

SWC #303 Equipment Maintenance Contract Information and Usage Instructions

*****The contact information and processes detailed in this document are subject to change at any time. Please go to <https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/state-agencies-/statewide-contract-instruction--swc-.html> for the most up-to-date version of statewide contract usage instructions.**

Contract Period: This contract has a total five-year term, with the initial term being three years and the remaining two years consisting of optional one-year renewals.

Contract Start Date: 6/1/2020

Current Contract Expiry Date: 5/31/2025

Summary/Background Information:

The contract provides cost savings for Agencies and provides services for a broad range of equipment including office, communications, laboratory, medical, information technology equipment and any other capital assets deemed by the State to be in-scope.

This contract is open to local governmental units, members of the University of Tennessee or Tennessee Board of Regents systems, and nonprofit entities identified in Tenn. Code Ann. § 33-2-1001.

Supplier Name: Specialty Underwriters LLC

Edison Contract: 66845

State Contact Administrator:

Taylor Dozier

Services Category Specialist

Central Procurement Office

(615) 532-0400

Taylor.Dozier@tn.gov

Vendor Contact Information:

Specialty Underwriters

Jessica Ristau

jristau@su-group.com

(800) 558-9910 x2732

Emergency Call Procedures:

- 1) In the case of an emergency, call the Specialty Underwriters dispatch center at 800-833-7050.
- 2) Tell them you are using the State of Tennessee statewide contract.
- 3) Provide them with the information they request including any requested information from the equipment's tag.

Usage Instructions:General Service Requirements:

- 1) Contractor provides on-site equipment maintenance and repair through Service Providers agreed upon by both the Contractor and End User.
- 2) Services are available 8:00 a.m. to 5:00 p.m. CST, Monday – Friday, excluding State holidays.
- 3) Contractor is available to End Users to perform analysis of End User's current equipment inventory and maintenance costs. This will result in a price quote from the Contractor, at which point the End User can determine which equipment they want included in the Equipment Maintenance Management (EMMS) program.
- 4) Once the End User and Contractor have determined what will be covered, the End User will receive a Master Service Agreement (MSA), which they should review carefully and sign.
NOTE: CPO does not bear any responsibility for reviewing or maintaining these agreements.
- 5) Equipment being covered by the EMMS program will be tagged by the Contractor. Please see the Contract for more information.

STS Pre-approval

- 1) For Agencies only, Maintenance Agreements for all Electronic Equipment, including, but not limited to, all printers, monitors, video conferencing equipment, laptops, desktops, or mobile devices that may be considered IT or office equipment ("Electronic Equipment"), must have prior written approval from the Department of Finance and Administration, Strategic Technology Solutions ("STS") before any Maintenance Agreement for Electronic Equipment can be established under this Contract.
- 2) The Agency shall obtain prior written approval from STS before requesting a quote from Contractor; the Agency shall provide STS' written approval to the Contractor when requesting a quote. The Contractor shall not provide a quote containing Electronic Equipment to an Agency without STS' written approval. The Agency shall attach the STS approval to Contractor's quote in Edison.
 - a) Before requesting a quote containing Electronic Equipment from the Contractor, the Agency shall contact STS for approval of the proposed Maintenance Agreement.

- b) Agency will review the equipment to ensure that it is not on an existing maintenance agreement or warranty and that there are no concerns about putting it on a Maintenance Agreement.
- 3) STS will review the justification and determine whether or not the equipment shall be on a Maintenance Agreement under this Contract.
 - a) ii. The Agency may still use this Contract for equipment other than Electronic Equipment, if STS deems the Electronic Equipment is not qualified for the Equipment Maintenance Management Services (EMMS) program.
 - b) Final approvals must come from STS.

Payment Methodology

- 1) The Contractor will use Service Providers agreed upon by both the Contractor and End User. Contractor is responsible for all payments to Service Providers, and all invoices to End Users will come from the Contractor. End Users are to make all payments to the Contractor.
- 2) The Contractor shall be compensated based upon the following payment rates:

Service Description	Tier 1 Minimum Discount	Tier 2 Minimum Discount
Office Equipment	35%	20%
Laboratory Equipment	32%	17%
Medical Equipment	25%	12%
Information Technology Equipment	35%	25%
Communications Equipment	35%	25%

- 3) The Contractor is not entitled to travel compensation.

Rental/Substitution of Equipment

- 1) Contractor is to provide functionally equivalent substitute equipment at no cost to the End User if:
 - a. Maintenance or corrective repairs cannot be made within three (3) business days from the service request date; and
 - b. The equipment is deemed operationally necessary by the End User.
- 2) The Contractor is responsible for the delivery, installation, and retrieval of all substitute equipment.
- 3) The substitute equipment is covered by the Contractor for up to forty-five (45) days or the cost of substitute rental equipment is covered up to ten thousand dollars (\$10,000.00) at no additional cost to the End User.
- 4) Expenses that result from substitute equipment rental exceeding forty-five (45) days and expenses exceeding ten thousand dollars (\$10,000.00) are the responsibility of the End User.

Refer to Specifications and Terms and Conditions for more information.

Requisition and Purchase Order Generation:

This contract allows for Open Item Reference. Because of this, it is very important that Agency Users reference the line item number or line item description when creating POs for this contract so the CPO can track purchases. Please contact the Contract Administrator with any questions.

For information on how to create a requisition and/or purchase order please click on the "Agency Upgrade User Guide" link on the following page:

<https://www.teamtn.gov/cpo/learning-development/cpo-job-aids.html> .