



**APPENDIX E
HOW TO USE THIS CONTRACT**

CONTRACT PS69214

BETWEEN

THE NEW YORK STATE OFFICE OF GENERAL SERVICES

AND

THE REMI GROUP, LLC



HOW TO USE THIS CONTRACT:

The Equipment Maintenance Program (EMP) is designed to replace multiple maintenance and service agreements with one agreement that costs less and is more flexible than Original Equipment Manufacturer (OEM) and Independent Service Organization (ISO) contract agreements. The EMP 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 Contractor, The Remi Group, LLC ("Remi") will work with Authorized Users to customize coverage to best meet the needs of the Authorized User and eliminate unnecessary maintenance expenditures in order to gain the greatest possible return for each dollar invested in equipment maintenance. 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 Service Provider services for failed equipment or maintenance.

Option 1 – Remi’s Dispatch Service Center:

Remi’s Dispatch Service Center provides a central hub for placing all equipment service calls for covered equipment. Authorized Users can request service via a toll-free number (866-296-4847), email (dispatch@theremigroup.com), through Remi’s website “Request Service” link, or Remi Online. Remi’s dispatchers then contact the Authorized User’s preferred Service Provider, 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 contractual requirements. Real-time, online tracking allows Authorized 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 Remi Online 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 Provider.
- Remi issues Purchase Order directly to Service Provider.
- Service Provider performs service.
- Remi handles all call administration and pays Service Provider directly within 30 days.
- Service information is available real-time on Remi Online.

Option 2 – Service Provider Direct: If the Authorized User desires to maintain a direct relationship with their preferred Service Provider, 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 Provider.
- Equipment is repaired.
- Authorized User provides a copy of work order and invoice and submits it to Remi for payment via mail, email or fax.
- Remi reviews and processes documents, remitting payment to Service Provider within 30 days.

START UP OF NEW ACCOUNTS:

Contact Remi and identify yourself as an Authorized User eligible to use the Contract. Remi may ask you to verify your eligibility. The Remi contract administrator will be available to help establish an account.

Startup of new accounts shall be made in accordance with the following instructions:

1. Provide Remi with copies of your current vendor equipment maintenance agreement, including pricing, and the terms and conditions. If you do not have current equipment maintenance agreements, 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. Equipment Category discounts are outlined in Appendix D, Discount Schedule. Copies of vendor equipment maintenance service agreement documentation should be emailed to:
NYEMP@theremigroup.com

2. Remi will analyze your current agreements, 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, Remi will create a final Equipment Schedule reflecting this agreement. Remi will consult with Authorized Users 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. utilize Remi's Dispatch Center or call Service Provider direct). Remi 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, a Letter of Authority may be required to notify potential Service Providers of a formal request to change the billing address and provide authorization for Remi to place service calls and/or make payments on behalf of the Authorized User. Remi will notify the Authorized User if this is necessary and will provide the approved Letter of Authority to be printed on the Authorized User's letterhead, signed, and returned to Remi. Training on the use of Remi Online will be provided to designated personnel to prepare them for routine program operations, reporting and overall program management.

When equipment failure occurs the Authorized User then either contacts Remi's Dispatch Center or calls their Service Provider of choice direct. The equipment Service Provider completes the repair action and provides a service report to the Authorized User, who then forwards a copy of the service report to Remi. The equipment Service Provider submits an invoice directly to Remi who is responsible for remitting payment directly to the equipment Service Provider.

When making the initial contact with Remi for new accounts, it is imperative that the Authorized User advise Remi that the account is set up under this Contract and a request be made that Remi provide their Contract number on all invoices.

THE FOLLOWING SERVICES ARE INCLUDED UNDER THIS CONTRACT:

REMI ONLINE REPORTING TOOLS

Through Remi Online, Authorized Users have the ability to track the performance of individual pieces of equipment, identify poorly performing equipment, ensure scheduled preventative maintenance completion, review individual maintenance events, or review overall program results. Upon Request, Remi may be able to create certain ad-hoc customized reports to accommodate unique reporting requirements. Authorized User's with special reporting needs are directed to contact the Remi account manager to request assistance with the development of special reports. Remi Online gives Authorized Users the option of either logging onto the Remi website to view results or the Authorized User may elect to receive desired reports automatically via email. Data from Remi Online may also be downloaded in a variety of formats.

DATA CAPTURE

Remi Group is required under this Contract to capture and store data pertaining to Authorized User covered equipment. Remi will offer Authorized Users an interface to this data via Remi Online. The Authorized User will retain ownership of all data entered into the database and reporting system. This interface shall be provided for the life of the Contract at no additional charge.

CUSTOMIZED COVERAGE

Under the EMP the Authorized User controls the level of coverage desired for each piece of scheduled equipment and retains the flexibility to purchase the exact level of protection desired on a case-by-case basis. For example: it is possible to choose around-the-clock labor coverage, including unlimited overtime, for a mission critical system while limiting coverage to 9 to 5 on other less critical equipment. The Authorized User may include scheduled preventative maintenance inspections at the OEM's recommended frequency (e.g. four per year) or more frequently if deemed necessary. Authorized Users have the ability to customize the program to meet their evolving needs.

MAINTENANCE CONTRACT EVALUATION

Remi will assist the Authorized User in the evaluation of existing service agreements to ensure that equipment service levels, hours of coverage, coverage limitations, and total cost is consistent with industry best practices. Remi will recommend service options for each piece of equipment. The goal of this process will be to ensure service quality and equipment uptime, while achieving the best return for each dollar invested in the maintenance of Authorized User equipment.

SERVICE PROVIDER MAINTENANCE OVERSIGHT

Remi will be responsible for providing strict oversight of each covered maintenance event to ensure that the service work performed by the Authorized User's chosen Service Provider is effective and appropriately invoiced. Remi will also be responsible for guaranteeing that the service work is performed in compliance with industry standards and meets the manufacturer's specifications for the equipment. Remi will review the service report and associated Service Provider invoice to ensure the charges are appropriate to the activity completed and that the Authorized User receives credit for all warranty work, and that there are no unnecessary charges designed to increase the chosen Service Provider's profit margins.

TOTAL LIFECYCLE MANAGEMENT

Remi will assist Authorized Users in monitoring all aspects of their equipment performance. This includes equipment breakdowns, scheduling maintenance, negotiating with Service Providers, managing the Authorized User's equipment assets and tracking equipment through its entire lifecycle. The goal of such management will be to extend the useful life of the Authorized User's equipment, ultimately reducing the overall equipment acquisition budget. Remi will also be available for consultation with Authorized Users prior to the purchase of new equipment and will be required to use data gathered from their monitoring practices to offer advice on the projected lifecycle cost in comparison to the initial acquisition cost of the equipment being considered.

LOSS CONTROL SERVICES

Remi is required to provide 24 hour service for consultation, guidance and support on all maintenance/program questions. Remi will monitor covered equipment maintenance cost trends, failure rates and specific Service Provider performance to identify cost saving opportunities. When necessary, Remi will locate alternative Service Providers and alternative sources for manufacturer approved parts. Remi will consult with Authorized Users to advise on those steps that may be implemented to reduce unnecessary maintenance expenditures.

PROGRAM TRAINING

Remi offers training programs that can be scheduled as needed for all Authorized Users. Remi's training program includes program operation, Remi Online training, management reporting, and loss control.