LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER - SHREVEPORT

SINGLE VENDOR CONTRACT EQUIPMENT MAINTENANCE AND REPAIR

Purpose:

To provide a mechanism to appropriately access the single vendor service contract for maintenance and repair for specified equipment items.

Policy:

A. Access for Covered Items

1. Equipment items included in this contract shall have an assigned identification number. All service calls shall be governed by the specifications for each item referenced in the contract.

2. User departments shall identify a primary contact for reporting service calls. All calls will reference the identification number and a description of the nature of the problem.

3. Placing calls to the Site Coordinator:

   a. Repair and Service: Twenty-four hours a day, seven-days a week (24 x 7), please contact the NovaMed service hotline at (800) 439.9747 (Required).

   b. To contact the on-site technology manager: extension 56335. Voice mail attended.

4. The Site Coordinator will arrange for repair or service of equipment by appropriate service personnel who will contact the department to arrange a specific time. In most cases a follow-up call by the Site Coordinator will be received.

5. Site Coordinator shall log and maintain all records for service and maintenance calls. Reports shall be generated on a scheduled basis concerning preventative maintenance inspections and service events.

B. Additions to Single Vendor Contract
1. Department complete the Single Vendor Service Contract Authorization Form: identifies equipment item, manufacturer’s service contract retail price, and specifications for repair and service; identifies object; forwards Authorization Form to Biomedical Engineering.

2. Biomedical Engineering forwards Authorization Form to the Site Manager for coverage cost and signature; the Site Manager returns the form to Biomedical Engineering; the Authorization Form is then forwarded to Hospital Administration and then to the Budget Office for adjustments to department budget.


4. Purchasing forwards a copy of the completed Authorization Form to department and Site Coordinator.

C. Deletions to Single Vendor Contract

1. Deletions are handled in the same manner as additions.

2. A service contract quote is not required for a deletion, however the site number form the equipment is required.

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Administrator

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Date

Written: 2/97
Reviewed: 02/00, 3/03