

STATE OF LOUISIANA
SOUTHEASTERN LOUISIANA UNIVERSITY
HAMMOND, LOUISIANA

A Member of the University of Louisiana System

INVITATION TO BID

TO

Provide Onsite Preventive Full-Service Maintenance for one (1) Xerox Versant, one (1) Xerox D136CP and one (1) Xerox C70 Pro Digital Press to the Southeastern Louisiana University Document Source Print and Mail Center

ISSUING AGENCY: Southeastern Louisiana University
Purchasing Department
SLU 10800
Hammond, LA 70402

DIRECTOR OF PURCHASING: Richard Humber
Telephone: (985) 549-2064

PURCHASING AGENT: Phyllis Hoover, NIGP-CPP, CPPB
Telephone: (985) 549-5415

REQUISITIONED BY: Andrea Peters
Telephone: (985) 549-3947

RELEASE DATE: September 25, 2024

BID OPENING DATE: October 16, 2024

BID OPENING TIME: 4:00 p.m., Central Time

BID OPENING LOCATION: Southeastern Louisiana University
Purchasing Department
Property Control & Supply Building
North Oak Street Maintenance Complex
Hammond, Louisiana

NOTE: THIS SOLICITATION IS A SEALED BID AND MUST BE RETURNED BY MAIL OR DELIVERED IN PERSON. BID RESPONSE FORMS CANNOT BE FAXED AND ANY FAX RESPONSES SHALL BE REJECTED.

This ITB is available in electronic form at <http://www.cfrd.doa.louisiana.gov/osp/lapac/pubMain.asp>. It is available in PDF format or in printed form by submitting a written request to the Procurement Specialist listed above. It is the Bidder's responsibility to check the Office of State Purchasing LaPAC website frequently for any possible addenda that may be issued. Southeastern is not responsible for a bidder's failure to download any addenda documents required to complete an Invitation to Bid.

TO: Louisiana Veteran-Owned and Service-Connected Disabled Veteran-Owned
Small Entrepreneurships

RE: Veteran Initiative – Act 167 of the 2009 Legislative Session

➤ **ARE YOU ELIGIBLE FOR PARTICIPATION?**

- Are you a veteran-owned small entrepreneurship or a service-connected disabled veteran-owned small entrepreneurship in accordance with documentation from the United States Department of Veterans Affairs or the Louisiana Department of Veterans Affairs?
- Are you a Louisiana domiciled business?
- Do you have less than fifty (50) full-time employees?
- Are your annual gross revenue receipts \$5,000,000 or less (for construction) or \$3,000,000 for (non-construction) for each of the previous 3 tax years?

If your answers are yes, your company may be eligible for participation in the Louisiana Veteran-Owned and Service-Connected Disabled Veteran-Owned Small Entrepreneurship Program, also known as the Veteran Initiative.

➤ **WHAT IS THE VETERAN INITIATIVE?**

The Veteran Initiative, created by LRS 39:2171 through 2179 and LRS 51:931, provides additional opportunities for certified Louisiana-based small entrepreneurships to participate in contracting and procurement with the State. Key features of the program are:

- This is a goal-oriented program
- It is race and gender neutral
- Participation is restricted to Louisiana-based certified veteran-owned and service-connected disabled veteran-owned small entrepreneurships

The rules governing the implementation of the program are located at <http://www.doa.louisiana.gov/osp/se/se.htm>

➤ **WHY IS CERTIFICATION IMPORTANT?**

Certification is required for your participation in the Veteran Initiative. Under this program, you may be given increased opportunity to participate in Louisiana state contracts. Certain contracts may be awarded to your business without competition. And, certification is one of the methods that the State of Louisiana will utilize as a basis for benchmarking for annualized procurement and contracting goals.

➤ **WHAT AGENCY IS RESPONSIBLE FOR CERTIFICATION?**

The Louisiana Department of Economic Development (LED) is responsible for certifying Small Entrepreneurships for participation in the program. The (LED) Small Business Certification System may be accessed at https://smallbiz.louisianaforward.com/index_2.asp. For additional information regarding certification, please contact the LED at (225) 342-3000.

➤ **WHAT IS THE ROLE OF THE DEPARTMENT OF VETERANS AFFAIRS?**

The Louisiana Department of Veterans Affairs is responsible for disseminating information on this program and other veterans' benefits to Louisiana veterans. Information on this program and other veterans' benefits can be accessed at www.vetaffaris.la.gov

The State of Louisiana is committed to the success of this program and encourages your participation.

SOUTHEASTERN LOUISIANA UNIVERSITY

BID RESPONSE SIGNATURE FORM

BIDDER'S NAME: _____

TELEPHONE NO: _____ FAX NUMBER _____

MAILING ADDRESS: _____

ADDRESS CITY STATE ZIP CODE

SCOPE: Provide Fixed Price Onsite Preventive Full-Service Maintenance on one (1) Xerox Versant 3100, one (1) Xerox D136CP and one (1) Xerox C70 Pro Digital Press to the Document Source Print and Mail Center at Southeastern Louisiana University per specifications and requirements.

I/we do hereby acknowledge receipt of the following addenda (if any):

No. _____ Dated _____ No. _____ Dated _____

OTHER REQUIREMENTS:

Bidder shall include the cost of transportation and handling in the unit price of each item offered - F.O.B. University, Hammond, LA.

The bidder should attach illustrations and descriptive literature of the item(s) offered to the bid response form for evaluation purposes.

The attached Instructions to Bidders and General Conditions shall be a part hereof.

TO THE VENDOR:

The purchase order(s) issued to the successful bidder(s) shall be the only binding document to be issued against the contract. Signing of Vendor's Forms/Agreements is not allowed.

Whenever brand name specifications or catalogue numbers are used to describe the standard of quality, performance and other characteristics, the use of such specifications shall not restrict, unless otherwise specified, the submission of equivalent products.

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BID RESPONSE FORMS CANNOT BE FAXED AND ANY FAX RESPONSES SHALL BE REJECTED.

TERMS: Net 30 Prox., F.O.B. Document Source Print and Mail Center Station, Hammond, Louisiana.

TAXES: Any taxes, other than state sales and use tax, shall be included within the bidder's unit price. The University is currently exempt from state sales and use tax.

THIS BID RESPONSE SUBMITTED BY: _____

AUTHORIZED OFFICER: _____

Signature

(Print or Type Name)

TITLE: _____ DATE: _____

EQUIPMENT MAINTENANCE AND SUPPLIES DOCUMENT SOURCE PRINT AND MAIL CENTER

Specifications

This Invitation to Bid is an agreement by which the selected vendor will provide equipment maintenance and supplies according to the following specifications:

Agreement shall be for a period of twelve (12) months, beginning December 1, 2024 and ending November 30, 2025. At the option of Southeastern and acceptance by Vendor, agreement may be extended for four (4) additional twelve (12) month periods at the same terms.

Maintenance and Supplies Requirements

Provide fixed price Onsite Preventive Full-Service Maintenance on an as needed basis for the following equipment:

Xerox Versant 3100, 100 Pages per Minute Color and Black & White Digital Press with a DFE Print Controller (Fiery) – Purchase Order Date 10/29/2019

Xerox D136, 136 Pages per Minute B&W Digital Press, with a DFE Print Controller (Free Flow) – Purchase Order Date 10/29/2019

Xerox C70 Pro, 70 PPM Color, 75 PPM Black & White Digital Press with embedded EFI Digital Front End Print Server – Purchase Order Date 10/29/2019

To include repair parts and all consumable supplies. Consumable supplies are items such as; toner, developer, and fuser lubricant. Excluding paper and staples.

Maintenance contract may be terminated with a 30-day notice to the awarded vendor.

- Vendor must be an authorized Xerox service provider using original equipment manufacturer (OEM) parts and supplies. All parts and supplies must be purchased from or provided by the original equipment manufacturer.
- Service technicians must be manufacturer (Xerox) trained and certified. All service technicians must be directly employed by the manufacturer or their authorized service partner/designee.
- Maintenance shall include both preventive maintenance and remedial maintenance (unscheduled repair service).
- Maintenance shall be performed during normal working hours - 7:30 A.M. to 5:00 P.M., Monday through Thursday, 7:30 A.M to 12:30 P.M. Friday, excluding holidays.
- The full-service maintenance and supplies cost is inclusive of all cost for full preventative maintenance, emergency calls, parts, labor, toner, unlimited service calls, mileage and all other charges required to keep the machines fully operational and maintained in good working condition. All machine supplies are also included, except for paper and staples.

- Vendor must deliver a minimum of a four (4) week quantity of supplies to Southeastern. The contractor must keep all consumables replenished so that there is always a four (4) week supply on hand for all covered devices.
- Vendor's authorized service technician must carry an ample supply of equipment parts inventory in their vehicle stock and be able to order parts "overnight" in the case of not having the required part at the time of the service call.
- Examples of cost factors which must be included in this maintenance and supplies contract are inclusive of, but not limited to: fuser lubricant, waste toner collection containers, drums, surge protectors, safety retrofits, rollers belts, copy board glass, sensors, lenses, lubricants, "PM kits", software upgrades, programming, emergency calls, all labor, remedial maintenance, consultation telephone "hot line" for technical assistance, and maintenance for all accessories or finishers attached to the machines.
- Vendor must offer a support center / customer help desk support 24 hours a day / daily (including weekends and holidays) to handle customer questions / issues.
- Service technician must provide a return phone call within one (1) hour of request for service and must schedule a mutually agreed upon onsite response time for all devices.
- In the event that a machine covered by the ongoing maintenance agreement is not operating properly and cannot be repaired or returned to good working condition within a reasonable amount of time, that is mutually agreed upon by vendor and Document Source staff, the University may require Vendor to provide a loaner of similar make and model and/or provide an offsite production facility for time sensitive jobs at no additional expense to Southeastern.
- Vendor must be able to produce quarterly reviews/service analysis reports when requested by Southeastern. Report must include: average response time, up-time percentages, pages between service visits, average monthly page volumes, service history.
- The monthly minimum charge for maintenance should include the monthly copy allowance (MCA). MCA for machines should include copying and networking printing. Scan clicks are to be at no cost to Southeastern and are not to be included in the MCA.
- Vendor must be able to provide a corporate web site where Copy Center personnel can place service requests, order supplies, view service request status, view service history, and automatically search global knowledge base for a solution before a service technician is dispatched.
- Vendor must be able to provide continuous equipment training during the entire term of the contract as requested by customer.
- Southeastern shall not be held liable for copy charges arising from the Vendor's service calls. Technicians will provide Southeastern with the total number of service/waste prints following each service activity.
- Southeastern will collect meter reading totals each month on the last day of the month or the next business day of operation and provide those readings via email, submit online, or phone those readings to the awarded vendor.
- If automatic meter reading is utilized by the vendor then the vendor must provide Cyber Liability Insurance with Southeastern Louisiana University named as additional insured at a value of \$1,000,000.00.

EQUIPMENT MAINTENANCE AND SUPPLIES DOCUMENT SOURCE PRINT AND MAIL CENTER

Specifications

Equipment History

- The equipment has been serviced by Xerox since October 2019.
- All equipment was purchased in September/October 2019.
- All Equipment is up and running.
- Service history and meter readings for machines is part of this document.

Southeastern Louisiana University
BID RESPONSE FORM

FIXED MAINTENANCE BASE CHARGE AND COST PER COPY

Please provide below the cost per copy and any monthly maintenance charge if required:

Device #1 Xerox Versant 3100 with External DFE (Color and Black and White)

Monthly Maintenance Base Charge _____ X 12 Months = _____.

State Cost per Image:

Sheet size = 8 1/2" X 11"

Color - Cost per Image _____ X (Estimated Annual Images) *447,948 = Estimated Annual Cost _____

Sheet size = 8 1/2" X 11" Black/White

Cost per Image _____ X (Estimated Annual Images) *270,740 = Estimated Annual Cost _____

Sheet size = 11" X 17" Color

Cost per Image _____ X (Estimated Annual Images) *183,136 = Estimated Annual Cost _____

Sheet size = Longer than 19" Color

Cost per Image _____ X (Estimated Annual Images) *3,716 = Estimated Annual Cost _____

Please provide cost for the following images in the event the department uses them in the future. No historical data is available for these images.

Sheet size = 11" X 17" Black/White- Cost per image _____

Sheet size = Longer than 19" Black/White - Cost per image _____

*Estimated Annual Images for bid calculation purposes is 4.5 year total divided 4.5 for an average annual image count. Actual annual image count may be more or less.

Name of Bidder _____ Officer Initials _____

Southeastern Louisiana University
BID RESPONSE FORM

Device #2 Xerox D136 Copier/Printer with external DFE Print Controller (black and white)

Monthly Maintenance Base Charge _____ X 12 Months = _____.

State Cost per Image:

Sheet size = 8 1/2 X 11 Color

Cost per Image _____ X (Estimated Annual Images) *760,904 = Estimated Annual Cost _____

*Estimated Annual Images for bid calculation purposes is 4.5 year total divided 4.5 for an average annual image count. Actual annual image count may be more or less.

Name of Bidder _____ Officer initials _____

Southeastern Louisiana University
BID RESPONSE FORM

Device #3 Xerox C70 Pro Digital Press with Embedded EFI (Black & White and Color)

Monthly Maintenance Base Charge _____ X 12 Months = _____.

Sheet size = 8 ½ X 11 Color

Cost per image _____ X (Estimated Annual Images)*41,294 = Estimated Annual Cost _____

Sheet size = 8 ½ X 11 Black/White

Cost per image _____ X (Estimated Annual Images)*207,024 = Estimated Annual Cost _____

*Estimated Annual Images for bid calculation purposes is 4.5 year total divided 4.5 for an average annual image count. Actual annual image count may be more or less.

Name of Bidder _____ Officer initials _____

BID RESPONSE FORM CONTINUED

This form is to be completed in its entirety and submitted with the bid response form(s). Failure to complete or return the form with the other bid response form(s) may cause rejection of bid without further consideration.

INSURANCE INFORMATION TO BE PROVIDED BY BIDDER

Bidder is to list the name and address (street/city/state/zip) of the Louisiana licensed insurance company that is intended to be used to furnish the required minimum levels of insurance coverage if selected the successful Bidder.

WORKER'S COMPENSATION AND EMPLOYER'S LIABILITY \$1,000,000 MINIMUM COVERAGE

Name of Insurer: _____
(Not the Agent Company)

Insurer's Address: _____

Check Insurer's A.M. Best Rating: [] A Level / [] B, C, D, E, F Level

Check Best Financial Size Category Rating: [] VI or Greater; [] V or Less

If Not A.M. Best Rated - State Type of Insurer:

Agent Company: _____ Telephone No. _____

COMMERCIAL GENERAL LIABILITY..... \$1,000,000 MINIMUM COVERAGE

Name of Insurer: _____
(Not the Agent Company)

Insurer's Address: _____

Check Insurer's A.M. Best Rating: [] A Level / [] B, C, D, E, F Level

Check Best Financial Size Category Rating: [] VI or Greater; [] V or Less

Agent Company: _____ Telephone No. _____

AUTOMOBILE LIABILITY..... \$1,000,000 MINIMUM COVERAGE

Name of Insurer: _____
(Not the Agent Company)

Insurer's Address: _____

Check Insurer's A.M. Best Rating: [] A Level / [] B, C, D, E, F Level

Check Best Financial Size Category Rating: [] VI or Greater; [] V or Less

Agent Company: _____ Telephone No. _____

INSURANCE REQUIREMENTS

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be included in the Contractor's bid.

The Contractor, prior to commencing work, shall provide at his own expense,

proof of the following insurance coverage required by the contract to the

University in insurance companies authorized in the State of Louisiana. Insurance is to be placed with insurers with an A.M. Best's rating of A-:VI or higher. This rating requirement may be waived for workers' compensation coverage only.

- A. Workers' Compensation and Employers Liability: Workers' Compensation limits as required by the Labor Code of the State of Louisiana and Employers Liability coverage.

The insurer shall agree to waive all rights of subrogation against the University, its officers, officials, employees and volunteers for losses arising from work performed by the Contractor for the University.

- B. Comprehensive General Liability: \$1,000,000 combined single limit per occurrence for bodily injury, personal injury and property damage. "Claims Made" form is unacceptable. The "occurrence form" shall not have a "sunset clause".

The policies are to contain, or be endorsed to contain, that the University, its officers, officials, employees, Boards and Commissions and volunteers are to be added as "additional insureds" as respects liability arising out of activities performed by and on behalf of the Contractor; products and completed operations of the Contractor, premises owned, occupied or used by the Contractor.

- C. Automobile Liability: \$1,000,000 combined single limit per accident, for bodily injury and property damage.

The policy shall provide coverage for owned, hired, and non-owned coverage. If an automobile is to be utilized in the execution of this contract, and the contractor does not own a vehicle, then proof of hired and non-owned coverage is sufficient.

The policies are to contain, or be endorsed to contain, that the University, its officers, officials, employees, Boards and Commissions and volunteers are to be added as "additional insureds" as respects liability arising out of activities performed by and on behalf of the Contractor; products and completed operations of the Contractor, premises owned, occupied or used by the contractor.

- D. An Umbrella Policy may be used to meet minimum requirements.

Each insurance policy shall be endorsed to state that coverage shall not be suspended, voided, canceled by either party, reduced in coverage or in limits except after thirty (30) days' prior written notice has been given to the University.

Any deductibles or self-insured retentions must be declared to and approved by the University. At the option of the University, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the University, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.

THE BELOW EXTENSIONS OF COVERAGES
SHALL BE MARKED OR STATED
ON THE
CERTIFICATE OF INSURANCE

EXTENSION OF COVERAGE ACKNOWLEDGEMENT

GENERAL LIABILITY:

INCLUDES THE FOLLOWING AS ADDITIONAL INSURED:

State of Louisiana
Southeastern Louisiana University
Purchasing Department
SLU 10800
Hammond, LA 70402

AUTOMOBILE LIABILITY:

INCLUDES THE FOLLOWING AS ADDITIONAL INSURED:

State of Louisiana
Southeastern Louisiana University
Purchasing Department
SLU 10800
Hammond, LA 70402

WORKERS COMPENSATION:

INCLUDES WAIVER OF SUBROGATION IN FAVOR OF:

State of Louisiana
Southeastern Louisiana University
Purchasing Department
SLU 10800
Hammond, LA 70402

The successful Vendor shall be required
to execute the below Indemnification Agreement as part of the BID Requirements.

INDEMNIFICATION AGREEMENT

The CONTRACTOR agrees to protect, defend, indemnify, save and hold harmless the State of Louisiana, all State Departments, Agencies, Boards and Commissions, its officers, agents, servants and employees, including volunteers, from and against any and all claims, demands, expenses and liability arising out of injury or death to any person or the damage, loss or destruction of any property which may occur or in any way grow out of any act or omission of CONTRACTOR, its agents, servants, and employees, or any and all costs, expense and/or attorney fees incurred by CONTRACTOR as a result of any claim, demands, and/or causes of action except of those claims, demands, and/or causes of action arising out of the negligence of the State of Louisiana, all State Departments, Agencies, Boards, Commissions, its agents, representatives, and/or employees. CONTRACTOR agrees to investigate, handle, respond to, provide defense for and defend any such claims, demand, or suit at its sole expense and agrees to bear all other costs and expenses related thereto, even if it (claims, etc.) is groundless, false or fraudulent.

Contractor Name

Signature

Title

Date Accepted

Is Certificate of Insurance Attached? Yes No

Contract No. _____ for Southeastern Louisiana University
State Agency Name

PURPOSE OF CONTRACT:

STATE OF LOUISIANA
SOUTHEASTERN LOUISIANA UNIVERSITY
HAMMOND, LOUISIANA

The Southeastern Louisiana University (SLU) Purchasing Department will receive sealed bids until 4:00 P.M. on the bid opening date specified in the solicitation document. No bid responses will be considered by the SLU Purchasing Department after 4:00 P.M. Beginning at that time, bids shall be publicly opened and read aloud to those present in the SLU Purchasing Department.

Mail address: Southeastern LA University
Purchasing Department
SLU 10800
Hammond, LA 70402

Delivery: Southeastern LA University
Purchasing Department
Property Control & Supply Bldg
2400 North Oak St.
Hammond, LA 70402

Bids submitted are subject to LA R.S. 39:1551-1736; Purchasing Rules and Regulations; Executive Orders; General Conditions; any Special Conditions; and Specifications listed in the solicitation document.

The purpose of this solicitation is to set forth the requirements and specifications of Southeastern Louisiana University. The contents of this solicitation and the Bidder/ Vendor/ Contractor's bid response shall become contractual obligations if a contract (purchase order) ensues.

INSTRUCTIONS TO BIDDERS

- 1) **Bid Forms:** All written bids, unless otherwise provided for, must be submitted on, and in accordance with, forms provided, properly signed by an authorized representative of the bidding entity. Bids submitted in the following manner will not be accepted: (1) bid contains no signature indicating intent to be bound; (2) bid sent by facsimile equipment. Price alterations to bid responses received before bid opening time will be considered provided the written price alteration has been received and time-stamped before bid opening time. Any other alterations of the bid response form or foreign conditions attached thereto may cause rejection of the bid response without further consideration.
- 2) **Standard of Quality:** Any product or service bid shall conform to all applicable Federal and State laws and regulations and specifications contained in the solicitation document. Unless otherwise specified in the solicitation document, any manufacturer's name, trade name, brand name, or catalog number used in the specifications is for the purpose of describing the quality level and characteristic required. Bidder should specify the brand and model number of the product offered in his bid. Bids not specifying brand and model number shall be considered as offering the exact products specified in the solicitation document.
- 3) **Descriptive Information:** Bidders proposing an equivalent brand or model should submit with the bid response information (such as illustrations, descriptive literature, technical data) sufficient for the University to evaluate quality, suitability, and compliance with the specifications of the solicitation document. Failure to submit descriptive information may cause bid to be rejected. Any change made to a manufacturer's published specification submitted for a product shall be verifiable by the manufacturer. If item(s) bid does not comply with specifications (including brand and/or product number), bidder should state in what respect the item(s) deviate. Failure to note exceptions on the response form will not relieve the successful bidder(s) from supplying the actual products requested.
- 4) **Bid Opening:** Bidders may attend the bid opening, but no information or opinions concerning the ultimate contract award will be given at the bid opening or during the evaluation process. Bids may be examined 72 hours after request is made. Information pertaining to completed files may be secured by visiting the SLU Purchasing Department during normal working hours. Written bid tabulations will not be furnished.

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- 5) **Louisiana Preference:** Preference is hereby given to products produced, manufactured, harvested, grown or assembled in Louisiana which are equal in quality to products produced, manufactured, harvested, grown or assembled outside of Louisiana. The bidder shall state his right to claim the ten percent (10%) preference in his bid response and the bidder should state the respective Louisiana location where each qualifying item is produced, manufactured, harvested, grown or assembled.

- 6) **Notice of Special Programs Available for Small Business:**

<https://www.opportunitylouisiana.com/small-business/special-programs-for-small-business>

- 7) **Signature Authority:** In accordance with LA Revised Statute 39:1594 (Act 121), the person signing the bid must be: (1) A current corporate officer, partnership member or other individual specifically authorized to submit a bid as reflected in the appropriate records on file with the Secretary of State; or (2) An individual authorized to bind the vendor as reflected by an accompanying or as provided upon request a corporate resolution or affidavit. By signing the bid, the bidder certifies compliance with the above.

- 8) **If submitting a response equal to or greater than \$100,000.00 to this solicitation, the bidder or proposer certifies and agrees that the following information is correct:** In preparing its response, the bidder or proposer has considered all proposals submitted from qualified, potential subcontractors and suppliers, and has not, in the solicitation, selection, or commercial treatment of any subcontractor or supplier, refused to transact or terminated business activities, or taken other actions intended to limit commercial relations, with a person or entity that is engaging in commercial transactions in Israel or Israeli-controlled territories, with the specific intent to accomplish a boycott or divestment of Israel. The bidder also has not retaliated against any person or other entity for reporting such refusal, termination, or commercially limiting actions. The state reserves the right to reject the response of the bidder or proposer if this certification is subsequently determined to be false, and to terminate any contract awarded based on such a false response.

GENERAL CONDITIONS

The SLU Purchasing Department reserves the right to award items separately, grouped or on an all-or-none basis and to reject any or all bids and waive any informalities.

- 1) **Prices:** Unless otherwise specified in the solicitation, bid prices shall be complete, including transportation and handling prepaid by the bidder to destination - SLU, Hammond, LA. Bids other than FOB destination may be rejected. Bid prices should be quoted in the unit of measure stated. Bid prices shall be firm for a minimum of thirty (30) calendar days, unless otherwise specified by SLU in the solicitation document.

- 2) **Payment Terms:** Cash discounts for less than 30 days may be offered, but will not be considered in determining awards. Bids containing "payment in advance" or "COD" requirements may be rejected. Payment is to be made within 30 days after receipt of properly executed invoice or delivery, whichever is later.

- 3) **Delivery:** Bids may be rejected if the delivery time indicated is longer than that specified in the solicitation document.

- 4) **Taxes:** Bidder is responsible for including all applicable taxes in the bid price. The University is currently exempt from Louisiana State Sales and Use Taxes, and local parish and city taxes. An exemption certificate for state sales and use tax can be provided upon request.

- 5) **New Products:** Unless specifically called for in the solicitation document, all products for purchase must be new, never previously used, and the current model and/or packaging. No remanufactured, demonstrator, used or irregular product will be considered for purchase unless otherwise specified in the solicitation document. The manufacturer's standard warranty will apply unless otherwise stated in solicitation.

- 6) **Default of Contractor:** Failure to deliver within the time specified in the solicitation document will constitute a default and may cause cancellation of the contract. Where the University has determined the contractor to be in default, the state reserves the right to purchase any or all products or services covered by the contract on the open market and to charge the contractor with cost in excess of the contract price. Until such assessed charges have been paid, no subsequent bid from the defaulting contractor will be considered.

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Rvsd. 11/20

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- 7) **Contract Cancellation:** The University shall have the right to cancel any contract, in accordance with Purchasing Rules and Regulations, for cause, including but not limited to, the following: (1) failure of the vendor to deliver within the time specified in the contract; (2) failure of the product or service to meet specifications, conform to sample quality, or to be delivered in good condition; (3) misrepresentation by the contractor; (4) fraud, collusion, conspiracy or other unlawful means of obtaining any contract with the state; (5) conflict of contract provisions with constitutional or statutory provisions of state or federal law; (6) any other breach of contract.

- 8) **Applicable Law:** All contracts shall be construed in accordance with and governed by the laws of the State of Louisiana.

- 9) **Equal Opportunity:** By submitting and signing this bid, bidder agrees that he will not discriminate in the rendering of services to and/or employment of individuals because of race, color, religion, sex, age, national origin, handicap, disability, veteran status, or any other non-merit factor.

- 10) **Piggyback:** Other Louisiana Governmental Agencies may purchase at the same terms and conditions if agreed upon by awarded bidder.

- 11) Louisiana Revised Statute 39:1753.1 (John S. McCain National Defense Authorization Act for Fiscal Year 2019) shall apply to any replacement component which enables any form of connectivity.

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Rvsd. 11/20

TECHNICAL SERVICES
SERVICE HISTORY REPORT
 SERVICE STATUS: CPC

Report Period: 9/01/2019 - 8/31/2024

SERIAL NO	ARRIVE DATE TIME	PART SOURCE	DEPART DATE TIME	VISIT NUMBER	DISPATCH CSE NUMBER	DISPATCH CSE NAME	CALL NUMBER	TOTAL HOURS	PROBLEM DESCRIPTION	PARTS NUMBER	TOTAL METER	PART QTY USED
BAA147612	2024/06/05 12:10:00.000	03	06/05/2024 03:50:00 PM	01	553761	Toups, Michael	564060175600	3.7	LINE STREAKS	8415S01170	3192444	1
BAA147612	2024/06/05 12:10:00.000	03	06/05/2024 03:50:00 PM	01	553761	Toups, Michael	564060175600	3.7	LINE STREAKS	126K39440	3192444	1
BAA147612	2024/06/05 12:10:00.000	03	06/05/2024 03:50:00 PM	01	553761	Toups, Michael	564060175600	3.7	LINE STREAKS	505S00039	3192444	1
BAA147612	2024/06/05 12:10:00.000	03	06/05/2024 03:50:00 PM	01	553761	Toups, Michael	564060175600	3.7	LINE STREAKS	064K94190	3192444	1
BAA147612	2024/06/05 12:10:00.000	02	06/05/2024 03:50:00 PM	01	553761	Toups, Michael	564060175600	3.7	LINE STREAKS	607K15910	3192444	1
BAA147612	2024/06/04 08:08:00.000		06/04/2024 01:59:00 PM	04	553761	Toups, Michael	564050174800	5.8	IMPROPRSTACKNG		3187847	
BAA147612	2024/05/31 08:09:00.000		05/31/2024 10:54:00 AM	03	553761	Toups, Michael	564050174800	2.8	IMPROPRSTACKNG		3175965	
BAA147612	2024/05/23 08:35:00.000	03	05/23/2024 01:42:00 PM	02	553761	Toups, Michael	564050174800	5.1	IMPROPRSTACKNG	054KS9930	3123410	1
BAA147612	2024/05/23 08:35:00.000	02	05/23/2024 01:42:00 PM	02	553761	Toups, Michael	564050174800	5.1	IMPROPRSTACKNG	053K98700	3123410	1
BAA147612	2024/05/23 08:35:00.000	03	05/23/2024 01:42:00 PM	02	553761	Toups, Michael	564050174800	5.1	IMPROPRSTACKNG	622S02023	3123410	1
BAA147612	2024/05/23 08:35:00.000	03	05/23/2024 01:42:00 PM	02	553761	Toups, Michael	564050174800	5.1	IMPROPRSTACKNG	641S01070	3123410	1
BAA147612	2024/05/23 08:35:00.000	03	05/23/2024 01:42:00 PM	02	553761	Toups, Michael	564050174800	5.1	IMPROPRSTACKNG	641S01221	3123410	1
BAA147612	2024/05/20 08:15:00.000	03	05/20/2024 10:40:00 AM	01	553761	Toups, Michael	564050174800	2.4	IMPROPRSTACKNG	604K61850	3091631	1
BAA147612	2024/05/09 12:56:00.000		05/09/2024 05:17:00 PM	03	553761	Toups, Michael	564050146100	4.3	IMPROPRSTACKNG		3073556	
BAA147612	2024/05/08 13:46:00.000	03	05/08/2024 05:20:00 PM	02	553761	Toups, Michael	564050146100	3.5	IMPROPRSTACKNG	859K30740	3064789	1
BAA147612	2024/05/07 08:16:00.000		05/07/2024 11:44:00 PM	01	553761	Toups, Michael	564050146100	3.5	IMPROPRSTACKNG		3057680	
BAA147612	2024/05/02 08:27:00.000	03	05/02/2024 12:39:00 PM	01	888034	Grice, Jamie	564050135400	4.2	SKewed PRINT	641S01221	3051640	1
BAA147612	2024/04/24 12:12:00.000	03	04/24/2024 12:54:00 PM	01	888034	Grice, Jamie	564040125700	.7	LOOSBRKHRDWR	604K87760	3000861	1
BAA147612	2024/04/04 10:43:00.000	03	04/04/2024 12:12:00 PM	01	888034	Grice, Jamie	564040101900	1.5	SPOTS	859K07317	3002916	1
BAA147612	2024/04/04 10:43:00.000	02	04/04/2024 12:12:00 PM	01	888034	Grice, Jamie	564040101900	1.5	SPOTS	053K96200	3002916	1
BAA147612	2024/03/18 14:28:00.000	02	03/18/2024 04:07:00 PM	01	888034	Grice, Jamie	564030078900	1.6	LOOSBRKHRDWR	607K15910	2978135	1
BAA147612	2024/03/06 12:36:00.000	02	03/06/2024 02:44:00 PM	01	888034	Grice, Jamie	564030065400	2.1	DARK IMAGE	042K94700	2957075	1
BAA147612	2024/03/06 12:36:00.000	02	03/06/2024 02:44:00 PM	01	888034	Grice, Jamie	564030065400	2.1	DARK IMAGE	064K94190	2957075	1
BAA147612	2024/02/27 12:04:00.000	03	02/27/2024 12:25:00 PM	02	888034	Grice, Jamie	564020054400	.3	LOOSBRKHRDWR	059K81360	2947818	1
BAA147612	2024/02/22 08:45:00.000	02	02/22/2024 02:59:00 PM	01	553761	Toups, Michael	564020054400	6.2	LOOSBRKHRDWR	059K81491	2947709	1
BAA147612	2024/02/22 08:45:00.000	02	02/22/2024 02:59:00 PM	01	553761	Toups, Michael	564020054400	6.2	LOOSBRKHRDWR	859K07317	2947709	1
BAA147612	2024/02/22 08:45:00.000	03	02/22/2024 02:59:00 PM	01	553761	Toups, Michael	564020054400	6.2	LOOSBRKHRDWR	042K94700	2947709	1
BAA147612	2024/01/31 11:34:00.000	02	02/22/2024 02:59:00 PM	01	553761	Toups, Michael	564010023100	1.9	JAMS	018K15351	2947709	1
BAA147612	2024/01/31 11:34:00.000	02	01/31/2024 01:28:00 PM	02	888034	Grice, Jamie	564010023100	1.9	JAMS	064E53070	2914912	2
BAA147612	2024/01/31 11:34:00.000	02	01/31/2024 01:28:00 PM	02	888034	Grice, Jamie	564010023100	1.9	JAMS	801K67265	2914912	1
BAA147612	2024/01/31 11:34:00.000	02	01/31/2024 01:28:00 PM	02	888034	Grice, Jamie	564010023100	1.9	JAMS	006K98651	2914912	1
BAA147612	2024/01/31 11:34:00.000	03	01/31/2024 01:28:00 PM	02	888034	Grice, Jamie	564010023100	1.9	JAMS	804K23660	2914912	1
BAA147612	2024/01/26 08:33:00.000	02	01/26/2024 02:17:00 PM	01	553761	Toups, Michael	564010017200	5.7	DOC HANDLING	146K91030	2903922	1
BAA147612	2024/01/26 08:33:00.000	02	01/26/2024 02:17:00 PM	01	553761	Toups, Michael	564010017200	5.7	DOC HANDLING	604K23670	2903922	1
BAA147612	2024/01/12 08:28:00.000		01/12/2024 10:28:00 AM	01	553761	Toups, Michael	564010007600	2.0	JAMS		2885647	
BAA147612	2023/12/19 08:30:00.000	03	12/19/2023 10:01:00 AM	02	553761	Toups, Michael	563124983300	1.5	DOC HANDLING	889E04540	2865181	1
BAA147612	2023/12/15 10:16:00.000	01	12/15/2023 12:21:00 PM	01	553761	Toups, Michael	563124983300	2.1	DOC HANDLING		2863157	
BAA147612	2023/11/29 08:30:00.000	03	11/29/2023 01:11:00 PM	01	553761	Toups, Michael	563114956100	4.7	DISTORTMAGE	130K75432	2829227	1
BAA147612	2023/11/20 11:29:00.000	01	11/20/2023 12:23:00 PM	01	553761	Toups, Michael	563114956100	.9	CONSUM-ABLES		2809989	
BAA147612	2023/11/14 08:23:00.000	02	11/14/2023 11:36:00 AM	01	553761	Toups, Michael	563114937200	3.2	LINE STREAKS	607K15910	2789031	1
BAA147612	2023/11/14 08:23:00.000	03	11/14/2023 11:36:00 AM	01	553761	Toups, Michael	563114937200	3.2	LINE STREAKS	859K07317	2789031	1
BAA147612	2023/10/25 12:15:00.000	03	10/25/2023 01:16:00 PM	01	888034	Grice, Jamie	563104905600	1.0	LINE STREAKS	053K98200	2789031	1
BAA147612	2023/10/25 12:15:00.000	03	10/25/2023 01:16:00 PM	01	888034	Grice, Jamie	563104905600	1.0	LINE STREAKS	641S01221	2731500	1
BAA147612	2023/10/25 12:15:00.000	03	10/25/2023 01:16:00 PM	01	888034	Grice, Jamie	563104905600	1.0	LINE STREAKS	042K94700	2731500	1
BAA147612	2023/10/18 12:25:00.000		10/18/2023 04:44:00 PM	01	553761	Toups, Michael	563104895400	4.3	JAMS		2709722	

BAA147612	2023/09/28 15:05:00.000	03	09/28/2023 04:44:00 PM	02	553761	Toups, Michael	563094863900	1.6	JAMS	604K61850	2673084	1
BAA147612	2023/09/28 15:05:00.000	02	09/28/2023 04:44:00 PM	02	553761	Toups, Michael	563094863900	1.6	JAMS	015K63203	2673084	1
BAA147612	2023/09/28 15:05:00.000	02	09/28/2023 04:44:00 PM	02	553761	Toups, Michael	563094863900	1.6	JAMS	053K96200	2673084	1
BAA147612	2023/09/26 16:04:00.000	03	09/26/2023 05:20:00 PM	01	553761	Toups, Michael	563094863900	1.3	JAMS		2666554	1
BAA147612	2023/09/21 12:00:00.000	03	09/21/2023 12:05:00 PM	01	FTGSSA	Nenne Unknown	563094855100	.1	LINE STREAKS	604K23660	2033573	1
BAA147612	2023/09/08 14:27:00.000	02	09/08/2023 04:27:00 PM	01	553761	Toups, Michael	563094825000	2.0	LINE STREAKS	053K96200	2632866	1
BAA147612	2023/09/06 14:27:00.000	03	09/06/2023 04:27:00 PM	01	553761	Toups, Michael	563094825000	2.0	LINE STREAKS	641S01221	2632866	1
BAA147612	2023/09/14 14:08:00.000	03	08/14/2023 04:10:00 PM	01	X28093	Rabalais, Adam	563084787100	2.0	LINE STREAKS	126K39440	2582887	2
BAA147612	2023/09/10 12:05:00.000	03	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	641S01170	2572287	1
BAA147612	2023/09/10 12:05:00.000	03	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	505S00037	2572287	1
BAA147612	2023/09/10 12:05:00.000	03	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	505S00038	2572287	1
BAA147612	2023/09/10 12:05:00.000	03	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	505S00039	2572287	1
BAA147612	2023/09/10 12:05:00.000	03	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	505S00040	2572287	1
BAA147612	2023/09/10 12:05:00.000	02	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	948K16843	2572287	1
BAA147612	2023/09/10 12:05:00.000	03	08/10/2023 02:51:00 PM	01	888034	Grice, Jamie	563084782200	2.8	LINE STREAKS	641S01170	2572287	1
BAA147612	2023/09/02 08:05:00.000	03	08/02/2023 09:50:00 AM	01	X28093	Rabalais, Adam	563074766600	1.8	LOOS/BRK/HDRWR	113K83781	2533609	1
BAA147612	2023/09/02 08:05:00.000	03	08/02/2023 09:50:00 AM	01	X28093	Rabalais, Adam	563074766600	1.8	LOOS/BRK/HDRWR	641S01070	2533609	1
BAA147612	2023/07/13 13:10:00.000	03	07/13/2023 02:58:00 PM	01	X28093	Rabalais, Adam	563074737400	1.8	MPROP-CONFIGU		2484764	1
BAA147612	2023/06/26 08:00:00.000	03	06/26/2023 09:54:00 AM	01	X28093	Rabalais, Adam	563064718200	1.9	VARYINGIMAGE	622S02023	2451723	1
BAA147612	2023/06/26 08:00:00.000	02	06/26/2023 09:54:00 AM	01	X28093	Rabalais, Adam	563064718200	1.9	VARYINGIMAGE	053K96200	2451723	1
BAA147612	2023/06/26 08:00:00.000	03	06/26/2023 09:54:00 AM	01	X28093	Rabalais, Adam	563064718200	1.9	VARYINGIMAGE	859K07317	2451723	1
BAA147612	2023/04/28 08:03:00.000	03	04/28/2023 09:16:00 AM	01	X28093	Rabalais, Adam	563044641300	1.2	JAMS		2316710	1
BAA147612	2023/04/25 08:04:00.000	02	04/25/2023 09:48:00 AM	01	X28093	Rabalais, Adam	563044635000	1.7	VARYINGIMAGE	126K39431	2310792	1
BAA147612	2023/04/06 08:00:00.000	03	04/06/2023 10:09:00 AM	01	X28093	Rabalais, Adam	563044635000	2.2	VARYINGIMAGE	859K07317	2286424	1
BAA147612	2023/04/06 08:00:00.000	03	04/06/2023 10:09:00 AM	01	X28093	Rabalais, Adam	563044635000	2.2	VARYINGIMAGE	622S02023	2286424	1
BAA147612	2023/04/06 08:00:00.000	03	04/06/2023 10:09:00 AM	01	X28093	Rabalais, Adam	563044635000	2.2	VARYINGIMAGE	053K96200	2286424	1
BAA147612	2023/03/31 12:25:00.000	02	03/31/2023 01:37:00 PM	01	553761	Toups, Michael	563034587400	1.2	MECHAN/ADJUSTS	655N00653	2285275	1
BAA147612	2023/03/07 09:50:00.000	03	03/07/2023 12:21:00 PM	02	X28093	Rabalais, Adam	563034587400	1.2	JAMS		2245469	1
BAA147612	2023/03/07 09:50:00.000	03	03/07/2023 12:21:00 PM	02	X28093	Rabalais, Adam	563034587400	1.2	JAMS	059K30951	2240878	1
BAA147612	2023/03/07 09:50:00.000	03	03/07/2023 12:21:00 PM	02	X28093	Rabalais, Adam	563034587400	1.2	JAMS	089K29520	2240878	1
BAA147612	2023/03/07 09:50:00.000	03	03/07/2023 12:21:00 PM	02	X28093	Rabalais, Adam	563034587400	1.2	JAMS	059K29510	2240878	1
BAA147612	2023/03/03 10:24:00.000	03	03/03/2023 11:51:00 AM	01	X28093	Rabalais, Adam	563034565700	1.3	SYSTEM LOCKUP		2238934	1
BAA147612	2023/03/03 10:24:00.000	03	03/03/2023 11:51:00 AM	01	X28093	Rabalais, Adam	563034565700	1.3	SYSTEM LOCKUP	641S01170	2234794	1
BAA147612	2023/02/28 15:33:00.000	03	02/28/2023 04:20:00 PM	02	X28093	Rabalais, Adam	563024549900	.8	VARYINGIMAGE	505S00039	2231735	1
BAA147612	2023/02/27 08:00:00.000	02	02/27/2023 09:40:00 AM	01	X28093	Rabalais, Adam	563024549900	1.7	VARYINGIMAGE	948K16843	2230439	1
BAA147612	2023/02/06 08:00:00.000	03	02/06/2023 09:33:00 AM	03	X28093	Rabalais, Adam	563024519200	1.5	VARYINGIMAGE		2167506	1
BAA147612	2023/02/03 08:00:00.000	03	02/03/2023 09:57:00 AM	02	X28093	Rabalais, Adam	563024519200	1.5	VARYINGIMAGE		2165811	1
BAA147612	2023/02/02 15:10:00.000	03	02/02/2023 05:03:00 PM	01	X28093	Rabalais, Adam	563024519200	2.0	VARYINGIMAGE		2164276	1
BAA147612	2023/01/17 11:48:00.000	03	01/17/2023 01:30:00 PM	01	X28093	Rabalais, Adam	563014485700	1.7	VARYINGIMAGE		2169934	1
BAA147612	2023/01/16 08:04:00.000	03	01/16/2023 09:28:00 AM	02	X28093	Rabalais, Adam	563014484100	1.4	VARYINGIMAGE	126K39440	2158139	1
BAA147612	2023/01/16 08:04:00.000	03	01/16/2023 09:28:00 AM	02	X28093	Rabalais, Adam	563014484100	1.4	VARYINGIMAGE	622S02148	2158139	1
BAA147612	2023/01/16 08:04:00.000	03	01/16/2023 09:28:00 AM	02	X28093	Rabalais, Adam	563014484100	1.4	VARYINGIMAGE	053K96200	2158139	1
BAA147612	2023/01/15 15:04:00.000	03	01/15/2023 04:33:00 PM	01	X28093	Rabalais, Adam	563014484100	1.5	VARYINGIMAGE		2157252	1
BAA147612	2022/11/29 08:03:00.000	03	11/29/2022 11:00:00 AM	01	559063	Wiggs, Dustin	563014479000	1.0	JAMS		2156608	1
BAA147612	2022/11/28 10:49:00.000	03	11/28/2022 01:33:00 PM	02	X28093	Rabalais, Adam	562114428100	3.0	JAMS	2093401	2092736	1
BAA147612	2022/11/28 10:49:00.000	03	11/28/2022 01:33:00 PM	02	X28093	Rabalais, Adam	562114428100	2.7	JAMS	059K87400	2092736	1
BAA147612	2022/11/22 13:03:00.000	03	11/22/2022 04:30:00 PM	01	X28093	Rabalais, Adam	562114426100	3.5	JAMS	059K81172	2092736	1
BAA147612	2022/11/10 08:00:00.000	03	11/10/2022 10:23:00 AM	01	X28093	Rabalais, Adam	562114409400	2.4	JAMS		2074432	1
BAA147612	2022/10/27 08:00:00.000	03	10/27/2022 09:44:00 AM	01	X28093	Rabalais, Adam	562104393100	1.7	VARYINGIMAGE	641S01070	2059017	1
BAA147612	2022/10/27 08:00:00.000	03	10/27/2022 09:44:00 AM	01	X28093	Rabalais, Adam	562104393100	1.7	VARYINGIMAGE	053K96200	2059017	1

BAA147612	2022/06/06 09:11:00.000	1006/2022 12:11:00 PM	01	X28093	Rabalais, Adam	5621043367400	3.0	IMPROPRSTACKNG	1985749
BAA147612	2022/06/03 15:12:00.000	1003/2022 04:32:00 PM	01	X28093	Rabalais, Adam	5621043369000	1.3	FEATURESELECT	1975954
BAA147612	2022/06/23 08:42:00.000	0923/2022 10:11:00 AM	01	555063	Wiggs, Dustin	5620943491000	1.5	SKEWED PRINT	1964267
BAA147612	2022/06/15 09:56:00.000	0815/2022 11:27:00 AM	03	555063	Wiggs, Dustin	5620943369000	1.5	LOOSBRKNRDWR	1945541
BAA147612	2022/06/08 11:00:00.000	09/08/2022 04:38:00 PM	02	555063	Wiggs, Dustin	5620943369000	5.6	LOOSBRKNRDWR	1937008
BAA147612	2022/06/31 10:03:00.000	08/31/2022 03:09:00 PM	01	555093	Wiggs, Dustin	5620943369000	5.1	LOOSBRKNRDWR	1927752
BAA147612	2022/06/17 12:50:00.000	08/17/2022 01:12:00 PM	06	555739	Hodges, Dustin	5620942982000	4	JAMS	604K31850
BAA147612	2022/06/16 09:24:00.000	08/16/2022 05:14:00 PM	05	555739	Hodges, Dustin	5620942982000	7.8	JAMS	1909218
BAA147612	2022/06/17 12:34:00.000	08/17/2022 03:46:00 PM	04	555739	Hodges, Dustin	5620942982000	3.2	JAMS	1909215
BAA147612	2022/06/09 08:11:00.000	08/09/2022 09:50:00 AM	03	555739	Hodges, Dustin	5620942982000	1.6	JAMS	1901284
BAA147612	2022/06/04 11:09:00.000	08/04/2022 02:10:00 AM	02	555739	Hodges, Dustin	5620942982000	3.0	JAMS	0
BAA147612	2022/06/03 08:33:00.000	08/03/2022 11:10:00 AM	01	555739	Hodges, Dustin	5620942982000	2.6	JAMS	005N01167
BAA147612	2022/06/01 08:05:00.000	08/01/2022 11:01:00 AM	03	555739	Hodges, Dustin	5620742693000	2.9	DARK IMAGE	1876812
BAA147612	2022/07/13 08:30:00.000	07/13/2022 12:14:00 PM	02	555739	Hodges, Dustin	5620742693000	3.7	DARK IMAGE	1870724
BAA147612	2022/07/11 12:35:00.000	07/11/2022 02:32:00 PM	01	555739	Hodges, Dustin	5620742693000	2.0	DARK IMAGE	1692212
BAA147612	2022/07/08 08:12:00.000	07/08/2022 11:39:00 AM	01	555739	Hodges, Dustin	5620742382000	3.4	JAMS	1676061
BAA147612	2022/07/06 08:01:00.000	07/06/2022 09:38:00 AM	01	555739	Hodges, Dustin	5620742337000	1.6	LIGHT IMAGE	1688041
BAA147612	2022/07/06 08:01:00.000	07/06/2022 09:38:00 AM	01	953618	Leiby, Walter	5620742337000	1.6	LIGHT IMAGE	1632201
BAA147612	2022/06/30 08:40:00.000	07/01/2022 08:59:00 AM	04	555739	Hodges, Dustin	5620642293000	12.0	LIGHT IMAGE	1627199
BAA147612	2022/06/30 08:40:00.000	07/01/2022 08:59:00 AM	04	555739	Hodges, Dustin	5620642293000	12.0	LIGHT IMAGE	505S00038
BAA147612	2022/06/30 08:40:00.000	07/01/2022 08:59:00 AM	04	555739	Hodges, Dustin	5620642293000	12.0	LIGHT IMAGE	505S00039
BAA147612	2022/06/29 10:01:00.000	06/29/2022 04:52:00 PM	03	555739	Hodges, Dustin	5620642293000	6.8	LIGHT IMAGE	1627199
BAA147612	2022/06/29 10:01:00.000	06/29/2022 04:52:00 PM	03	555739	Hodges, Dustin	5620642293000	6.8	LIGHT IMAGE	505S00040
BAA147612	2022/06/29 10:01:00.000	06/29/2022 04:52:00 PM	03	555739	Hodges, Dustin	5620642293000	6.8	LIGHT IMAGE	1627199
BAA147612	2022/06/29 10:01:00.000	06/29/2022 04:52:00 PM	03	555739	Hodges, Dustin	5620642293000	6.8	LIGHT IMAGE	948K16843
BAA147612	2022/06/27 08:55:00.000	06/27/2022 12:52:00 PM	02	555739	Hodges, Dustin	5620642293000	4.0	LIGHT IMAGE	1627199
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	1618953
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	604K23660
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	03	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	1617493
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	505S00037
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	1617493
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	505S00038
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	1617493
BAA147612	2022/06/23 14:02:00.000	06/23/2022 05:08:00 PM	01	555739	Hodges, Dustin	5620642293000	3.1	LIGHT IMAGE	505S00040
BAA147612	2022/06/20 12:06:00.000	06/20/2022 04:07:00 PM	01	555739	Hodges, Dustin	5620642108000	4.0	JAMS	948K16843
BAA147612	2022/06/08 08:06:00.000	06/08/2022 10:50:00 AM	01	555739	Hodges, Dustin	5620641955000	2.7	ABNORMAL SOUND	1608225
BAA147612	2022/05/31 08:13:00.000	05/31/2022 10:07:00 AM	01	NA	Name Unknown	5620541792000	1.9	LOOSBRKNRDWR	604K23670
BAA147612	2022/05/24 13:15:00.000	05/24/2022 01:27:00 PM	01	NA	Name Unknown	5620541714000	2	VARYINGIMAGE	1572677
BAA147612	2022/05/18 12:46:00.000	05/18/2022 10:33:00 AM	01	NA	Name Unknown	5620541618000	8	LIGHT IMAGE	1555496
BAA147612	2022/05/16 11:12:00.000	05/16/2022 04:56:00 PM	01	NA	Name Unknown	5620541626000	2.2	JAMS	1523437
BAA147612	2022/05/09 15:10:00.000	05/09/2022 09:49:00 PM	01	NA	Name Unknown	5620541579000	4.6	MACHINEOPERAT	1518659
BAA147612	2022/05/09 15:10:00.000	05/09/2022 05:09:00 PM	01	555063	Wiggs, Dustin	5620541488000	5.6	IMPROP-ER FEED	1504646
BAA147612	2022/04/14 14:23:00.000	04/14/2022 03:46:00 PM	01	X30382	Boneck, Perry	5620541488000	2.0	IMPROP-ER FEED	1501738
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	1486815
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	1438937
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	144N00218
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	641S01070
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	130K60830
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	013R00674
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	1438937
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	948K02271
BAA147612	2022/03/31 11:39:00.000	03/31/2022 02:14:00 PM	01	X30382	Ewing, Dagan	5620340728000	2.6	VARYINGIMAGE	1438937
BAA147612	2022/03/25 09:07:00.000	03/25/2022 11:10:00 AM	02	X30382	Ewing, Dagan	5620340587000	2.0	DARK IMAGE	050K56620
BAA147612	2022/03/21 08:13:00.000	03/21/2022 08:54:00 AM	01	X30382	Ewing, Dagan	5620340587000	7	DARK IMAGE	019K98731
BAA147612	2022/03/16 09:19:00.000	03/16/2022 11:25:00 AM	01	X30382	Ewing, Dagan	5620340395000	2.1	JAMS	1427392
BAA147612	2022/03/16 09:19:00.000	03/16/2022 11:25:00 AM	01	X30382	Ewing, Dagan	5620340395000	2.1	JAMS	013R00676
BAA147612	2022/03/16 09:19:00.000	03/16/2022 11:25:00 AM	01	X30382	Ewing, Dagan	5620340395000	2.1	JAMS	1410219
BAA147612	2022/03/16 09:19:00.000	03/16/2022 11:25:00 AM	01	X30382	Ewing, Dagan	5620340395000	2.1	JAMS	1410219

BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	110N01520	1399987	1
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	604K1850	1399987	3
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	152N11640	1399987	2
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	127K76630	1399987	1
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	013R00674	1399987	6
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	633W39035	1399987	1
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	607K15910	1399987	1
BAA147612	2022/03/14 08:31:00.000	02	03/14/2022 10:22:00 AM	01	X30382	Ewing, Dagan	562034035200	1.9	DARK IMAGE	859K07317	1399987	1
BAA147612	2022/03/14 08:31:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	948K16843	1378178	4
BAA147612	2022/02/15 13:37:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	003K23001	1378178	1
BAA147612	2022/02/15 13:37:00.000	02	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	655N00616	1378178	1
BAA147612	2022/02/15 13:37:00.000	02	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	013R00676	1378178	4
BAA147612	2022/01/13 16:20:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	505S00037	1378178	1
BAA147612	2022/02/15 13:37:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	505S00038	1378178	1
BAA147612	2022/02/15 13:37:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	505S00039	1378178	1
BAA147612	2022/02/15 13:37:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	505S00040	1378178	1
BAA147612	2022/02/15 13:37:00.000	03	02/15/2022 05:39:00 PM	02	X30382	Ewing, Dagan	562024093600	4.0	DARK IMAGE	819E05901	1378178	1
BAA147612	2022/02/09 09:46:00.000	03	02/09/2022 10:21:00 AM	01	X30382	Ewing, Dagan	562023975100	.6	VARYING IMAGE	859K07317	1348871	1
BAA147612	2022/01/13 16:20:00.000	03	01/13/2022 06:31:00 PM	03	X30382	Ewing, Dagan	562013926100	2.2	SYSTEM LOCKUP	505S00039	1293170	1
BAA147612	2022/01/13 16:20:00.000	02	01/13/2022 06:31:00 PM	03	X30382	Ewing, Dagan	562013926100	2.2	SYSTEM LOCKUP	126K34187	1293170	1
BAA147612	2022/01/13 16:20:00.000	03	01/13/2022 06:31:00 PM	03	X30382	Ewing, Dagan	562013926100	2.2	SYSTEM LOCKUP	505S00037	1293170	1
BAA147612	2022/01/13 16:20:00.000	03	01/13/2022 06:31:00 PM	03	X30382	Ewing, Dagan	562013926100	2.2	SYSTEM LOCKUP	505S00038	1293170	1
BAA147612	2022/01/13 16:20:00.000	03	01/13/2022 06:31:00 PM	03	X30382	Ewing, Dagan	562013926100	2.2	SYSTEM LOCKUP	505S00040	1293170	1
BAA147612	2022/01/12 16:33:00.000	02	01/12/2022 04:35:00 PM	02	X30382	Ewing, Dagan	562013926100	.0	SYSTEM LOCKUP	1305269		
BAA147612	2022/01/06 09:52:00.000	03	01/06/2022 11:43:00 AM	01	X30382	Ewing, Dagan	562013926100	1.9	SYSTEM LOCKUP	604K23670	1293170	3
BAA147612	2022/01/06 09:52:00.000	03	01/06/2022 11:43:00 AM	01	X30382	Ewing, Dagan	562013926100	1.9	SYSTEM LOCKUP	053K96200	1293170	1
BAA147612	2022/01/06 09:52:00.000	03	01/06/2022 11:43:00 AM	01	X30382	Ewing, Dagan	562013926100	1.9	SYSTEM LOCKUP	604K23660	1293170	1
BAA147612	2022/01/06 09:52:00.000	03	01/06/2022 11:43:00 AM	01	X30382	Ewing, Dagan	562013926100	1.9	SYSTEM LOCKUP	604K1850	1293170	2
BAA147612	2021/12/02 11:31:00.000	03	12/02/2021 12:33:00 PM	01	X30382	Ewing, Dagan	561123871600	1.0	LIGHT IMAGE	1260620		
BAA147612	2021/11/26 09:15:00.000	03	12/02/2021 12:33:00 PM	01	X30382	Ewing, Dagan	561123871600	1.0	LIGHT IMAGE	1260620		
BAA147612	2021/11/11 13:16:00.000	03	11/11/2021 02:46:00 PM	01	883752	Maurelio, Charles	561119838600	1.5	UNFUSED COPY	053K96200	1231043	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	641S01170	1222938	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	146K91030	1222938	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	042K94700	1222938	1
BAA147612	2021/11/04 15:40:00.000	02	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	607K15910	1222938	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	007K98681	1222938	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	641S01064	1222938	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	859K07317	1222938	1
BAA147612	2021/11/04 15:40:00.000	03	11/04/2021 04:57:00 PM	03	X30382	Ewing, Dagan	561103829100	1.3	VARYING IMAGE	622S02023	1222938	1
BAA147612	2021/10/26 08:31:00.000	02	10/26/2021 01:07:00 PM	01	X30382	Ewing, Dagan	561103829100	10.6	VARYING IMAGE		11	
BAA147612	2021/10/26 08:31:00.000	02	10/26/2021 01:07:00 PM	01	X30382	Ewing, Dagan	561103829100	4.6	VARYING IMAGE	127K70780	1197710	1
BAA147612	2021/10/26 08:31:00.000	02	10/26/2021 01:07:00 PM	01	X30382	Ewing, Dagan	561103829100	4.6	VARYING IMAGE	641S01221	1197710	2
BAA147612	2021/10/26 08:31:00.000	02	10/26/2021 01:07:00 PM	01	X30382	Ewing, Dagan	561103829100	4.6	VARYING IMAGE	641S01072	1197710	1
BAA147612	2021/10/26 08:31:00.000	02	10/26/2021 01:07:00 PM	01	X30382	Ewing, Dagan	561103808600	2.0	VARYING IMAGE	641S01221	1183728	1
BAA147612	2021/10/20 09:55:00.000	02	10/20/2021 10:39:00 AM	01	X30382	Ewing, Dagan	561103803200	.7	SPOTS	622S02023	1176595	1
BAA147612	2021/10/19 08:38:00.000	03	10/19/2021 09:15:00 AM	02	X30382	Ewing, Dagan	561103801500	.6	DARK IMAGE	607K15910	1176081	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561103801500	3.3	DARK IMAGE	607K15910	1177212	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561093749700	.6	DARK IMAGE	028K93430	1149537	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561093749700	.6	DARK IMAGE	622S02023	1149537	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561093749700	.6	DARK IMAGE	094K93643	1149537	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561093749700	.6	DARK IMAGE	094K93613	1149537	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561093749700	.6	DARK IMAGE	094K93633	1149537	1
BAA147612	2021/09/22 09:14:00.000	03	09/22/2021 05:06:00 PM	01	X30382	Ewing, Dagan	561093749700	.6	DARK IMAGE	094K93623	1149537	1
BAA147612	2021/09/25 09:47:00.000	02	09/25/2021 09:51:00 AM	02	X30382	Ewing, Dagan	561093720700	.1	DARK IMAGE	641S01221	1140122	1
BAA147612	2021/09/24 15:01:00.000	01	09/24/2021 04:16:00 PM	01	X30382	Ewing, Dagan	561093720700	1.3	DARK IMAGE	641S01221	1140037	1

BAA147612	202002/17 08:36:00.000	02	02/17/2020 10:42:00 AM	02	CT4559	Name Unknown	980020272900	2.1	INCORRECTCOLOR	604K23660	129158	1
BAA147612	202002/17 08:36:00.000	02	02/17/2020 10:42:00 AM	02	CT4559	Name Unknown	980020272900	2.1	INCORRECTCOLOR	053K96200	129158	3
BAA147612	202002/17 08:36:00.000	02	02/17/2020 10:42:00 AM	02	CT4559	Name Unknown	980020272900	2.1	INCORRECTCOLOR	505S00037	129158	1
BAA147612	202002/17 08:36:00.000	02	02/17/2020 10:42:00 AM	02	CT4559	Name Unknown	980020272900	2.1	INCORRECTCOLOR	641S01070	129158	1
BAA147612	202002/17 08:36:00.000	02	02/17/2020 10:42:00 AM	02	CT4559	Name Unknown	980020272900	2.1	INCORRECTCOLOR	859K07314	129158	1
BAA147612	202002/13 12:46:00.000	02	02/13/2020 03:37:00 PM	01	CT4559	Name Unknown	980020092100	1.6	DOCTANTDAMAGED	859K07314	126330	0
BAA147612	202001/31 08:38:00.000		01/31/2020 11:45:00 AM	01	CT4559	Name Unknown	980014983100	2.7	JAMS		104495	
BAA147612	202001/27 10:12:00.000		01/27/2020 12:42:00 PM	01	CT4559	Name Unknown	980014835000	1.7	JAMS		99004	
BAA147612	202001/21 14:24:00.000		01/21/2020 03:02:00 PM	01	CT4427	GASPARD, MONIQUE	980014708200	.6	PBLMNOTOBSRVBL		86321	
BAA147612	202001/14 11:05:00.000		01/14/2020 11:43:00 AM	01	CT4559	Name Unknown	980014595700	.6	PAPER HANDLING		80298	
BAA147612	202001/09 14:47:00.000		01/09/2020 04:15:00 PM	01	CT4559	Name Unknown	980014540300	1.5	IMPROPRSTACKNG		58459	
BAA147612	2019/12/23 08:00:00.000		12/23/2019 12:35:00 PM	01	940972	Hopson, Robert	989124286600	2.8	VARYNGIMAGE		37012	
BAA147612	2019/12/12 14:13:00.000		12/12/2019 03:26:00 PM	01	CT4559	Name Unknown	989124035400	9	JAMS		22144	
BAA147612	2019/11/26 13:20:00.000	02	11/26/2019 07:35:00 PM	01	CT4386	BRELAND, DARRYL	979112141900	6.3		622S02023	1	1

**TECHNICAL SERVICES
SERVICE HISTORY REPORT**

SERVICE STATUS: CPC

Report Period: 9/01/2019 - 8/31/2024

SERIAL NO	ARRIVE DATE TIME	PART SOURCE	DEPART DATE TIME	VISIT NUMBER	DISPATCH CSE NUMBER	DISPATCH CSE NAME	CALL NUMBER	MISH	PROBLEM DESCRIPTION	PARTS NUMBER	TOTAL METER	PARTY QTY USED
A00405639	2024/04/04 12:16:00.000	02	04/04/2024 12:40:00 PM	01	888034	Grice, Jamie	564040102900	.4	JAMS	604K23670	3210131	1
A00405639	2024/03/01 09:31:00.000	02	03/01/2024 12:41:00 PM	02	888034	Grice, Jamie	564020059800	3.2	JAMS	003E59852	3171769	1
A00405639	2024/03/01 09:31:00.000	02	03/01/2024 12:41:00 PM	02	888034	Grice, Jamie	564020059800	3.2	JAMS	023E29800	3171769	2
A00405639	2024/03/01 09:31:00.000	02	03/01/2024 12:41:00 PM	02	888034	Grice, Jamie	564020059800	3.2	JAMS	893E11460	3171769	1
A00405639	2024/03/01 09:31:00.000	02	03/01/2024 12:41:00 PM	02	888034	Grice, Jamie	564020059800	3.2	JAMS	007K18122	3171769	1
A00405639	2024/03/01 09:31:00.000	02	03/01/2024 12:41:00 PM	02	888034	Grice, Jamie	564020059800	3.2	JAMS	059K25651	3171769	1
A00405639	2024/03/01 09:31:00.000	02	03/01/2024 12:41:00 PM	02	888034	Grice, Jamie	564020059800	3.2	JAMS	059K57730	3171769	1
A00405639	2024/02/28 12:50:00.000		02/28/2024 02:55:00 PM	01	888034	Grice, Jamie	564020059800	2.1	JAMS	059K57740	3169606	1
A00405639	2024/02/15 09:18:00.000	03	02/15/2024 11:29:00 AM	03	888034	Grice, Jamie	564020038800	2.2	BACK GROUND	015K60492	3110447	1
A00405639	2024/02/14 09:13:00.000		02/14/2024 09:53:00 AM	02	888034	Grice, Jamie	564020038800	.7	BACK GROUND		3109055	1
A00405639	2024/02/08 12:53:00.000	03	02/08/2024 04:40:00 PM	01	888034	Grice, Jamie	564020038800	3.8	BACK GROUND	059K37001	3109054	1
A00405639	2024/02/08 12:53:00.000	02	02/08/2024 04:40:00 PM	01	888034	Grice, Jamie	564020038800	3.8	BACK GROUND	019K98743	3109054	1
A00405639	2024/02/08 12:53:00.000	03	02/08/2024 04:40:00 PM	01	888034	Grice, Jamie	564020038800	3.8	BACK GROUND	604K61850	3109054	1
A00405639	2024/02/08 12:53:00.000	03	02/08/2024 04:40:00 PM	01	888034	Grice, Jamie	564020038800	3.8	BACK GROUND	604K67480	3109054	1
A00405639	2024/01/10 13:06:00.000	03	01/10/2024 01:54:00 PM	02	888034	Grice, Jamie	564010022300	.8	LINE STREAKS	084K94365	3097658	1
A00405639	2024/01/29 11:31:00.000		01/29/2024 01:14:00 PM	01	546844	Hackett, Christopher	564010022300	1.7	DOC HANDLING		3094879	1
A00405639	2024/01/12 10:31:00.000	02	01/12/2024 12:59:00 PM	01	553761	Toups, Michael	564010008500	2.5	DOC HANDLING	059K34580	3029709	1
A00405639	2024/01/12 10:31:00.000	02	01/12/2024 12:59:00 PM	01	553761	Toups, Michael	564010008500	2.5	DOC HANDLING	064E92090	3029709	1
A00405639	2024/01/12 10:31:00.000	02	01/12/2024 12:59:00 PM	01	553761	Toups, Michael	564010008500	2.5	DOC HANDLING	042K92811	3029709	1
A00405639	2024/01/10 08:29:00.000	03	01/10/2024 10:04:00 AM	01	553761	Toups, Michael	564010004100	1.6	JAMS	3013748		1
A00405639	2024/01/05 11:16:00.000	03	01/05/2024 01:35:00 PM	02	553761	Toups, Michael	564014997500	2.4	DOC HANDLING	952K10660	2961358	1
A00405639	2024/01/04 13:36:00.000	03	01/04/2024 04:17:00 PM	01	553761	Toups, Michael	563124972400	2.2	DOC HANDLING	050K66660	2961357	1
A00405639	2023/12/11 08:37:00.000	03	12/11/2023 10:40:00 AM	01	553761	Grice, Jamie	563104910200	.7	JAMS	059K72463	2907210	1
A00405639	2023/10/26 10:20:00.000	03	10/26/2023 11:01:00 AM	02	888034	Grice, Jamie	563104910200	2.0	JAMS	050K66660	2904456	1
A00405639	2023/10/25 13:16:00.000	03	10/25/2023 03:15:00 PM	01	888034	Grice, Jamie	563104910200	2.0	JAMS	019K98743	2904456	1
A00405639	2023/10/25 13:16:00.000	02	10/25/2023 03:15:00 PM	01	888034	Grice, Jamie	563104910200	2.0	JAMS	019K98743	2904456	1
A00405639	2023/10/25 13:16:00.000	03	10/25/2023 03:15:00 PM	01	888034	Grice, Jamie	563104910200	2.0	JAMS	604K67480	2904456	1
A00405639	2023/10/25 13:16:00.000	03	10/25/2023 03:15:00 PM	01	888034	Grice, Jamie	563104910200	2.0	JAMS	059K37001	2904456	1
A00405639	2023/09/21 15:09:00.000		09/21/2023 05:02:00 PM	01	553761	Toups, Michael	563094833500	1.9	JAMS		2831346	1
A00405639	2023/09/12 08:02:00.000	02	09/12/2023 09:38:00 AM	01	X28093	Rabalais, Adam	563094833500	1.6	JAMS	019K98743	2819146	1
A00405639	2023/09/12 08:02:00.000	03	09/12/2023 09:38:00 AM	01	X28093	Rabalais, Adam	563094833500	1.6	JAMS	050K66660	2819146	1
A00405639	2023/09/06 13:12:00.000		09/06/2023 02:25:00 PM	01	553761	Toups, Michael	563094824300	1.2	JAMS		2806449	1
A00405639	2023/08/22 08:06:00.000	03	08/22/2023 09:48:00 AM	02	888034	Grice, Jamie	563094800800	1.8	LOOSIBRKNHRDWR	801K05121	2790381	2
A00405639	2023/08/18 12:09:00.000		08/18/2023 01:13:00 PM	01	553761	Toups, Michael	563094800800	1.1	LOOSIBRKNHRDWR		2769515	1
A00405639	2023/08/10 10:09:00.000	02	08/10/2023 11:52:00 AM	01	888034	Grice, Jamie	563094781800	1.7	JAMS	604K23660	2763368	1
A00405639	2023/07/25 15:59:00.000	03	07/25/2023 04:41:00 PM	02	X28093	Rabalais, Adam	563074754500	.7	JAMS	050K66660	2663125	1
A00405639	2023/07/25 09:03:00.000		07/25/2023 10:02:00 AM	01	X28093	Rabalais, Adam	563074754500	2.0	JAMS		2669765	1
A00405639	2023/07/19 08:37:00.000		07/19/2023 10:46:00 AM	01	553761	Toups, Michael	563074754500	2.3	JAMS		2586196	1
A00405639	2023/07/17 16:17:00.000		07/17/2023 05:35:00 PM	01	553761	Toups, Michael	563074739700	1.3	JAMS		2569369	1
A00405639	2023/07/10 08:02:00.000	03	07/10/2023 09:21:00 AM	01	X28093	Rabalais, Adam	563074731300	1.3	JAMS	604K23670	2455663	2
A00405639	2023/06/13 08:01:00.000		06/13/2023 09:50:00 AM	03	X28093	Rabalais, Adam	563064705400	1.8	JAMS		2363392	1
A00405639	2023/06/07 08:34:00.000	02	06/07/2023 03:06:00 PM	02	553761	Toups, Michael	563064705400	6.5	JAMS	019K98743	2363009	1
A00405639	2023/06/07 08:34:00.000	03	06/07/2023 03:06:00 PM	02	553761	Toups, Michael	563064705400	6.5	JAMS	059K72463	2363009	1
A00405639	2023/06/07 08:34:00.000	03	06/07/2023 03:06:00 PM	02	553761	Toups, Michael	563064705400	6.5	JAMS	848K07765	2363009	1
A00405639	2023/06/07 08:34:00.000	02	06/07/2023 03:06:00 PM	02	553761	Toups, Michael	563064705400	6.5	JAMS	604K23670	2363009	1
A00405639	2023/06/05 08:00:00.000	03	06/05/2023 09:36:00 AM	01	X28093	Rabalais, Adam	563064705400	1.6	JAMS	604K23670	2361573	1
A00405639	2023/06/01 08:00:00.000	03	06/01/2023 10:03:00 AM	01	X28093	Rabalais, Adam	563054689100	2.0	JAMS	604K67480	2378623	1
A00405639	2023/06/01 08:00:00.000	03	06/01/2023 10:03:00 AM	01	X28093	Rabalais, Adam	563054689100	2.0	JAMS	059K37001	2378623	1

A00405839	2023/05/03 08:01:00.000	03	05/03/2023 09:26:00 AM	01	X28093	Rabalais, Adam	563054648000	1.4	JAMS	604K01850	2338396	2
A00405839	2023/05/03 08:01:00.000	02	05/03/2023 09:26:00 AM	01	X28093	Rabalais, Adam	563054648000	1.4	JAMS	019K98743	2338396	1
A00405839	2023/03/02 08:01:00.000	03	03/02/2023 11:49:00 AM	01	X28093	Rabalais, Adam	5630304553000	3.8	VARYINGIMAGE	604K97750	2238269	1
A00405839	2023/03/02 08:01:00.000	03	02/10/2023 09:35:00 AM	02	X28093	Rabalais, Adam	563024526000	1.6	JAMS	064E92060	2207435	1
A00405839	2023/02/08 08:00:00.000	03	02/08/2023 11:08:00 AM	01	X28093	Rabalais, Adam	563024526000	1.6	JAMS	059K54580	2207435	1
A00405839	2023/02/01 09:00:00.000	03	02/01/2023 09:19:00 AM	01	X28093	Rabalais, Adam	563024526000	3.1	JAMS	2207434		
A00405839	2022/11/03 08:00:00.000	02	11/03/2022 09:43:00 AM	02	X28093	Rabalais, Adam	562114401400	1.7	LINE STREAKS	053K96200	2198941	1
A00405839	2022/11/03 08:00:00.000	02	11/03/2022 09:43:00 AM	01	X28093	Rabalais, Adam	562114401400	1.7	LINE STREAKS	678K65020	1899607	1
A00405839	2022/11/02 16:10:00.000	02	11/02/2022 04:32:00 PM	01	X28093	Rabalais, Adam	562114401400	4	LINE STREAKS	848K07764	1999607	1
A00405839	2022/10/31 09:01:00.000	02	10/31/2022 09:49:00 AM	01	X28093	Rabalais, Adam	562104389700	1.8	VARYINGIMAGE	053K96200	1997342	1
A00405839	2022/10/25 09:16:00.000	01	10/25/2022 11:06:00 AM	01	555063	Wiggs, Dustin	562084295500	1.4	LINE STREAKS	1994242		
A00405839	2022/08/16 09:24:00.000	03	08/16/2022 10:46:00 AM	01	X28093	Rabalais, Adam	562084295500	1.4	VARYINGIMAGE	604K23670	1872568	2
A00405839	2022/08/16 09:24:00.000	03	08/16/2022 10:46:00 AM	01	X28093	Rabalais, Adam	562084295500	1.4	VARYINGIMAGE	604K23660	1872568	2
A00405839	2022/06/08 15:05:00.000	03	06/08/2022 04:00:00 PM	02	X28093	Rabalais, Adam	562064190400	9	JAMS	128K32841	1643969	1
A00405839	2022/06/02 14:41:00.000	03	06/02/2022 04:57:00 PM	01	X28093	Rabalais, Adam	562064190400	2.3	JAMS	604K67480	1643152	1
A00405839	2022/05/24 13:32:00.000	02	05/24/2022 04:33:00 PM	02	NA	Name Unknown	562054171800	3.0	MACHINEOPERAT	128K31060	1642518	2
A00405839	2022/05/24 13:32:00.000	03	05/24/2022 04:33:00 PM	02	NA	Name Unknown	562054171800	3.0	MACHINEOPERAT	128K31070	1642518	1
A00405839	2022/05/23 11:32:00.000	03	05/23/2022 02:32:00 PM	01	NA	Name Unknown	562054171800	3.0	MACHINEOPERAT	059K37001	0	1
A00405839	2022/04/14 08:06:00.000	03	04/14/2022 09:39:00 AM	01	X28093	Rabalais, Adam	562044102800	1.5	JAMS	053K96200	1536874	1
A00405839	2022/03/28 11:30:00.000	02	03/28/2022 01:12:00 PM	01	X28093	Rabalais, Adam	562044102800	1.5	JAMS	604K23670	1536874	1
A00405839	2022/03/28 11:30:00.000	03	03/28/2022 01:12:00 PM	01	X28093	Rabalais, Adam	562044102800	1.7	JAMS	604K23660	1504849	1
A00405839	2021/11/10 12:59:00.000	03	11/10/2021 01:33:00 PM	01	528352	Overstreet, Ronald	561133037800	.8	IMPROP-ER FEED	1203295		
A00405839	2021/07/27 15:09:00.000	01	07/27/2021 05:10:00 PM	01	X30382	Ewing, Dagan	561073681600	2.0	DARK IMAGE	891028		
A00405839	2021/07/28 06:51:00.000	01	07/28/2021 11:26:00 AM	01	X30382	Ewing, Dagan	561073681600	2.6	VARYINGIMAGE	873331		
A00405839	2021/07/12 14:06:00.000	01	07/12/2021 03:21:00 PM	01	883752	Marekko, Charles	561073638000	1.3	JAMS	957289		
A00405839	2021/05/14 07:55:00.000	01	05/14/2021 10:06:00 AM	01	883752	Marekko, Charles	561053433500	1.6	PAPER HANDLING	894918		
A00405839	2021/05/04 07:40:00.000	01	05/04/2021 08:30:00 AM	01	883752	Marekko, Charles	561053522500	.8	PAPER HANDLING	879235		
A00405839	2021/04/13 10:59:00.000	03	04/13/2021 10:59:00 PM	01	883752	Marekko, Charles	561043478400	1.9	JAMS	019K98743	887939	1
A00405839	2021/04/13 10:59:00.000	03	04/13/2021 12:50:00 PM	01	883752	Marekko, Charles	561043478400	1.9	JAMS	809E49721	887939	1
A00405839	2021/03/24 15:23:00.000	02	03/24/2021 04:42:00 PM	01	X30382	Ewing, Dagan	561033445100	1.3	JAMS	604K23660	853380	1
A00405839	2021/02/05 08:04:00.000	02	02/05/2021 09:10:00 AM	01	528352	Overstreet, Ronald	561023353600	.8	JAMS	059K90223	853380	1
A00405839	2021/02/01 09:45:00.000	02	02/01/2021 10:22:00 AM	01	X30382	Ewing, Dagan	561023353600	.8	JAMS	814766		
A00405839	2021/01/27 08:00:00.000	03	01/27/2021 10:43:00 AM	01	X30382	Ewing, Dagan	561013330300	2.7	JAMS	050K66660	807932	1
A00405839	2021/01/27 08:00:00.000	03	01/27/2021 10:43:00 AM	01	X30382	Ewing, Dagan	561013330300	2.7	JAMS	019K65144	8007805	1
A00405839	2021/01/27 08:00:00.000	02	01/27/2021 10:43:00 AM	01	X30382	Ewing, Dagan	561013330300	2.7	JAMS	659N50121	8007805	1
A00405839	2021/01/27 08:00:00.000	02	01/27/2021 10:43:00 AM	01	X30382	Ewing, Dagan	561013330300	2.7	JAMS	050K66660	8007805	0
A00405839	2021/01/22 08:00:00.000	03	01/22/2021 10:43:00 AM	01	X30382	Ewing, Dagan	561013330300	2.7	JAMS	121K31612	8007805	1
A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	528352	Overstreet, Ronald	561013322700	.9	JAMS	930W00211	798472	1
A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	883752	Marekko, Charles	560131654000	1.5	PAPER HANDLING	665501		
A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103143800	1.4	JAMS	059K30951	656759	1
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A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103143800	1.4	JAMS	059K29510	656759	1
A00405839	2020/10/21 15:40:00.000	03	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103143800	1.4	JAMS	059K29520	656759	0
A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103143800	1.4	JAMS	059K29520	656759	1
A00405839	2020/10/21 15:40:00.000	03	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103094500	1.4	JAMS	059K29520	656759	0
A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103094500	1.4	JAMS	059K29520	656759	1
A00405839	2020/10/21 15:40:00.000	03	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103094500	1.4	JAMS	059K29520	656759	0
A00405839	2020/10/21 15:40:00.000	02	10/21/2020 05:03:00 PM	01	X30382	Ewing, Dagan	560103094500	1.4	JAMS	059K29520	656759	1
A00405839	2020/09/04 10:18:00.000	02	09/04/2020 10:44:00 AM	01	CT1427	GASPARD, MONIQUE	980093210500	.4	BROKEN PART	033K98750	609870	1
A00405839	2020/08/20 12:12:00.000	02	08/20/2020 01:20:00 PM	01	CT1450	KATTALIA, JEFFREY	980062945400	1.1	BROKEN PART	053K96200	580625	1
A00405839	2020/06/30 13:15:00.000	02	06/30/2020 02:54:00 PM	01	CT1459	Name Unknown	980062166400	1.6	JAMS	604K23660	396526	1
A00405839	2020/06/02 09:51:00.000	02	06/02/2020 11:34:00 AM	01	CT1459	Name Unknown	980061771900	1.7	MACHINEOPERAT	913W12114	375922	0
A00405839	2020/06/02 09:51:00.000	02	06/02/2020 11:34:00 AM	01	CT1459	Name Unknown	980061771900	1.7	MACHINEOPERAT	913W12124	375922	0

A00405839	20200519 09:02:00.000		05/19/2020 10:12:00 AM	01	CT4559	Name Unknown	98001572900	1.2	JAMS	05K46200	374015
A00405839	20200309 11:56:00.000	02	03/09/2020 02:33:00 PM	01	CT4559	Name Unknown	980030736200	2.6	JAMS	05K46200	349432
A00405839	20200309 11:56:00.000	02	03/09/2020 02:33:00 PM	01	CT4559	Name Unknown	980030736200	2.6	JAMS	05K29510	349432
A00405839	20200309 11:56:00.000	02	03/09/2020 02:33:00 PM	01	CT4559	Name Unknown	980030736200	2.6	JAMS	05K29510	349432
A00405839	20200304 16:30:00.000	03	03/04/2020 05:12:00 PM	03	CT4427	GASPARD, MONIQUE	980020564000	.7		913W12124	332575
A00405839	20200304 16:30:00.000	03	03/04/2020 05:12:00 PM	03	CT4427	GASPARD, MONIQUE	980020564000	.7		913W12114	332575
A00405839	20200228 11:15:00.000	02	02/28/2020 12:58:00 PM	02	CT4427	GASPARD, MONIQUE	980020564000	1.7	LOO5BRKNHRDWR	913W12114	296406
A00405839	20200227 13:20:00.000	02	02/27/2020 04:15:00 PM	01	CT4427	GASPARD, MONIQUE	980020445600	2.9	JAMS	913W12114	296405
A00405839	20200228 14:23:00.000		02/28/2020 03:24:00 PM	01	CT4559	Name Unknown	980020301000	1.0	CONTROLFAILURE		286404
A00405839	20200220 14:00:00.000		02/20/2020 03:33:00 PM	02	CT4559	Name Unknown	980020301000	1.5	JAMS		284482
A00405839	20200127 10:45:00.000	02	02/17/2020 12:31:00 PM	01	CT4559	Name Unknown	980020301000	1.8	JAMS	05K60130	280468
A00405839	20200127 09:40:00.000	02	01/27/2020 10:10:00 AM	02	CT4559	Name Unknown	980014834700	.5	MACHMENOPERAT	029K93430	180400
A00405839	20200124 11:26:00.000	02	01/24/2020 03:34:00 PM	01	CT4559	Name Unknown	980014834700	3.3	MACHMENOPERAT	029K93430	180226
A00405839	20200121 15:11:00.000		01/21/2020 05:27:00 PM	01	CT4427	GASPARD, MONIQUE	980014706200	2.3	REQUJESTRETRAIN		176236
A00405839	20200107 13:51:00.000		01/07/2020 03:57:00 PM	01	CT4559	Name Unknown	980014475100	1.7	JAMS		56076
A00405839	20200107 08:36:00.000	02	01/07/2020 10:31:00 AM	01	CT4559	Name Unknown	980014434800	1.9	JAMS	007K68140	52378
A00405839	20200107 08:36:00.000	02	01/07/2020 10:31:00 AM	01	CT4559	Name Unknown	980014434800	1.9	JAMS	068K53740	52378
A00405839	20181120 10:14:00.000		12/20/2019 01:20:00 PM	01	CT4559	Name Unknown	989124246900	2.3	JAMS		51949
A00405839	20181217 14:17:00.000		12/17/2019 04:07:00 PM	01	CT4559	Name Unknown	989124179200	1.8	JAMS		33362
A00405839	20181205 08:27:00.000	07	12/05/2019 01:25:00 PM	01	CT4388	BRELAND, DARRYL	979122166100	5.0	JAMS	005R00704	1

TECHNICAL SERVICES
 SERVICE HISTORY REPORT
 SERVICE STATUS: CPC

Report Period: 9/01/2019 - 8/31/2024

SERIAL NO	ARRIVE DATE TIME	PART SOURCE	DEPART DATE TIME	VISIT NUMBER	DISPATCH CSE NUMBER	DISPATCH CSE NAME	CALL NUMBER	MSH	PROBLEM DESCRIPTION	PARTS NUMBER	TOTAL METER	PART QTY USED
E28114521	2024/04/02 08:43:00.000	02	04/02/2024 11:23:00 AM	01	573179	Budler, Glen	574037044200	2.7	DELE- TONS	005R00732	1071522	1
E28114521	2024/04/02 08:43:00.000	02	04/02/2024 11:23:00 AM	01	573179	Budler, Glen	574037044200	2.7	DELE- TONS	604K65353	1071522	1
E28114521	2023/03/20 15:15:00.000	02	03/20/2023 04:47:00 PM	02	X28093	Rabalais, Adam	573036372500	1.5	JAMS	059K68169	695513	1
E28114521	2023/03/17 08:00:00.000	03	03/17/2023 09:05:00 AM	01	X28093	Rabalais, Adam	573036372500	1.1	JAMS	053K96200	695173	1
E28114521	2023/03/17 08:00:00.000	02	03/17/2023 09:05:00 AM	01	X28093	Rabalais, Adam	573036372500	1.1	JAMS	676K65020	695173	1
E28114521	2022/10/03 16:23:00.000		10/03/2022 04:36:00 PM	01	555063	Wiggs, Dustin	572106029000	.2	LINE STREAKS		567040	
E28114521	2022/01/25 08:06:00.000		01/25/2022 09:12:00 AM	01	X28093	Rabalais, Adam	572015459300	1.1	WILLNOTBOOT		414481	
E28114521	2020/11/17 11:00:00.000	02	11/17/2020 01:10:00 PM	01	863752	Maureko, Charles	960114366500	2.2	PAPER HANDLING	130K72581	187048	1
E28114521	2020/10/09 09:15:00.000		10/09/2020 09:46:00 AM	01	CT4427	GASPARD, MONIQUE	960103775000	.5	FEATURESELECT		174695	
E28114521	2020/09/04 10:46:00.000		09/04/2020 11:30:00 AM	01	CT4427	GASPARD, MONIQUE	960095210200	.7	VARYINGIMAGE		149722	