The Materials Division has established a cooperative agreement with the Department of General Services to use their contract to provide a comprehensive lab and Non Destructive Testing (NDT) maintenance service program including, but not limited to, equipment maintenance, calibration, repairs, for all statewide laboratory-related equipment.

This contract is between the Commonwealth of Virginia, Department of General Services and Specialty Underwriters LLC (SU). Services available are Service/Maintenance Agreements, Calibration Repair Services. Retrofit and Preventive Maintenance.

In order to create a more efficient equipment repair process, the contract allows the agency to identify the preferred vendor, therefore only having to negotiate prices with one (1) vendor versus obtaining appropriate quotes from various vendors that may not be qualified to perform the service. The responsibility to determine price reasonableness remains with the Department.

**Responsibilities of Contract Administrator and Technical Advisor:**

Contract Administrator (CA): Responsible for the proper adherence to all contract specifications by the contractor. The CA’s responsibility includes but is not limited to, acceptance of services, approval of invoices, scheduling and monitoring of project progress, coordination of the provision of agency or other resources and favorable or critical feedback to the contractor.

Technical Advisor (TA): Identified as the end-user. Possesses the expertise, knowledge and direct oversight to best arrive at a solution and monitor the proposed solution. The TA is essential in assisting the CA to ensure that the contractor fulfills the obligations of the contract. Successful service contract administration involves a team approach with specific administrative tasks delegated to end-users who can closely monitor contract performance. The TA tasks are outlined below:
1. Develops the Request for Services (RS) in conjunction with the subcontractor to define the Scope of Services, determine estimated quote (parts, billable labor hours & services), pending option if necessary and shipping details.

   a. The TA obtains the total estimated quote from the subcontractor using the Request for Services – VENDOR’S ACTION portion of the form
   b. The Pending Option is funding beyond the original quote in the event that additional labor hours and/or parts are required to complete the services while on site/offsite.
   c. There will be a standard Pending Option amount included in each RS that the TA has the authority to approve.
   d. The TA is responsible for ensuring the approved Pending Option amount is clearly documented in the final signed Service Report, to include reason, parts and billable hours.
   e. The RS is located on the public server \coelkimage\Public\Administrative under Specialty Underwriters

2. Submits RS to CA at GeneralAdministrativeServices@VDOT.Virginia.gov. TA waits for confirmation approval to proceed with services. Refer to “Example of a Confirmation Email” on the public server. (TA does not have the delegated authority to initiate services).

3. Coordinates the delivery of services directly with the vendor after confirmation is received from the GeneralAdministrativeServices@VDOT.Virginia.gov email box. Discusses repair/service issues with the subcontractor while on site performing the services.

4. Ensures knowledgeable staff is available to provide guidance and monitor services on agreed service dates.

5. Monitors, reviews and oversees the services performed by the subcontractor. Ensures work is performed in accordance with the Service Order. The TA must have the completed Service Report signed by the subcontractor before departing the facility. Notify the GeneralAdministrativeServices@VDOT.Virginia.gov when services are complete, along with the scanned Service Report.

6. Submits modified RS for approval to CA at GeneralAdministrativeServices@VDOT.Virginia.gov if services/repairs exceed the quote plus the pending option amount. The modified RS shall include the additional billable hours, parts and estimated cost, which shall be included in the Service Report.

7. Identifies/resolves RS compliance issues with the subcontractor while on site, if TA cannot resolve the issue, notify the CA while the subcontractor is on site.

8. Submits all performance issues to CA via email to GeneralAdministrativeServices@VDOT.Virginia.gov.
PROCEDURES

Adding and Deleting Equipment

1. Delete process:
   a. Submit a delete email to GeneralAdministrativeServices@VDOT.Virginia.gov.
   b. Subject Header: SU - Delete Equipment/ Contractor’s Equipment ID #
   c. Include the reason, i.e. equipment is removed from inventory

2. Add process:
   a. Only add new equipment after the warranty expires
   b. Submit an add email to GeneralAdministrativeServices@VDOT.Virginia.gov.
   c. Subject Header: SU - Add Equipment, Equipment Name.
   d. Include the following:
      1. equipment name and description,
      2. lab location,
      3. model number,
      4. serial number,
      5. manufacturer, services required,
      6. calibration method as applicable and
      7. preferred vendor’s name and contact information.

Types of Service:

There are two (2) types of services: specialty and routine.

Specialty Services: Normally requires the manufacturer or special skills to perform calibration, repairs and/or service on the equipment.

Procedure: Refer to TA responsibilities.

Routine Services: Events that occur annually on a statewide basis such as calibration services for scales, gyratory compactors, and identified lab equipment.

Procedure:

1. The CA will send the equipment list to the TA for verification prior to the annual calibration due schedule.

2. The TA will verify the equipment list is accurate or revise as required (additions/deletions applying the process above).

3. The CA will complete all other requirements and notify the TAs when the schedule is received.

cc:
Assistant State Materials Engineers
District Materials Engineers