



**STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT**

NOTIFICATION OF STATEWIDE CONTRACT

May 22, 2012

TITLE: Equipment Maintenance Management Program

CURRENT CONTRACT PERIOD: July 1, 2011 through June 30, 2012

BUYER: Chris Korsmeyer
(573) 751-4578
chris.korsmeyer@oa.mo.gov

RENEWAL INFORMATION	Original Contract Period	Potential Final Expiration
	July 1, 2007 through June 30, 2008	June 30, 2012

ALL PURCHASES MADE UNDER THIS CONTRACT MUST BE FOR **PUBLIC USE ONLY**. PURCHASES FOR PERSONAL USE BY PUBLIC EMPLOYEES OR OFFICIALS ARE PROHIBITED.

THE USE OF THIS CONTRACT IS **NOT MANDATORY**.

This contract has been established for the convenience of state agencies. Local Purchase Authority may be used to purchase supplies/services included in this contract from an alternative source at the discretion of the agency. Instructions for use of this contract, specifications, and requirements are attached.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	REGISTERED MBE/WBE	COOP PROCUREMENT
C207022001	55080815200	<p>THE REMI GROUP 11430 N. COMMUNITY HOUSE RD., STE 300 CHARLOTTE, NC 28277</p> <p>IMPLEMENTATION QUESTIONS/ISSUES REGARDING THIS PROGRAM CONTACT: Chauncey Tschiffely Phone - (704) 602 - 0847 Fax - (704) 887 - 2916 Email - ctschiffely@theremigroup.com</p> <p>Company website: www.theremigroup.com</p> <p>TO REQUEST MAINTENANCE SERVICE: 1-866-296-4847</p>	NO	YES

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/01/11 – 06/30/12	05/22/12	Revised buyer contact information
07/01/11 – 06/30/12	06/09/11	Issued one-year contract renewal
07/01/10 – 06/30/11	07/01/10	Issued one-year contract renewal
07/01/09 – 06/30/10	06/26/09	Issued one-year contract renewal
07/01/08 – 06/30/09	60/13/08	Issued one-year contract renewal
07/01/07 - 06/30/08	01/16/08	Updated contractor's contact information
07/01/07 - 06/30/08	08/28/07	Revised buyer contact information.
07/01/07 - 06/30/08	06/22/03	Initial issuance of contract

GENERAL INFORMATION

1. PURPOSE:

The Division of Purchasing and Materials Management has established a contract for an Equipment Maintenance Management Program to cover office, computers, and electronic equipment, as well as medical, laboratory and testing equipment including:

- Telephone Systems
- Audio/Visual Systems
- PCs and PC Peripherals
- Bar Code Readers
- Microfilm Equipment
- Lasers
- And much more

❖ The specific listing of the types of equipment covered under this maintenance program is provided in Attachment 1.

This contract offers all state agencies an alternative to equipment maintenance offered in existing contracts or from other vendors. This program provides a discount from current pricing included in existing contracts. The program is administered by The Remi Group and underwritten by Great American Insurance Companies and Zurich Insurance Company.

This program offered by The Remi Group provides a single point of contact for the entire service delivery process from dispatch to the service provider, management of the program, to invoice processing and payment to the service provider.

2. NON-EXCLUSIVE CONTRACT:

State agencies are advised that the contract entered into is non-exclusive. State agencies may obtain maintenance services from other sources if determined to be in the best interests of the State of Missouri. Agencies are encouraged to use certified MBE/WBE firms when making purchases outside of this contract.

3. STATE AGENCY AUDIT/ANALYSIS:

At the request of the using agency, the contractor will perform an audit/analysis of state agency's current inventory of equipment and maintenance costs to determine coverage needs, availability and feasibility. The agency shall work with the contractor to develop a specific work plan. Upon completion of the analysis, it shall be the state agency's option to determine the equipment to be covered under the equipment maintenance management program.

4. IMPLEMENTATION/TRANSITION:

The Remi Group along with AON Risk Services will assist the State of Missouri in coordinating implementation of the program and transition of equipment from the current equipment maintenance agreements/contracts.

5. MAINTENANCE COVERAGE:

The program shall cover office, computers, and electrical equipment as well as medical, laboratory, and testing equipment. Consumables, software and any standard exclusions which are outlined in existing OEM maintenance agreements shall be excluded from the program.

The contractor will provide for on-site equipment maintenance on a 9-hour per day (8:00 a.m. to 5:00 p.m. CST), 5 day per week (Monday through Friday) basis (excluding holidays).

The on-site maintenance performed will include all preventative maintenance, corrective repair, parts (except for manufacturer specified consumable items), labor, and travel necessary to maintain the

equipment specified by the using agency in good operating condition. No other payments shall be made by the state to the contractor or the service provider other than the maintenance pricing (or premium) specified by the contractor in accordance with the contract.

A service level agreement (SLA) shall be agreed to by the contractor and the state agency that defines the specific requirements of the maintenance provisions based on the OEM or OEM-authorized service provider maintenance agreement including, but not limited to the following:

- Equipment covered and the associated maintenance rates or premiums;
- Terms of coverage including start date and end date and hours and days of coverage (e.g. 24/7, 9/5, inclusions/exclusions of holidays, etc.);
- Maintenance service providers;
- Definition of excluded parts and/or consumable items;
- Definition and procedure for preventative maintenance including the number of preventative maintenance service calls to be minimally provided; and
 - The SLA definition for preventative maintenance shall include, but not be limited to, the act of servicing (including inspecting, testing, reconditioning, cleaning, etc.) or replacing worn or damaged individual parts and components before their inevitable failure causes a total breakdown.
- Minimum response time of the service provider to remedial requests of the agency that should include 1) a required response time for initial confirmation of receipt of the service request including initial diagnosis of the problem and 2) another required response time for on-site arrival of service staff

6. TO PLACE A SERVICE CALL:

Customer Requirements:

- The state agency shall call The Remi Group Service Center at 1-866-296-4847.
- Please provide the following information to the dispatcher:
 - Your name, location, and phone number where you can be reached
 - A description of the item needing service;
 - Provide equipment Type, Make, Model and Serial Number
 - IE: Cannon Image Runner Color Copier, model C5180, serial number xxxxxxx
 - Provide a brief description of the problem with the equipment requiring service.
 - Also, let the Service Center know if equipment is down or limited in operation.
 - Provide the specific location of the equipment and a contact name & number of the person the vendor should contact if different from the original caller.
 - Provide the desired service vendor and phone number to be called if different from the pre-designated vendor list provided to The Remi Group at start up of dispatch program.

Service Center Requirements:

- Open up a service call annotating all the information provided by the caller (re: Customer Requirements).
- Contact the service vendor and provide them with the Purchase Order number (PO#).
- Obtain a reference or service call number from the vendor if applicable.
- Contact the customer and inform them that their vendor has been contacted, provide the vendor reference number (if applicable) and the PO#.
- Inform the customer as to an estimated time limit when they can expect to be contacted by their service vendor and to please call the Service Center if this time limit is exceeded so the Service Center can follow up with the vendor.
- Inform the customer that once the vendor has a chance to diagnose the problem and provide them with a repair estimate, to please call back the Dispatch Center if this PO dollar limit is to be exceeded.

Auto Attendant/Voice Mail System:

In the event that all the dispatchers are tied up on customer calls or if it is after hours (Monday – Friday 8:00am – 6:00pm EST); the caller will go into the voice mail system.

The caller must then leave a voice mail providing all the information specified in the Customer Requirements section. He or she can expect a call back within 15 minutes.

7. CANCELLATION OF MAINTENANCE:

The State of Missouri reserves the right to cancel maintenance on any or all of the item(s) with 30 days prior written notice to the contractor.

8. EQUIPMENT ADDITIONS:

Equipment may be added during the coverage period for any reason. All equipment must be currently under a corrective maintenance plan at the time of the addition to the program. The contractor will provide detailed descriptions of a pro-ration method to the state agency. Pro-rated amounts due to or from the contractor will be included in the calculation of each immediately succeeding term payment.

The state agency shall provide the contractor a listing of equipment to be added to the program which includes the location of the equipment, a description, any applicable identification numbers (serial number, property tag, etc), make and/or model numbers, purchase date, the date on which the equipment was placed on a service contract, expiration of manufacturer's warranty, requested start date of coverage on requested equipment, special need for certified technicians on identified pieces of equipment, and copies of current maintenance contracts, or applicable quotes for preventative maintenance contracts, whichever is applicable.

Any equipment coming off of warranty may be added to the program. Depending on the equipment, the contractor may be asked to provide coverage for equipment with the original manufacturers of the equipment. A quote will be obtained from the company providing service under warranty by the agency, and provided to the contractor.

The contractor will evaluate the equipment for inclusion to the program prior to approval of the addition. If accepted, the equipment will be added to the program by applying the contract percentage discount to the current preventative maintenance agreement or the quoted preventative maintenance agreement price. The discounted total shall represent an annual cost to be prorated monthly for the number of coverage months in the program.

If a current preventative maintenance contract is not in place due to the equipment coming off of warranty or if the equipment is currently being serviced on a time and materials basis, the agency shall obtain a quote from their service provider, a copy of which is to be provided to the contractor at the time of request for addition to the program. The contract percentage discount will be applied to the quote, and the discounted total shall represent an annual cost to be prorated monthly for the number of coverage months in the program.

The contractor shall have thirty (30) days to assess the condition and acceptability of the equipment to be added.

If the equipment is determined to be unacceptable, the contractor shall provide written justification of reason for denial with a copy being provided to the requesting agency and the Division of Purchasing and Materials Management.

If the contractor agrees to provide service on the requested addition(s), a listing of the cost associated to each piece of equipment being added will be provided to the agency for future reference in case any equipment listed is deleted from the program prior to the end of the contract term. A mutually agreed upon start date to begin service will be determined, and the requesting agency shall issue a contract change order to the existing equipment purchase offer, or elect to issue a new order. If service does not begin on the first of the month, the first month shall be prorated accordingly.

The contractor will provide service on the added equipment upon the effective date of change through the remainder of the contract term or end date of the purchase order, whichever applies.

9. EQUIPMENT DELETIONS:

The state agency may delete equipment during the coverage period for any reason. The contractor will provide detailed descriptions of a pro-ration method to the state agency. Pro-rated amounts due to or from the contractor will be included in the calculation of each immediately succeeding term payment. The contractor will not delete any equipment from the program due to poor performance of the equipment during the coverage period. However, the contractor may delete such equipment at the time of renewal of the contract.

The state agency reserves the right to remove any piece of equipment from the program during the contract period by change order process. The deletion will take effect when the agency has provided the contractor with 30 days prior written notice of the deletion request, a listing of the equipment to be deleted, the location and description of the equipment, any applicable identification numbers (serial number, property tag number, etc), make and/or model numbers, the date scheduled for deletion of coverage, and the monthly cost of equipment being deleted will be provided.

The decreased cost shall be prorated over the remaining coverage months in the program. If the effective date of deletion does not begin on the first of the month, the first month decrease shall be prorated.

Upon determination of the effective date and the amount of decrease, the requesting agency shall issue a contract change order, reducing the coverage months remaining in the program.

10. REPLACEMENT PARTS:

The maintenance provided will include all replacement parts that are equal to or better than the original equipment manufacturer's specifications. Any permanent replacement parts must be warranted per the manufacturer's specifications.

11. RENTALS:

The contractor shall provide for rental of substitute equipment at no additional cost to the state if maintenance or corrective repair cannot be made within three (3) working days from the reporting of needed service or repair. The contractor shall be responsible for the delivery and pickup of all substitute equipment.

12. NOTICE OF EXPIRATION:

The contractor will provide the participating state agency with applicable subsequent period pricing at least sixty (60) days prior to the end of the annual term.

13. PERCENTAGE OF DISCOUNT:

This contract offers a 25% discount for maintenance of Office, Computers, and Electronic Equipment and a 20% discount for maintenance of Medical Laboratory, and Testing Equipment. The percentage discounts shall be either from 1) a current maintenance agreement from an OEM or OEM-authorized service provider; or 2) a quotation from an OEM or OEM-authorized service provider that is acceptable by the contractor. The SLA agreed to between the agency and the contractor shall specify the same or similar service levels as the OEM or OEM-authorized contract and/or quotation. If multiple OEM or OEM-authorized agreements and/or quotations exist, the discount shall be applied to the lowest contract or quotation, providing the service levels are the same or similar to the agency-requested service level. The percentage discount shall remain firm fixed for the duration of the contract.

14. ORDERING:

SAMII Line Item 001- Commodity Code 93900—Maintenance for Office, Computers, and Electronic Equipment

SAMII Line Item 002- Commodity Code 93800-Maintenance for Medical, Laboratory, and Testing Equipment

15. PAYMENTS:

The state agency may make payments in advance since payments will be for actuarial types of services and premiums.

ATTACHMENT 1 **EQUIPMENT LISTING**

The following is a list of the types of equipment to be included, but not limited to, maintenance services. This equipment is located throughout the State of Missouri, including all satellite locations.

1.1 GENERAL OFFICE, COMPUTERS, AND ELECTRONIC EQUIPMENT LIST

- Computer Hardware
- Communications Equipment
- Printers
- Copiers
- Time Clocks
- Fax Machines
- Postage and Mailing Equipment
- Typewriters
- Calculators
- File Servers
- Card Readers
- Power Supplies
- Telephone Systems
- Production/Processing Equipment
- Security Equipment
- Radio Equipment
- Switchboards
- Photographic Equipment
- Paging Systems
- Microfilm Equipment

1.2 MEDICAL, LABORATORY, AND TESTING EQUIPMENT LIST

- Data Processing Hardware
- Computer Hardware
- X-Ray Units
- CT Scanners
- Laboratory Equipment
- Card Readers
- Fire Alarms and Sensors
- Voice Mail Systems
- Video Equipment
- Film Processors and Viewers
- Magnetic Resonance Imagers (MRI)
- Telephone Systems
- Computer Network Hardware
- Security Systems
- Gamma Cameras
- Gamma Counters
- Dose Calibrators
- Cell Washers
- Blood Gas
- Laboratory Instruments

**State of Missouri
Office of Administration
Division of Purchasing & Materials Management
Contract Performance Report**

Prepared by: _____ Date: _____

Agency: _____ Phone: _____

Email: _____

Please take a moment to let us know how this contract award has measured up to your expectations. If reporting on more than one contractor or product, please make copies as needed. This office will use the information to improve products and services available to state agency users. Comments should include those of the product's/service's end user. **Please submit the completed form via facsimile (573/526-9818) or via email to the buyer of record for the particular contract as listed on the cover page of the statewide notice.**

Contract No.: C207022001

Title: Equipment Maintenance Management Program

Contractor: The Remi Group

Describe Product/Service Purchased (Include Item No.'s if available):

Rating Scale:

- 5 = Exceeded Expectations with Great/Good Customer Support,
- 4 = Met Expectations with Good Customer Support,
- 3 = Met Most Expectations with Adequate Customer Support,
- 2 = Did Not Meet Expectations but has Adequate Customer Support,
- 1 = Did Not Meet Expectations and has Unsatisfactory Customer Support

NOTE: For ratings of 2 or 1, please provide comments as to why you gave this rating.

PRODUCT/SERVICE EVALUATION	RATE (5-1)	COMMENTS
Functionality/Quality of Product/Service purchased?		
Product/Service specifications/standards?		
Product/Service cost within expectations?		

CONTRACTOR EVALUATION	RATE (5-1)	COMMENTS
Timeliness of delivery?		
Timeliness and Responsiveness to inquiries?		
Employee courtesy/professionalism?		
Reliability/Commitment of contractor/staff in servicing your needs?		
Problem resolution?		
Service Expertise (if applicable)?		

Do you recommend the continuation of the current contract? (Y/N) _____ If no, then please explain why.

What are your recommendations for improving the contract?
