



*Delaware Emergency Management Agency
State Homeland Security Grant Program*

**DE Information Bulletin
No. 18 September 29, 2006**

TO: Delaware Homeland Security Grant Partners

FROM: James E. Turner, III
Director

SUBJECT: Field Service Maintenance Contract Policy and Procedures

1. This information bulletin provides policy and procedures for use of the Homeland Security State Procurement Field Service Maintenance Contract (06-553-JS), with Safeware Inc. The contract provides maintenance service for agencies that acquired equipment purchased with State Homeland Security Grant Program funds.
2. The Field Service Maintenance Contract is also available for use by all state agencies, school districts, municipalities, volunteer fire companies and political subdivisions. The contract will be a great asset to state and local agencies statewide, but the point must be emphasized – **usage of the contract for services by agencies and/or entities outside of the grant program will be at the expense of the user.**
3. For agencies and/or entities receiving Homeland Security Grant Program funding for equipment maintenance service, an authorization must be accomplished first, through a 3-party agreement between DEMA, the Emergency Response Discipline Point of Contact (POC), and Safeware, Inc. (vendor) utilizing the following process:
 - a. The Emergency Response Discipline POC will initiate the request for service through email or written request to DEMA Procurement Section (Technical Assistance Coordinator, Mike Lipko) including the following information as a minimum:
 - 1) List of equipment
 - 2) Scope of service
 - 3) Location of service
 - 4) Service owner/POC
 - 5) Estimated cost of service
 - 6) Date(s) requiring service
 - 7) Certification the equipment was procured utilizing SHSGP funding.

- b. The DEMA Procurement Section will:
 - 1) Validate the funding allocation
 - 2) Validate contract scope of service
 - 3) Assign a job number for service authorization and reference for payment for service.
 - 4) Authorize the service through email of the request with the job number assigned to the Safeware Inc. Representative and the Emergency Response Discipline POC, no later than three (3) business days from receipt of the request.
- c. The Emergency Response Discipline POC will contact the Safeware, Inc. representative and coordinate the scheduling of services.

Note #1: The Emergency Response Discipline POC or designated end agency representative is responsible for monitoring the service of equipment items.

Note #2: It is recommended the end user and/or field representatives do not intermingle homeland security service requests and non-homeland security equipment service requests to eliminate commingling of invoice billing.
- d. After service is completed, Safeware, Inc. will provide the Emergency Response Discipline POC with a draft of the invoice for validation of service.
- e. The Emergency Response Discipline POC will review the invoice for correctness of service provided and acknowledge acceptance of the invoice no later than ten (10) business days from receipt of the invoice.

The Emergency Response Discipline representative will submit the original copy of the invoice with the confirmation statement below; **written on the invoice with signature of the Emergency Response Discipline POC** to DEMA and provide a copy to Safeware Inc.

Date: _____

“Services Accepted, OK to pay”

Signature of Emergency Response Discipline Representative

Note #3: Billing disputes will be settled by the Emergency Response Discipline POC and the Safeware, Inc. Representative with **verbal** notification to the DEMA Procurement Section of the billing dispute resolution.

Note #4: Mail the invoice to:

DEMA
 165 Brick Store Landing Road
 Smyrna, DE 19977
 Attention: Mike Lipko

Safeware Inc
 3200 Hubbard Road
 Landover, MD 20785
 Attention: Pat Crawford

- f. The Safeware Representative will submit a billing invoice to DEMA for payment after receipt of confirmation from the Emergency Response Discipline Representative.
4. DEMA will provide the Emergency Response Discipline POC with confirmation of invoice payment and a balance of funds available for their maintenance service agreement within ten (10) business days following payment of invoice to Safeware Inc.
5. All agencies using the Field Service Maintenance Contract must adhere to the terms of the contract and all other local, state, and federal requirements. Agencies may view the contract at <http://www.state.de.us/dss/contracting/documents/06553-6.pdf> and should direct any questions to Mike Lipko at (302) 659-2352, Michael.Lipko@state.de.us.