

New York State Office Of General Services
Procurement Services Group
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PURCHASING MEMORANDUM

GENERAL INFORMATION BULLETIN

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PLEASE ADDRESS INQUIRIES TO:

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SUBJECT: NYS EQUIPMENT MAINTENANCE PROGRAM (EMP)

TO ALL STATE CONTRACT VENDORS:

Overview

The purpose of this memorandum is to inform the vendor community about the statewide Equipment Maintenance Program (EMP) that is currently being implemented by New York State. The EMP consolidates individual vendor agreements into a single provider contract, while generally offering the same level of coverage and service. Further, the EMP allows State agencies to continue to select their service vendors of choice. Finally, by saving the State 25 percent over previous contract costs, the EMP represents a long-term change in the way the State is choosing to handle service on its equipment.

Background

On June 8, 2004, the Division of Budget (DOB) issued Budget Bulletin H-1027, mandating all State agencies, as appropriate, to participate in the statewide EMP. The first requirement was that State agencies complete an inventory of their service contracts on office equipment and business machines by July 9, 2004. Since then, agencies have been working together with DOB, OGS Bureau of Risk and Insurance Management and the EMP provider to determine which equipment, as appropriate, to transition to the program. This implementation has been occurring over time so agencies will also need to work cooperatively with their service vendors. A copy of Budget Bulletin H-1027 can be found on the DOB website at <http://www.budget.state.ny.us/bprm/bulletins/bulletinindex.html>.

EMP Features

Although State agencies are required to participate in the statewide EMP, they can still select their service vendors of choice. This is an important feature of the EMP because it highlights that the State does not wish to sever any of its relationships with its current vendors. In fact, it is hoped that all equipment maintenance provided by vendors will continue at the same high level of service that agencies have experienced under vendor service agreements. However, there are procedural and operational changes that vendors should note, including:

- Services from vendors will be on a "time and materials" basis, rather than under a maintenance agreement.
- Corrective repair and preventive maintenance shall be performed on a per call basis and only when specifically requested by the State. Supply of consumables shall be provided only as ordered by the State.
- A service report or work order must be left with the agency department at the completion of each service call. See attached.
- Rates of billing for all time and materials work shall be equal to or less than those billed to its similarly situated customers for comparable services.
- Billing for these services shall be directed to the following address:

NYS (agency name)
c/o Remi
P.O. Box 2087
Albany, NY 12220-0087

- Not all equipment will be moved to the EMP at this time. An agency may have some equipment on the EMP, while other equipment from the same agency will remain under a maintenance agreement.
- Every agency will have a blanket purchase order number for equipment under the EMP, which will be provided to each vendor; so when an agency calls a vendor for service using the purchase order number, the vendor will know that it is a “time and materials” service call under the EMP.
- Many State agencies have decentralized offices throughout New York State. It would be incumbent upon vendors to notify their outlying representatives about the program and its changes.

Currently, there are over 35 State agencies and authorities on the EMP. Other agencies will be coming on to the program on a continual basis.

