Statewide Term Contract 936A– Equipment Maintenance Management Program

Bid Number	201801010
Contract Name	Equipment Maintenance Management Program
Effective Dates	December 1, 2018 through January 31, 2026
Awarded Vendor(s) and Contacts	**The Remi Group LLC** The Remi Group (general questions and information) - (888) 451-8916 info@theremigroup.com The Remi Group Dispatch (service calls) – (866) 296-4847– dispatch@theremigroup.com The Remi Group LLC has a team of individuals dedicated to providing assistance Monday through Friday, 8 a.m. to 6 p.m. (EST), for all program participants. The team consists of: • Kristen Childers, Contract Manager (704) 602-0833 Kristen.childers@theremigroup.com • Amy Powell, Account Manager (704) 517-1108 amy.powell@theremigroup.com
Contract Usage	This Statewide Term Contract is intended to provide an Equipment Maintenance Management Program (EMMP) which will cover the state's normal requirements for the repair and preventative maintenance of equipment. The EMMP will provide comprehensive coverage for parts, labor, and preventative maintenance per the original equipment manufacturers (OEM) specifications. The purpose of the EMMP is to provide the state with a single point of contact for managing the entire service delivery process, which will streamline the equipment maintenance process and improve organizational efficiency. **NOTE: IT Equipment is not covered under this agreement.** This Statewide Term Contract is intended as a convenience contract and may be used by **state departments, most state agencies and state higher education institutions** (except under the conditions specified in G.S. §115D-58.14(a) and G.S. §116-13). The contract may also be utilized, without further competition, by **non-mandatory state agencies and other eligible entities**.
Contract Pricing	Contract pricing is based on a 32% discounted rate off Manufacturer's OEM List Price.
Order Placement	Orders may be placed through the E-Procurement system or the agency may elect to use the p-card program (dependent on delegation amount).
Type of Equipment Covered	The following website provides a list of equipment that can be covered under the EMMP. Please visit this site and click on the "Equipment List" link. https://theremigroup.com/eligible-equipment
Data Collection	The Remi Group LLC (Remi Group) will contact each agency representative to review the EMMP program highlights and set a timeline for data collection. Each agency contacted will provide the Remi Group with its current equipment maintenance agreements including equipment still under warranty. The Remi Group will review the current agreements and provide the agency with a quote for maintenance of the equipment. Both parties will review the quote and confirm

	the EMMP start date for the equipment. An equipment maintenance agreement will be issued to the agency outlining the agreement period, coverage information, equipment schedule with coverage dates, and terms and conditions (state terms and conditions prevail). The Remi Group will provide the same maintenance as that under the current contract at the reduced, often using the OEM. For items currently under warranty, the Remi Group will provide the agency a quote 60-days in advance of the warranty expiration. If the quote is accepted, the equipment will automatically roll into the program upon warranty expiration. The Remi Group will provide asset tags to each agency for all equipment being managed under the EMMP.
EMMP Implementation/ Training	The Remi Group will schedule an educational meeting to include all participants to ensure familiarity with the program operation, coverage of equipment items on the program, procedures to be utilized when service for equipment is needed, and the use of the Vendor's online service (Remi Online). A client reference guide will be provided, which summarizes the information presented during the educational meeting. Additional educational programs can be scheduled as needed for all end users throughout the lifetime of the EMMP. Each end user will be given access to the Vendor's online reports, as requested. Online demonstrations will be available at any time for all program participants. The Remi Group has assigned representatives to provide assistance Monday through Friday, 8 a.m. to 5 p.m. (EST). **Service Calls** When service and/or maintenance is required, the agency's approved end user will contact The Remi Group's Dispatch Service Center at **(866) 296-4847** and provide the following information: 1. Caller name, location, phone number and email address. 2. Description of the equipment needing service. a. The Remi Group asset tag number or item serial number. b. Brief description of reason for the service/maintenance call. c. Name and call back number of the responsible equipment end user. After the service call has been placed the Remi Group Dispatcher will: Contact the end user's preferred service Vendor. 1. Provide the caller with a reference number and email a partially completed Remi Field Service Report to the caller as confirmation of the request. The Dispatch Service Center should be contacted for resolution if a technician is late or other issues arise. After service has been completed: 1. Agency should fax or email the completed Field Service Report to close out the service call. 2. Service Vendor will send the invoice to The Remi Group for processing and payment. All dispatch request information will be tracked and available to view via Remi Online. **Online Reports** All equipment maintenance and repair activity, transaction, and Vendor information is captured and managed by The Remi Group's database, Equipment Maintenance Management Application (EMMA). It is also available to view 24/7 by logging onto Remi Online. Reports are available to download in either PDF or Excel format. Approved end users are given a login and password to access reports for their equipment. Some of the standard reports include: • **Equipment Schedule** – provides a listing of all equipment on the program including

	the equipment's manufacturer, model, description, serial number, coverage dates, number of preventative maintenance, etc. • **Equipment Location Summary** – provides the total pieces of equipment covered at each location, the annual price, and the prorated price. • **Repair History** – provides the dates of repair, date The Remi Group received the invoice, reason for service call, check number, and date. • **Preventative Maintenance (PM) Summary** – provides a summary of the PMs covered under the agreement for each piece of equipment, how many have been used, and the date of the last PM performed. • **Modality Performance** – displays the total number of repairs and total repair amount for each type of equipment, manufacturer, and model. • **Equipment Reimbursement Summary** – shows the total PMs and corrective maintenance performed for specific pieces of equipment, total invoice amount, and the amount paid by The Remi Group. • **Vendor Usage** – shows the number of invoices received per Vendor, the total invoice amount, the amount broken out by parts, labor, and travel.
Taxes	Prices do not include North Carolina sales or use tax.
Loaded into E-Procurement	Yes. Ordering Instructions only are loaded in E-Procurement.
E-Procurement Help Desk	(888) 211-7440
Contract Manager	Carter Biggs (984) 236-0261
Contract Addenda	02/28/2019: Contract Administrator Change to David O'Neil
	01/29/2020: Contract Administrator Change to Sandy Anderson
	06/03/2020: Updated Vendor Contacts
	07/08/2020: Update Contract Administrator Contact to Sandy Anderson - (984) 236-0216
	11/08/2021: Contract term effective through 11/30/2022.
	07/01/2022: Contract Administrator Change to Wanda Simmons
	10/10/2022: Contract term effective through 11/30/2023.
	01/26/2023: Contract Administrator changed to Contract Manager Kayla Glenn
	08/21/2023: Contract Manager changed to Melissa Pressley
	11/22/2023: Contract Manager updated to Austin Kiziah.
	02/09/2024: Contract extended to 8/28/24
	08/07/2024: Contract extended to 9/30/2025
	06/12/2025: Contract Manager changed to Carter Biggs
	09/29/2025: Contract extended to 10/30/2025
	10/30/2025: Contract extended to 1/31/2026