. Specialty Underwriters will email the letter and equipment list to agency for review. After approved, Agencies will electronically forward a copy of their letterhead, for this purpose only, to Specialty Underwriters. SU will in turn print the approved letter on agency letterhead and mail back to agency, along with equipment list and prepaid certified mail receipt for signature. Agency representative will sign letter and mail as certified receipt.

2. Agency is to review the equipment list along with the letter for accuracy before signing and mailing to the previous maintenance vendor.

- An In-House Reimbursement feature is offered by Specialty Underwriters. Any preventative or corrective work performed by any State employee will be credited to the Agency at $50.00 per hour. If the item being repaired includes parts coverage, then the cost of the eligible part will be reimbursed as well. "In-House Service Report" must be completed and forwarded to SU for credit. (see attached In-House Service Report)

- Equipment may be added or deleted during the contract period by phoning Pam Huth, Specialty Underwriter Account Manager, at 800-558-9910. However, an email confirming change or a completed "Account – Add/Delete/Change Form" must be forwarded via fax to 414-281-1111 or mail before change can be finalized. (see attached Add/Delete/Change Form)

- Specialty Underwriters provides twenty-four hour, seven days a week service, including holidays, on any covered equipment. Dispatch center at 800-833-7050 is available from 7:00am to 5:00pm, CST, Monday through Friday. If service is required after 5:00pm, the agency is prompted to leave their pertinent information, which activates a pager to a designated dispatcher engineer. Agency is contacted and preferred vendor is dispatched if after hour service is available. If not available, the service call is placed immediately the following morning.

- Broader protection for repairs, which could be caused by: power surges, human error, or air conditioning failures.

- Servicing vendors are to be selected by agency, not Specialty Underwriters. If the Agency requests a change from initial servicing vendor, a written request must be forwarded to Specialty Underwriters, including equipment description and tag number.

- Servicing vendor must send Specialty Underwriters a "service ticket" before payment can be rendered. If a "service ticket" is left with the Agency, the Agency is to fax the ticket to Pam Huth, SU Account Manager, at 414-281-1111 as soon as possible to assure that payment to the vendor is made timely.

- Specialty Underwriters offers a number of forms to assist the Agency in their internal implementation process, as well as provide contract information. These form letters can be provided by Specialty Underwriters to the Agency's Program Coordinator, who will disburse to their end-users. For example: Tagging Notification Memo and Start Date Memo.

A revised covered equipment list, exclusion list and Specialty Underwriter's contact information has been attached for your convenience. For contract information, please refer to the Office of State Purchasing website at http://www.doa.louisiana.gov/osp/Contracts/FeaturedContracts.htm

If you have any questions, please contact Tammy Grant, CPPB at (225)342-8038 or Tammy.Grant@la.gov

Date

Accounting Manager
VENDOR
Address
City, State Zip

Re: Non-Renewal/Cancellation of Maintenance Agreement (See Attached)

Dear Accounting Manager:

<FACILITY>, located in <CITY>, <STATE>, has contracted with Specialty Underwriters' (SU) TELESERVE™, for a managed maintenance program effective **<EFFECTIVE DATE>.** This letter is to confirm that in accordance with the previous maintenance contract cancellation or expiration provisions, whichever is applicable, <FACILITY> is **non-renewing/cancelling** our maintenance agreement with your company. If applicable, all prorated funds must be refunded.

We wish to continue to utilize your service organization on a time and material basis. In the event that this equipment is going to continue to be repaired by you on a time and material basis, please follow billing procedures below.

Billing Procedures

When equipment is in need of a repair, you will be called by a TELESERVE™ Dispatching Engineer. They will issue you a P.O. number authorizing the work. The P.O. number must appear on your field service report and/or invoice in order to efficiently process payment to your company. The work order and invoice must be sent to Specialty Underwriter's office (address below) and **not** to <FACILITY> in order to receive payment.

State of Louisiana
c/o Specialty Underwriters LLC
P.O. Box 902
Oak Creek, WI 53154

Specialty Underwriters LLC will now be paying your company directly for all hardware corrective and preventative maintenance calls. Service technicians must call Specialty Underwriters upon arriving on-site. This is accomplished by calling a SU TELESERVE™ dispatcher while on-site at 800-833-7050 and referencing the P.O. number of the particular call. SU will be auditing service, tracking labor warranties and overseeing other related service matters.

We look forward to a continuing relationship and request you contact Chuck Giammo (800-558-9910) at Specialty Underwriters LLC in Oak Creek, Wisconsin, should you have any questions regarding servicing of our equipment or the dispatching of your company.

Sincerely,

<NAME>
<TITLE>
<FACILITY>

In-House Service Report

DATE: _____

IN-HOUSE SERVICE REPORT

SERVICE REPORT #: _____

FACILITY: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

DEPARTMENT: _____ ITEM NUMBER OF POLICY: _____

CONTACT PERSON: _____ PHONE: _____

EQUIPMENT: _____ MODEL #: _____

MFG: _____ SERIAL #: _____

PROBLEM: _____

SERVICE PERFORMED: _____

PART NO.	PART DESCRIPTION	QTY.	UNIT PRICE	TOTAL PRICE

TIME IN	TIME OUT	TOTAL HOUR

COMMENTS:

PARTS TOTAL:			
LABOR REG:			
LABOR REG:			
SHIPPING:			
TOTAL:			

REPAIRED BY: _____ DATE: _____

SPECIALTY UNDERWRITERS LLC / MEDISERVE, INC.

ACCOUNT - ADD / DELETE / CHANGE FORM

(For previously "QUOTED" or "ACTIVE" account items.)

Facility Information:

Facility Name: _____ **Effective Date:** ____ / ____ / ____

Facility #: _____ **Account Executive:** _____

ADD:

Quote #: _____

Item(s): _____

Department: _____ **Cost Center:** _____

Equipment Description(s): _____

S/N: _____

Optional Coverages to Include: _____

Optional Coverages to Exclude: _____

DELETE:

Item(s): _____ **Schedule Number(s):** _____

Equipment Description(s): _____

S/N: _____

Reason: _____

CHANGE:

(Partial Adds / Deletes to Active Account Items or Quotes)

Active Account Item:

Partial Add > ☐

Partial Delete > ☐

Existing Quotes:

Partial Add > ☐

Partial Delete > ☐

Requested By: _____

Date: ____ / ____ / ____

Received By: _____

Completed: ____ / ____ / ____

EQUIPMENT COVERED BY THE PROGRAM

(LINE ITEM 001) 32% DISCOUNT
General Office, Computers and Electronic Equipment

(LINE ITEM 002) 25% DISCOUNT
General Medical, Hospital, Laboratory and Testing Equipment

LINE ITEM 001 (32% DISCOUNT)

COMMUNICATION EQUIPMENT
Audio/Visual Systems
Emergency Systems (911)
Overhead Paging Systems / Intercom Systems
Radio Equipment
Switchboards
Telephone & Voice Mail Systems
Video Conference Equipment

DATA PROCESSING EQUIPMENT
Bridges
Controllers
Hubs
Multiplexors
PCs & Peripherals
Printers
Routers
Scanners
Servers
Tape Drives

FACILITIES EQUIPMENT
Clothes Washers & Dryers
Electronic Signs
Electrical & Electronic:
- Food Preparation Equipment
- Housekeeping Equipment
- Pool Equipment

GENERAL EQUIPMENT
Bar Code Readers
Microfilm Processors and Viewers
Industrial Scales
Transcribers
Video Equipment
Voting Machines
Water Meter Readers

POSTAGE & MAILING EQUIPMENT
Inserters
Labelers
Machines (not system)
Openers
Scales
Stackers

OFFICE EQUIPMENT
Binders
Bursters
CAD/CAM Systems
Calculators
Card Readers
Cash Registers
Check Signers
Coin Sorters
Coin Sorters/Packagers
Computer Systems
Copiers
Currency Counters
Dictation Equipment
Electric Rotary Files
Electrical & Electronic Print Equipment
Electrical & Electronic Press Equipment
Electronic Typewriters
Embossers
Facsimile Machines
Folders
ID Card Systems
Laminators
Microfilm Reader/Printers
Microfilmers
Retail Scanners
Shredders
Time Clocks
Uninterrupted Power Supply/Transient Voltage Protection Systems

SECURITY EQUIPMENT
Alarm Systems
Card Access Systems
CCTV Systems
Electronic Gates/Doors
Electronic Library Security Systems
Metal Detectors
Outdoor Emergency Sirens
Police Alarms
Premise Alarms
Vaults and Safes

LINE ITEM 002 (25% DISCOUNT)

CARDIOLOGY/STRESS TEST/ICU, CCU, EKG
Ambulance Medical Equipment
Arrhythmia Computers
Cardiac Output Computers
Healthcare/Cardiac Cath Systems
Intra Aortic Balloon Pumps
Monitoring Systems
Patient Data Management
Stress Test Systems
Telemetry Systems

FUNCTION LABS/RESPIRATORY THERAPY
Blood Gas Analyzers
Co-Oximeters
Sleep Labs
Tomometers
Plethysmographs
Pulmonary Function Systems

CLINICAL / R&D LAB
Blood Gas
Cell Washers

RADIOLOGY EQUIPMENT
CT Scanners
Magnetic Resonance Imagers (MRI)
X-Ray Units
Ultrasounds

NUCLEAR MEDICINE EQUIPMENT
Dose Calibrators
Gamma Cameras
Gamma Counters

SURGICAL EQUIPMENT
Lasers
Microscopes
Phaco Emulsifiers
Physiological Monitoring Systems

LABORATORY EQUIPMENT
Blood Culture Units
Blood Gas Analyzers
Breathalyzers
Cell Savers
Cell Washers
Centrifuges
Chemistry Analyzers
Chromatography Equipment
Co-Oximeters
Coagulation Analyzers
Computers
Densitometers
DNA Analyzers
DNA Synthesizers
Electrolyte Analyzers
Electron Microscopes
Electrophoresis Equipment
Gamma Counters
Hematology Analyzers
Immunoassay Analyzers
Microbiology Analyzers
Microscopes
Microtomes/Cryostats
Ria Systems
Scales/Balances
Spectophotometers
Tissue Analyzers

SU Group.

EXCLUDED CONTRACT AND EQUIPMENT TYPES

CONTRACT TYPES NOT INCLUDED

A)

ITEM	DESCRIPTION
1	CERTIFICATION/VALIDATION/VERIFICATION
2	CONSUMABLES
3	ENVIRONMENTAL TESTING
4	LEASES
5	MONITORING
6	PM ONLY CONTRACTS
7	RENTALS
8	SOFTWARE

EQUIPMENT TYPES NOT INCLUDED

B)

ITEM		DESCRIPTION
1		ANESTHESIA MACHINES
2		BUILDINGS AND EQUIPMENT INHERENTLY PART OF A BUILDING
3		ELEVATORS
4	*	FIBER OPTIC SURGICAL SCOPES
5	**	HEALTHCARE FILM PROCESSORS AND VIEWERS (NON-MICROFILM)
6		FIRE DETECTION, PREVENTION & SPRINKLER
8		FUMES HOODS
9		GENERATORS
10		HVAC
11		LINEAR ACCELERATORS
12		MEDIA INJECTORS
13	*	OR LIGHTS & TABLES
14		RADIOSURGICAL / RADIOTHERAPY SYSTEMS
15		STERILIZERS
16	*	SURGICAL INSTRUMENTS
17	*	VENTILATORS
18		WATER TREATMENT/RO SYSTEMS

NOTE:

* OVERHAULS ARE EXCLUDED UNDER THE SU PROGRAMS

** MICROFILM PROCESSORS AND VIEWERS ARE ELIGIBLE AND COVERED. WE HAVE UPDATED THIS ON THE REVISED 001 LIST.

Contacts

OFFICE EQUIPMENT:

GREG BUHR — **gbuhr@su-group.com**
Program Leader / Specialty Underwriters LLC — **800-558-9910 ext. 2708**

Agency contacts, program information, and new agency quotes.

RON KRAJEWSKI — **stielno@msn.com**
Local Representative / Stiel Insurance Services — **504-832-5733**

Agency contacts, program information, and new agency quotes.

PAM HUTH — **phuth@su-group.com**
Account Manager / Specialty Underwriters LLC — **800-558-9910 ext. 2782**

All equipment adds, deletes, moves or new quotes for existing customers should be directed to Pam.

HEALTHCARE:

JOE GRAHAM — **jgraham@su-group.com**
Healthcare Sales / Specialty Underwriters LLC — **(609) 399-3675**

Agency contacts, program information, new quotes for medical facilities

THUAN TRUONG — **ttruong@su-group.com**
Sales Support / Specialty Underwriters LLC — **800-558-9910 ext. 2727**

All equipment adds, deletes, moves or new quotes for existing customers.

VENDOR PAYMENTS & CLAIMS:

CARRIE BENNING — **cbenning@su-group.com**
Vendor Payments / Specialty Underwriters LLC — **800-558-9910 ext. 2751**

Handles the set up and claims management process. Maintains the service vendor relationship on behalf of Specialty Underwriters and authorizes payment for equipment repairs.

PROGRAM BILLING & INVOICING:

TINA JOHNSON — **tjohnson@su-group.com**
Accounting Department / Specialty Underwriters LLC — **800-558-9910 ext. 2746**

Questions related to account billing and invoice payments.

ENGINEERING & DISPATCH:

For dispatching service on equipment needing repair, call:

(800) 833-7050

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COMMISSIONER OF ADMINISTRATION

MEMORANDUM

TO: All State Agencies and Political Subdivisions- Department Undersecretaries: Purchasing Directors; Business Managers; Colleges and Universities, Boards and Commissions

FROM: Denise Lea, Director

DATE: June 2, 2005

RE: State of Louisiana Equipment Maintenance Management Program

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On April 13, 2005, the Commissioner of Administration released a memorandum regarding the directives for the statewide equipment maintenance contract awarded to Specialty Underwriters, LLC. Each agency was to undertake an analysis in order to evaluate the potential for savings to the State.

It is not the intent of the Commissioner's memorandum for agencies to be without equipment maintenance coverage. Agencies are hereby advised to continue to process all maintenance orders for their equipment, as well as follow the procedures outlined in the Commissioner's memorandum. Agencies are advised to add the following clause to any renewal letters or when issuing a solicitation for equipment maintenance:

> In the event the State chooses to maintain the equipment through the Statewide Equipment Maintenance Program Contract, the State of Louisiana reserves the right to cancel this contract, in whole or in part, with ninety (90) days written notice.

The clause should also be included on the subsequent purchase orders.

If it is determined after analysis that the Equipment Maintenance Contract is in the agency's best interest, the current maintenance contract should be cancelled with ninety (90) days written notice and a new order should be issued to Specialty Underwriters.

If you have any questions, please contact Tammy Grant, CPPB at (225)342-8038 or Tammy.Grant@la.gov.

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