

The Remi Group

Equipment Maintenance Program

Contract Summary

The equipment maintenance program (EMP) provides maintenance coverage on various types of agency equipment, ranging from simple office equipment to complex fire alarm systems. Typically this coverage is provided through various maintenance agreements and service contracts often entered into independently by authorized users. The equipment maintenance program provider shall be responsible for oversight, administration and coordination of the equipment maintenance and service.

Examples of the types of equipment covered under this contract include, but are not limited to:

Office

Collating Machines
Copiers
Dictation Equipment
Endorsers
Fax Machines
Mail Machines
Microfiche/Microfilmmers
Plotters
Rotary Filing Systems
Material Shredders
Time Clocks
Typewriters
Word Processors

Security

Alarm Systems
Card Access Systems
Video Surveillance Equipment
Vaults & Safes
Mechanisms
Keypads

Mail

Bag Tagging Equipment
Bar-coding Equipment
Binding Machines
Bursting / Cutters
Collators / Decollators
Conveyors
Sorters
Folders / Inserters
Ink Jet Addressing
Ink Jet Drying
Inserter System
Labeling System

Financial

After Hour Depository Automated Teller
Machines Cash Dispensers
Check Encoders
Check Imprinters
Currency Counters
Coin Counters
Financial Calculators
Reader Sorters
Safe Deposit Boxes
Teller Networks
Visual Auto Tellers

Information Technology

Back-up Systems
Controller Cards
Interactive White Boards (Smart Board)
Laptops
Network Infrastructure
Network Security Hardware
Network Storage
Personal Computers
Printers
Scanners
Servers
Surge Protectors
Telephone Systems
UPS Devices
Webcams

Communications

Audio Visual Systems
Paging Systems
Intercoms
Pager Devices
Radios
Voice Mail Systems

Medical/Hospital

Analyzers
C-Arms
CT Scanners
Centrifuges
Defibrillators
DNA Sequencing
Flow Cytometers
Incubators
Lasers
MRIs
Mammography
Mass Spectrometers
Microscopes
Portable X-Ray
Tissue Processors
X-Ray/Fluoro Rooms

Excluded Equipment:

The following items are excluded from coverage under this EMP contract: refrigeration systems, HVAC, elevators, escalators, lift equipment, machinery, vehicles, motorized equipment and manufacturing equipment.

The issuing agency of this contract is the New York Office of General Services (OGS) Contract #PS65207. The State of Maryland has signed a Participating Addendum with The Remi Group, LLC to provide an Equipment Maintenance Program (EMP) to Eligible Entities.

Pricing Options

The equipment maintenance service program pricing offers the following discounts from current equipment vendor's maintenance contract costs added to the program:

- 27% for all new Financial, Mail, Security, Communications, Laboratory and Medical Equipment
- 28% for all new Office Equipment
- 31% for all new Information Technology Equipment

Obtaining Quotes:

The contractor will set up an initial meeting to discuss the program details and explain how the program works, review the list of equipment, and discuss next steps for contract collection.

Following are the steps to Try Remi:

1. Provide Remi with copies of your current vendor equipment maintenance contracts, including pricing, and the terms and conditions. If you do not have current vendor contracts, you can send a list of the equipment you would like quoted, listing the manufacturer, model number, serial number, and location. This allows Remi to match your existing coverage levels and provide you with an accurate quote.
2. Remi will analyze your current contracts, determine eligibility and create a proposal/quote for your review.
3. Remi will present the proposal specifying the cost savings and coverage level details.
4. Review the proposal and decide whether to move forward with an EMP service agreement with Remi.

Once a proposal is accepted, The Remi Group will create a final Equipment Schedule reflecting this agreement. The Remi Group will consult with each Authorized User to educate all parties involved in how to place a service call. Each Authorized User will then select their preferred method of requesting service (i.e. dispatch model or call vendor direct model). The Remi Group will provide additional training on the selected service method as requested. Each Authorized User will be assigned a unique EMP service agreement number. As necessary, meetings are held with key vendors explaining the program.

When equipment failure occurs the Authorized User then calls either their vendor of choice or the Remi Group's vendor dispatch center. The equipment maintenance vendor completes the repair action and provides a service report to the Authorized User and the Authorized User then forwards a copy of the service report to the Remi Group. The equipment maintenance vendor submits an invoice directly to the Remi Group who is responsible for remitting payment directly to the equipment maintenance vendor.

Additional Information

The EMP is designed to replace Original Equipment Manufacturer and Third Party equipment maintenance service agreements. The EMP administrators will work with Authorized Users to eliminate unnecessary maintenance expenditures to gain the greatest possible return for each dollar invested in equipment maintenance. The program is designed to help improve equipment performance and minimize equipment downtime by changing the economics behind the maintenance relationship between the Authorized User and their chosen maintenance service providers. The EMP is designed to provide financial incentives to maintain equipment effectively as well as oversight to ensure equipment is maintained efficiently.

There are two approaches that Authorized Users may utilize to access vendor services for failed equipment or for maintenance.

Option 1: Direct: If the contract user desires to maintain a direct relationship with their preferred service vendor, they may call them directly when equipment is in need of maintenance/repair and coordinate the service. The procedure would be as follows:

- Equipment failure occurs.
- Authorized User calls the selected service vendor.
- Equipment is repaired.
- Authorized User makes a copy of work order and invoice and sends it to Remi via mail, email or fax.
- Remi processes invoice and pays vendor within 30 days

Option 2: Service Management System: The Remi Group's Service Management System allows end users to outsource tasks of contacting, scheduling, tracking and following up with their preferred vendors for service calls. This option is provided at no additional charge.

This system provides a central hub for all equipment service calls. Authorized Users are given a toll-free number to request service on all covered equipment. If preferred, they also have the option to request service via *Remi Online*. Remi's dispatchers then contact the Authorized User's preferred vendor, requesting service. It is then the responsibility of Remi to manage each stage of the service event and ensure that the level of service received meets or exceeds the State's expectations. Real-time, online tracking allows end users an around the clock ability to view their service call status, maintenance history reports, preventative maintenance schedules, covered equipment schedules etc. The procedure for utilizing the Service Management System would be as follows:

- Equipment repair or maintenance required.
- Authorized User calls toll free number or requests service online.
- Remi's Dispatcher contacts the selected service vendor.
- Remi issues Purchase Order directly to vendor.
- Vendor performs service.
- Remi handles all call administration and pays vendor directly within 30 days.
- Service information is available real-time on Remi Online.