

Exhibit E: Essential Language for Equipment Maintenance Contracts

If the equipment maintenance contract is necessary and the price is reasonable, agency officials should ensure the contract includes language specific enough to enable effective monitoring so that officials can ensure the agency receives all the needed services for which it contracts. At a minimum, agencies should consider the following:

- The specific pieces of equipment covered by the preventive maintenance contract
- The ability to change service level agreement levels for specific pieces of equipment during the period of the contract (i.e., down grading support on non-critical systems, etc.)
- The identity of the person(s) (by name or title) responsible for maintaining a current list of equipment covered by the contract
- Provisions for amending the contract (with OSC approval) to add to and/or delete from the contract, equipment as older equipment is replaced and for making a corresponding adjustment in contract price, if applicable
- The specific activities the vendor is required to perform for preventive maintenance on each piece of equipment
- The specific time interval the vendor will perform each specific preventive maintenance activity (i.e., annually, semi-annually, monthly, etc.; do not use "periodic")
- How the vendor will ensure the agency meets any applicable regulatory requirements or standards for maintaining the equipment (e.g., ASME and ANSI standards)
- The person (by name or title) who is responsible for initiating preventive maintenance on each piece or type of equipment
- Specific vendor reporting requirements for preventive and remedial maintenance (e.g., equipment identifier, date of service, service performed, etc.)
- The specific agency employee (by name or title) who will receive, review and accept, as appropriate, the vendor's reports of preventive and remedial maintenance rendered
- The required turnaround time on equipment removed from service to conduct preventive and remedial maintenance
- Specific actions and time frames required by the vendor (e.g. provide rental equipment) if the equipment is out of service for preventive and/or remedial maintenance longer than the contract allows
- The circumstances under which the vendor would be required to replace, rather than repair, equipment
- Process for replacing equipment if original equipment is no longer available/manufactured

- Skill/competency requirements for workers performing the maintenance services, including required licenses or other credentials, if applicable
- Prices for replacement parts
- Length of time the vendor should have replacement parts available
- Location of replacements parts
- Specific requirements for price increases, if any, or specific language citing the price will not change over the life of the contract
- Additional charges for services not covered under the contract
- Any additional costs not included above
- Penalties for non-compliance with contract terms
- Guarantee of parts availability through contract duration
- A definition of remote monitoring services that have been contracted for and description of the procedures the provider must adhere to in order to be able to gain access to systems remotely to perform diagnostics and fixes, etc.

[Return to G-Bulletin](#)