

## EQUIPMENT MAINTENANCE PROGRAM PROCEDURES MANUAL

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*Please refer to the electronic version of this manual for printable links to forms at <http://www.ogs.state.ny.us/supportServices/finance/insurance/emp.html>.*

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Any questions regarding this manual should be directed to:

The Office of General Services (OGS)  
Bureau of Risk and Insurance Management (BRIM)

(518) 474-4725

<b>Date:</b> 4/15/08	<b>Information Stage – Kick-off Meeting</b>	<b>Section:</b>  1
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

***The Equipment Maintenance Program is an alternative approach to individual service maintenance contracts.***

State agencies have a wide range of office, financial, mail, security and communications equipment, as well as other equipment integral to the operation of the agency. For most of the equipment, maintenance and repair have been handled through the purchase of a service maintenance contract from a vendor. The alternative to a maintenance contract is taking a chance that the equipment will not fail. The agency will then bear the cost of service when repairs are required. This can be risky; so in the past, most agencies have opted to purchase maintenance contracts.

The Office of General Services has contracted for an alternative to individual vendor contracts—the ***Equipment Maintenance Program (EMP)***. Essentially, the EMP is one overall service program with a cost that is less than the total amount agencies currently spend on their equipment maintenance contracts.

The EMP should provide the same level of coverage as previously provided under the vendor agreement, including the cost of repairs and service, such as parts, labor, travel, preventive maintenance, etc. The EMP will also provide enhanced coverage for damage due to operator error, negligence, power disturbances, and HVAC system failures, which are typically not covered under the vendor agreement.

Under the EMP, agencies may call their vendor of choice to service their equipment. Vendors are then responsible for documenting their service calls and providing time and materials invoices to the program administrator, The Remi Group (TRG). Your vendor of choice should continue to provide the same level of service given that the vendor will now be paid each time service is requested, and TRG ensures timely payment of invoices under EMP.

**It is important to note that the program was initially participatory, but the EMP was mandated on June 8, 2004, by the Division of the Budget. Accordingly, agencies need to refer to Budget Bulletins H-1027 and H-1030 for further instruction and detail.**

***BENEFITS OF THE PROGRAM***

**Convenience:** One program with one expiration date replaces multiple maintenance contracts.

**Guaranteed Coverage:** Coverage should be at the same level as the coverage previously provided under the vendor agreement, including the cost of repairs and service, such as parts, labor, travel, preventive maintenance, etc. The level of coverage previously provided will need to be demonstrated at the time TRG prepares the initial equipment quote. Enhanced coverage includes damage due to operator error, negligence, power disturbances, and HVAC system failures.

**Choice:** Agencies may have their equipment serviced by the vendor of their choice.

**Financial and Programmatic Control:** Remi Online is a web-based system provided under the EMP and maintained by TRG that gives agencies an inventory of all equipment on the program, tracks equipment repairs and maintenance, monitors equipment performance, and can generate various management reports. Remi Online puts agencies in control of their equipment and its maintenance.

**Savings:** The EMP will result in a 25% or more savings over current contract costs.

**HOW THE PROGRAM WORKS*****When equipment failure occurs:***

1. Agency calls vendor of choice; vendor performs repair action; vendor submits service report to agency; agency forwards service report to On-site TRG Coordinator.
2. Vendor sends time and materials invoice within thirty days to the On-site TRG Coordinator, who matches service report to invoice and forwards to TRG reimbursement unit. TRG pays invoice directly to vendor at the billed amount within thirty days.
3. Under EMP, an Agency is responsible for one service agreement amount, which is billed by OGS on a quarterly basis.

***How savings is ensured:***

The EMP should include a diverse group of equipment, such as office, financial, mail, security, and communication machines. Some of this equipment will perform well and some of it will not, which is understood and anticipated by TRG. By maintaining the

proper mix of equipment, the program is able to achieve an overall savings in comparison to vendor contract costs.

## **EQUIPMENT ELIGIBILITY—COVERED AND NON-COVERED EQUIPMENT**

### **Equipment that is not eligible includes:**

HVAC Systems, Elevators, Vehicles, Cables/Wiring, Software Maintenance (phone support, updates), Security System Monitoring (usually part of a separate contract), and some Consumables (paper, staples)

### **Examples of eligible equipment include:**

**Office Equipment:** Collating Machines, Copiers, Dictation Equipment, Endorsers, Fax Machines, Mail Machines, Microfiche / Microfilmers, Plotters, Printers, Rotary Filing Systems, Shredders, Time Clocks, Typewriters, Word Processors

**Security Equipment:** Alarm Systems, Card Access Systems, Video Surveillance, Vaults & Safes

**Data Processing Equipment:** Bridges, Controller Cards, Hubs / Switches, Mainframes, Multiplexors, PC's & Peripherals, Routers, Servers, Tape Drives

**Financial Equipment:** 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

**Mail Equipment:** Bag Tagging Equipment, Bar-coding Equipment, Binding Machines, Bursters / Cutters, Collators / Decollators, Conveyers, Sorters, Folders / Inserters, Ink Jet Addressing, Ink Jet Drying, Inserter System, Labeling System

**Communication:** Audio Visual Systems, Overhead Paging, Intercoms, Pagers, Radios, Voice Mail Systems, and Telephone Systems

**IT Equipment:** Bridges, Controller Cards, Hubs / Switches, Mainframes, Multiplexors, PC's & Peripherals, Routers, Servers, Network Accessible Storage, Tape Drives, Printers, Equipment for Physically Challenged, Interactive White Board (Smart Board), Surge Protectors, UPS, Laptops, Scanners, Webcams, Optical Imaging Systems, PDAs and smart phones, barcode equipment, CD/DVD Jukeboxes, Telephone Systems, Telephone Switches

***Eligible equipment for the EMP generally includes low voltage, plug-in equipment.***

Please note that this is not a complete list and agencies should check all of their equipment for eligibility under EMP.

## THE ROLES OF OGS, TRG and Zurich

The **Equipment Maintenance Program Project Team** works with all agencies to assist in the implementation and management of the program. The Team consists of the following groups:

### ***State Agency Lead: Office of General Services (OGS)***

- OGS entered into a contract for an Equipment Maintenance Program (EMP) in 2001.
- OGS opened the EMP to other State agencies in 2003, and the Division of the Budget (DOB) mandated it on June 8, 2004.
- OGS rebid the expiring contract in 2004 and entered into a new 3-year contract with the option for two one-year renewals effective May 25, 2005.
- OGS and TRG have agreed to accept both one-year renewals, which will take the current contract until May 25, 2010.
- Agencies are responsible for executing a Memorandum of Understanding for the purpose of utilizing OGS' contract with TRG.
- OGS maintains contractual and programmatic oversight.
- The Director of OGS Bureau of Risk and Insurance Management (BRIM) serves as Account Manager for the EMP.
- OGS ensures coordination of resources from TRG, while providing overall program support for agencies and vendors.

### ***Program Administrator: The Remi Group (TRG)***

- TRG, backed by Zurich North America, was selected as the program administrator by OGS.
- TRG assists agencies with transitioning on to the EMP. TRG will also help agencies grow the program.
- TRG provides field support to assist agencies in addressing implementation issues.
- TRG handles all daily, ongoing operational matters.
- TRG provides Remi Online, a web-based tool for managing the EMP.
- TRG generates quarterly billings for agencies, which are posted on Remi Online.

### ***Service Contract Provider: Zurich North America (Zurich)***

- Zurich underwrites the equipment maintenance programs of TRG.
- Zurich executes the service contracts for the EMP.

## RELEVANT REFERENCE MATERIALS

- Budget Bulletin H-1027
- Budget Bulletin H-1030

**QUICK TIPS**

- There is a Quick Reference Chart at the end of this manual.

**FREQUENTLY ASKED QUESTIONS***1. Will vendor response time change under the EMP?*

Response times should not change. In particular, OGS has worked with vendors to assist them in transitioning to the EMP service structure as well as addressing any issues that arise.

*2. Will the EMP cover preventive maintenance?*

Yes, the program can cover preventive maintenance (PM), which follows standard OEM (Original Equipment Manufacturer) recommendations or provides the same PM level as the current vendor contract.

*3. Will EMP savings decrease/increase in years to come?*

With the mandated growth of the program and proper spread of equipment, OGS has successfully negotiated further savings and will seek to maintain or better these savings in the future.

<b>Date:</b> 4/15/08	<b>Initiation Stage – Memorandum of Understanding (MOU) and Contract</b>	<b>Section:</b>  2
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

### *Memorandum of Understanding*

In 2001, the Office of General Services (OGS) entered into a contract with Hilb, Rogal and Hobbs (HRH), a broker specializing in providing an equipment maintenance program (EMP). This contract expired in December, 2004. After issuing an RFP for a Statewide Equipment Maintenance Program, The Remi Group (TRG), underwritten by Zurich North America, was approved as the new EMP program administrator, beginning on May 25, 2005. This contract will remain in effect for five years. TRG is responsible for assuring that the EMP is both competitively priced and underwritten by a company with high ratings according to industry publications. Both A.M. Best and Standard and Poor's monitor and grade the financial performance and long-term stability of such companies.

In 2003, OGS opened the EMP to other State agencies, and on June 8, 2004, the Division of the Budget (DOB) mandated the EMP.

In order to directly access the TRG contract, agencies need to execute a Memorandum of Understanding (MOU) with OGS. The MOU covers the following areas:

- OGS' responsibilities: contract terms and conditions, contract negotiation and renewal, and overall program oversight.
- Agency's responsibilities: program implementation, daily operations and administration.
- Payment process: agency signs off on bill from TRG, OGS pays TRG bill, and OGS obtains reimbursement from agency on a quarterly basis.

Any questions or issues regarding the MOU may be directed to OGS Bureau of Risk and Insurance Management (BRIM). Proposed changes to the MOU should be discussed and approved by OGS Legal.

The MOU shall be effective when signed by both the agency and OGS, and it shall remain in effect until terminated by either party upon 90 days notice or sooner upon mutual agreement. It is important to note that OGS requires two (2) copies with original signatures of the MOU; one for its records and one to be returned to the agency.

### ***Equipment Maintenance Program Service Agreements***

While each agency needs to execute an MOU with OGS in order to use its contract with TRG for the EMP, each agency will have its own service agreement(s) from TRG for the individual pieces of equipment that it has covered under the EMP.

Given that this is one State program, it is important to note that every service agreement will include the same terms and conditions.

### **RELEVANT REFERENCE MATERIALS**

- TRG Contract: Please contact OGS BRIM to review a copy of the TRG contract.
- MOU for Agencies
- MOU for Authorities

### **QUICK TIPS**

- OGS will not accept an MOU that has been altered unless that change has been discussed with OGS BRIM and/or OGS Legal, as appropriate, and it has been initialed by the authorized agency representative.

### **FREQUENTLY ASKED QUESTIONS**

1. *What is the difference between the terms “bill” and “invoice?”*

The term “bill” refers to the amount an agency owes TRG on a quarterly basis for payment of its EMP program. “Invoice” indicates the amount a service vendor charges for each service call, paid directly to the vendor by TRG (please see Section 5 for additional information regarding vendor service invoices).

2. *What is an acceptable EMP agreement bill?*

According to the contract between OGS and TRG, only bills from TRG are acceptable. If a bill is received from any other party, such as Zurich North America (Zurich), the underwriter for TRG, an agency should report it immediately to OGS BRIM.

3. *What is the process for paying an EMP agreement bill?*

TRG will issue a bill for an agency’s EMP service agreement to OGS BRIM and the agency simultaneously. The agency will be informed by e-mail when their bill is accessible on My Remi Online. Included with the bill will be the current agreement year’s equipment schedule, any endorsements due that quarter with corresponding backup (endorsement equipment schedules), and the billing detail report (a spreadsheet containing all billing amounts and dates). The agency is then

responsible for reviewing the TRG bill and giving its approval or disapproval to OGS BRIM within 10 business days.

If the agency approves the TRG bill, it must return a copy of the bill to the TRG on-site representative with an "Okay to Pay" signed and dated by an agency manager. At that point, OGS BRIM will pay TRG on behalf of the agency and seek reimbursement from the agency on a quarterly basis. The agency is responsible for paying OGS within 30 days of its written request for reimbursement.

If the agency disapproves the TRG bill, it must indicate its reasons to OGS BRIM in writing.

If the agency does not respond in the allotted time, OGS BRIM will assume there is no issue and the agency approves the TRG bill.

*4. How frequently will agencies be billed for actual payment?*

Each agency will receive a journal voucher from OGS BRIM on a quarterly basis and is responsible for paying within 30 days of its written request for reimbursement.

*5. Will I be charged an administrative fee by OGS?*

Currently, OGS does not charge an administrative fee for oversight of the EMP. However, as the MOU indicates, at the direction of the DOB, OGS may be required to institute an up to 5% administrative charge.

<b>Date:</b> 4/15/08	<b>Preparation Stage – Identify Eligible Equipment and Verify Inventory</b>	<b>Section:</b>  3
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

Each agency is responsible for identifying all pieces of equipment that could go on the EMP and then submitting the related vendor service maintenance contracts for documentation purposes.

**It is important to note that the program was initially participatory, but the EMP was mandated on June 8, 2004, by the Division of the Budget. Accordingly, agencies need to refer to Budget Bulletins H-1027 and H-1030 for further instruction and detail.**

Agencies first have to provide a complete and accurate inventory of all equipment for the EMP. Then agencies, with the advice and guidance of the EMP Project Team, will establish an implementation plan for transitioning specific equipment on to the program. This will include a detailed quote from The Remi Group (TRG), the program administrator.

## STEP-BY-STEP PROCEDURES:

1. **Create** a detailed list that reports all vendor contracts/agreements (potential, new, and renewals) that pertain to the servicing of office equipment, business machines, and other plug-in equipment. At a minimum, the report should include the following data elements:
  - Business unit/business subunit\*
  - Equipment description
  - Manufacturer
  - Model
  - Serial Number
  - Equipment location\*
  - Vendor
  - PO/contract number
  - Special inclusions/exclusions
  - Preventive maintenance service calls per year
  - Contract expiration
  - Cancellation term
  - Contract price
  - Funding source

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\* Four category levels can be included during the preparation of this report such as business unit, department, city, and location. This information will then be used to sort the items listed in the Equipment Schedule.

Budget Bulletin H-1027 includes Attachment B, which specifies the format that agencies are required to use as a guideline in developing and finalizing the report.

Once agencies submit their Attachment B spreadsheets, TRG and OGS will work with agencies to establish an implementation plan for transitioning new equipment into the program. This process will occur in consultation with the Office for Technology and the Division of the Budget examiner assigned to your agency.

2. **Validate** all vendor service contracts and maintenance agreements.
  - Verify that all contracts/agreements represent equipment that is currently in use. Agencies should not pay for maintenance on equipment they have surplused, or no longer actively use.
  - Gather all equipment service maintenance contracts/agreements. *Please note that agencies may contact OGS Bureau of Risk and Insurance Management (BRIM) if they require assistance in collecting this hard copy documentation.*
3. **Submit** inventory and contracts to receive a quote.
  - Additional information may be requested to provide a more accurate quote.
  - Equipment coverage can be adjusted to better suit an agency's needs.
4. **Review** quote to make sure that the same level of coverage as was previously provided under the service maintenance contract is reflected under the EMP.
  - TRG typically takes up to 15-20 days to provide a quote, depending on the amount of equipment that was submitted.
  - The quote will show the relative costs of equipment under the EMP compared to the previous contract arrangement, along with a detailed list of coverages.
  - In some instances, the level of service will be the same, but the method will be different:
    - e.g., A vendor contract on a copier might include unlimited supplies but allow for only a limited number of copies, with overage charges assessed for exceeding that limit. TRG does not count copies but will calculate the amount of supplies needed to produce that limited number of copies; they would then charge for supply purchases beyond that calculated amount.
  - TRG has the ability to provide the quote in several different formats (browser, PDF, Excel) in order to suit the different needs of each agency.

## Receiving an Equipment Quote

<b><i>Remi Quote Schedule</i></b>				
<u>Manufacturer</u>	<u>Description</u>	<u>PMs</u>	<u>Contract Price</u>	<u>Remi Quoted Price</u>
Vendor A	Printer/Copier	2	\$134,556	\$100,917
<i><u>Included Coverages</u></i>			<i><u>Excluded</u></i>	
<i>Supplies based on 18,000,000 copies:</i>			<i>Software</i>	
<i>Toner limited to 82 per year</i>				
<i>Developer limited to 36 per year</i>				
<i>Fuser limited to 72 per year</i>				

**25% of \$134,556 = \$33,639 savings**

### RELEVANT REFERENCE MATERIALS

- Budget Bulletins H-1027 and H-1030 (see Section 1)
- Eligible Equipment Examples (see Section 1)
- Sample Contractual Language (see Section 2)
- Sample Vendor Contract

### QUICK TIPS

- The EMP can cover many types of equipment as the list of examples of eligible equipment in Section 1 highlights. If a piece of equipment does not appear on the list, agencies should check it for eligibility under the EMP.
- An accurate and complete inventory with comprehensive contract materials will mitigate problems in future stages.

### FREQUENTLY ASKED QUESTIONS

1. *How do agencies know they will be getting the same level of service under the EMP?*

Agencies are responsible for reviewing quotes and equipment scheduled to ensure they reflect the same level of service previously provided under the original service

maintenance contracts. Special attention should be paid to specific terms and conditions, such as inclusions and exclusions.

2. *Can equipment that does not have a vendor service maintenance contract be added to the EMP?*

Yes, if an agency provides the make, model, serial number, and purchase cost of the equipment, TRG can provide a quote under the EMP.

For recently purchased items, prior to the initial warranty expiration, TRG will provide a quote based on a manufacturer's maintenance contract quote. The item can be rolled onto the EMP when the warranty expires.

3. *Does EMP cover consumable items?*

Unlike preventive maintenance, which is generally included under vendor service maintenance contracts, consumables are generally excluded from vendor contracts. Accordingly, TRG typically reflects that standard. However, TRG will provide coverage at the same level as an agency's existing vendor service contract and reimburse for consumable items for operating supplies when applicable.

4. *Does the EMP cover software maintenance and upgrades?*

The program generally does not cover software maintenance or upgrades. Software support is a specialized service that is separate and distinct from hardware maintenance. However, if a vendor contract is for combined hardware/software and cannot easily be separated, TRG will consider providing software coverage at less than the 25% discount rate. Agencies should discuss the option in detail with TRG before canceling software support agreements or provisions.

5. *Does the EMP cover equipment upgrades?*

The costs for equipment upgrades, modifications, updates, overhauls or refurbishments, including travel and labor charges, are generally not covered. However, TRG may reimburse for modifications designed to enhance the reliability of the equipment. Accordingly, agencies should check prior to performing such upgrades to determine if the modification qualifies for coverage under the program.

<b>Date:</b> 4/15/08	<b>Approval Stage – Follow-up Meeting</b>	<b>Section:</b>  4
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

OGS will ensure coordination of resources from the program administrator, The Remi Group (TRG), while providing overall program support as agencies come on to the EMP. Accordingly, OGS Bureau of Risk and Insurance Management (BRIM) may assist with the necessary administrative tasks, such as scheduling follow-up meetings with agencies.

## STEP-BY-STEP PROCEDURES:

These meetings will focus on walking agencies through the final steps of getting the EMP properly started. A “checklist” of items will be covered, such as:

1. Reiterate How the EMP Service Agreement Is Used.
  - The EMP service agreement has an effective date, which is the date coverage begins. Each service agreement will have an equipment list with a stated dollar amount. It will also itemize in detail what is covered and what is not covered. This coverage should be at the same level as what was previously provided under vendor service maintenance contracts.
2. Review Final Quote and Equipment Schedule.
  - A representative from TRG will be available to walk agencies through their final quote, making sure that all information, including four category sorting levels, and coverage terms are accurate and complete.
  - Once the quote is determined to be valid, the equipment schedule will be deemed final. Other equipment can be added to the program later, and a charge assessed on a prorated basis. Equipment can also be deleted later, and a credit issued on the same basis.
3. Review Implementation Report.
  - Determine which equipment to place on the EMP.
  - Determine date for each piece of equipment to be transitioned to the EMP.
  - Determine whether to cancel or let the vendor service maintenance contract expire.

4. Determine the Program Start Date for the EMP.
  - The effective date is the date on which coverage under the EMP service agreement begins.
5. Each Agency Must Accept the Quote in Writing.
  - In order to proceed with the EMP service agreement, each quote must be accepted in writing, stating the quote number and effective date. This should be done by signing off on an “acceptance page.” By accepting the quote in writing, both parties will have a record of their agreement on the equipment schedule and dollar amount.
6. Receive EMP Service Agreement Number and Purchase Order (PO) Number.
  - Each agency will have its own EMP service agreement number and PO number. The PO number will provide the vendor with the proper procedural and invoicing information in order to dispatch a technician to service the agency’s equipment.

## RELEVANT REFERENCE MATERIALS

- Sample Equipment Quote
- Sample Implementation Report
- Instructions for Equipment Change Requests
- Equipment Change Request Form

## QUICK TIPS

- It is important to remember that prior to the program start date the Memorandum of Understanding (MOU) highlighted in Section 2 should be signed in duplicate and returned to OGS Bureau of Risk and Insurance Management (BRIM). One original will be returned with the signature of the Chief Financial Officer of OGS.

## FREQUENTLY ASKED QUESTIONS

1. *How is equipment added to or deleted from the EMP?*

If an agency needs to add or delete a piece of equipment, it needs to do so in writing. Specific procedures are outlined in Relevant Reference Materials for this Section.

2. *What if I need service after hours or on the weekends?*

The EMP provides coverage seven (7) days a week, twenty-four (24) hours a day.

If a vendor maintenance agreement does not limit hours of coverage, the EMP will provide the same level of service.

If the vendor agreement does limit hours of coverage, TRG will reimburse the vendor at the standard rate, and the agency will be responsible for the difference.

As always, agencies should, at the time equipment is being quoted and transitioned on the program, verify that the EMP is providing the same or better level of service as before.

3. *The terms “Aggregate Service Agreement Liability” and “Item Limit” are found in the TRG Client Reference Guide (CRG) on the Supplemental Coverage Information Page, and on the Endorsements included in an agency’s quarterly bill. What are the definitions and significance of these terms?*

**Aggregate Service Agreement Liability**

This provision is intended to detail the most this agreement will pay out for maintenance events on covered equipment, on an annual basis. This aggregate limit will increase or decrease proportionally depending on equipment additions or deletions, during the course of the agreement term.

The annual aggregate limit for the agreement term is determined by an industry standard formula, i.e. pro-rated agreement annual fee, which is found on the CRG’s Equipment Maintenance Coverage Information Page, times 2.5. For example, if the pro-rated annual agreement fee is \$40,000, then the annual aggregate limit is  $\$40,000 \times 2.5 = \$100,000$ . Essentially, the agency will pay \$40,000 in agreement fees for \$100,000 worth of coverage.

**Item Limit**

This provision is intended to express that the most TRG will pay for any one loss shall not exceed the actual value (definition found under the Definition section of the Equipment Maintenance Service Agreement) of that piece of equipment. It is not a good economical decision to pay more in repairs than the equipment is worth. A responsible vendor will not perform a service event without first disclosing the fact that the repair doesn’t make sense. In fact, the vendor will more than likely use this as an opportunity to replace the older unit with a brand new piece of equipment.

4. *Does TRG negotiate different rates for service from vendors in order to save on costs?*

No, TRG will not attempt to negotiate rates with vendors. TRG pays the standard published vendor time and materials rates.

5. *If equipment is added to the program with no vendor service contract, how is the amount under the EMP determined?*

TRG utilizes its proprietary equipment database to price coverage. This process will consider historical repair costs for the equipment and calculate an annual rate.

<b>Date:</b> 4/15/08	<b>Execution Stage – Agency Roll Out</b>	<b>Section:</b>  5
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

In order to establish the EMP, an agency must be prepared to perform the necessary outreach to vendor representatives and agency program staff.

### ***Vendor Representative Outreach***

Agencies need to prepare and distribute letters to vendors who are servicing equipment impacted by the EMP. See Relevant Reference Materials in this section for sample vendor letters.

- OGS BRIM may be contacted for consultation.
- The On-site TRG representatives may be contacted for assistance.

Vendor letters should address the following:

- Inform the vendor in writing at least 30 days in advance of cancellation or non-renewal of the service contract as of a specific date. Some vendors require letters to be sent to a central location. Please consult the TRG Account Executive as he may be able to provide correct addresses. Further, in some instances, contracts may be amended in order to retain certain provisions. Accordingly, you may contact OGS Legal for consultation.
- Explain new EMP terms and conditions. Under EMP, the agency will no longer be making a contractual payment to the vendor. Instead, the agency will be making a payment to OGS, which will pay the program administrator, The Remi Group (TRG). The vendor will bill TRG on a time and materials basis for all services rendered on equipment covered under the program. TRG will then remit payment directly to the vendor.
- Include a report of equipment to be serviced by that vendor on the EMP. See Relevant Reference Materials in this section.
- Highlight that equipment may be added or deleted to the EMP. As this occurs, agencies will send vendors report updates reflecting the equipment changes.

- Outline procedural changes, including:
  - Vendors need to inform their service call staff, service technicians and billing staff about the EMP and share a copy of the report of equipment on the EMP.
  - Vendors should explain to service call staff that the equipment is no longer covered by a vendor service contract. Agencies will provide them with a blanket purchase order number to use when placing a service call.
  - With regard to service technicians, vendors should explain that they are responsible for documenting the service call by either providing a vendor service report or completing a “sample vendor service report.” Accordingly, a “sample vendor service report” should be included with the vendor letter. See Relevant Reference Materials in this Section.
  - Vendors should explain to their billing staff that they are responsible for billing equipment under the EMP on a time and materials basis and sending these invoices to the PO Box for the Program Administrator, The Remi Group (TRG), within 30 days after servicing agency equipment. Neither TRG nor the agency will pay for any invoice submitted more than 90 days after the maintenance event.
- Require the vendor to sign and return the letter. Agencies may indicate that if the vendor fails to respond or rejects the offer, the agency may seek an alternative vendor.
- It is advised that agencies also schedule meetings with vendors to explain the EMP and its impact on the vendor as highlighted in the vendor letter. TRG will provide personnel, if requested, to assist the agencies at these meetings.
- Agencies should monitor vendor compliance and report issues to OGS BRIM.
- In addition, agencies should notify the Office of the State Comptrollers Contract Unit of any contracts or agreements that are terminated.

### ***Agency Program and Finance Staff Outreach***

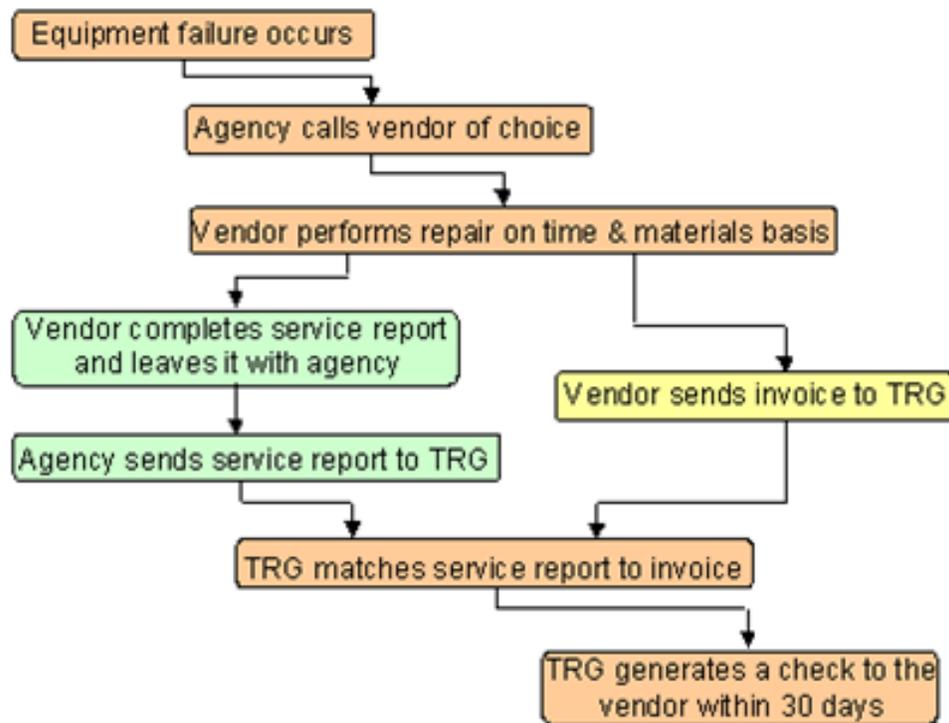
An agency must inform its program and finance staff impacted by the EMP.

- Typically, this is done through one or more meetings or training sessions.
- OGS BRIM may be contacted for suggestions and assistance regarding agency meetings to educate program and/or finance staff.

Program staff meetings should address the following:

- Provide an overview of the EMP. Section 1 provides overall EMP highlights.
- Review the EMP Implementation Report (see Relevant Reference Materials). This should provide the agency with a roadmap for establishing the EMP, in that it includes a listing of all agency equipment and when it is sequenced to come off vendor contract.
- Review all procedural changes, including:
  - Equipment that is covered under the EMP should have the same level of service as under the previous vendor arrangement or contract. Further, in most cases, the same vendors can be used.
  - As before, agency staff will continue to place service calls for equipment in need of repair. One main difference is that employees must now give the vendor the blanket Purchase Order (PO) number issued by the program administrator, The Remi Group (TRG).
  - Agency staff needs to ensure a signed Vendor Service Report (see Relevant Reference Materials) documenting the service call is obtained from the vendor's service technician, and is forwarded to the On-site TRG representatives.
  - The EMP extends coverage to reimburse agencies at an hourly rate for repairs performed by in-house staff on covered equipment. In addition, it pays for associated parts. In this case, an In-House Service Report form (see Relevant Reference Materials) is completed by agency staff and forwarded to the On-site TRG representatives.

## Process: How a Service Call Works



- Discuss how to add and delete equipment to the EMP, including:
  - At any point in the EMP service agreement term, an agency may add or delete equipment. However, it must do so in writing to the On-site TRG representatives.
  - If an agency is adding a piece of equipment, it needs to provide information, such as the make, model and serial number. If the agency also has the previous or proposed vendor service contract, it needs to provide that documentation too.
  - If an agency is deleting a piece of equipment, it needs to do so in writing to the On-site TRG representatives. Equipment will be deleted on or after, but not prior to, the date of the request.
  - Once add and delete requests have been processed, endorsement reports will be available on Remi Online in order to verify the new EMP equipment schedule and service agreement amount.

- Provide an overview of Remi Online
  - Remi Online is an Internet tool included as part of the EMP. It provides a set of key reports that assists agencies in establishing and managing the program.
  - See Section 6 for additional details and some frequently asked questions regarding Remi Online.

Finance staff meetings should address the following:

- Establish an agency partial pay and denial process.
  - When the On-site TRG representative receives the service report and invoice, he makes a match and forwards all documents for payment. TRG then reviews the documents and remits payment to the vendor. However, TRG may in certain instances deny all or part of the invoice.
  - Following are some reasons that invoices are denied:
    - Equipment is not included on the agency's list of equipment covered under the EMP.
    - Coverage for toners, drums, or other consumables was not included, or exceeded the allotted amount listed on the equipment schedule. (Coverage for consumables can be adjusted at any time.)
    - The service event is not a covered loss.
    - The claim was not submitted within 90 days.
    - An equipment upgrade or overhaul was needed.
    - There was a duplicate invoice.
  - The agency should identify a point person to coordinate the partial pay and denial process. This person will also work with the On-site TRG representatives on specific billing issues.
  - Typically, the program administrator, The Remi Group (TRG), will determine that it is denying a claim in whole or in part and will indicate that decision to the On-site TRG representatives.
  - The On-site TRG representatives will then review that decision. If the On-site TRG representatives disagree with the decision, they will try to resolve any

issues identified. If the On-site TRG representatives agree with the decision, they will notify and forward back-up materials to the agency representative.

- The agency representative must then review the decision and back-up materials. If the agency representative agrees with the decision, he should have the full or partial payment processed through the agency finance office. If the agency representative disagrees with the decision, he must provide a written appeal with proper supplemental technical information to the On-site TRG representatives.
- The On-site TRG representatives will then follow-up with TRG and the agency representative until the appeal is resolved on its technical merits.
- Explain payment process for EMP service contract bills from TRG.
  - TRG will issue a bill for an agency's EMP service agreement to OGS and the agency simultaneously. The agency will be informed by e-mail when its bill is accessible on My Remi Online. Included with the bill will be the current agreement year's equipment schedule, and any endorsements due that quarter with corresponding backup (endorsement equipment schedules), and the billing detail report (a spreadsheet containing all billing amounts and dates). The agency is then responsible for reviewing the TRG bill and giving its approval or disapproval to OGS BRIM within 10 business days.
    - If the agency approves the bill, it must return a copy of the bill to the TRG on-site representatives with an "Okay to Pay" signed and dated by an agency manager. At that point, OGS will pay an approved TRG bill on behalf of an agency and seek reimbursement from the agency via Journal Voucher on a quarterly basis. The agency is responsible for paying OGS within 30 days of its written request for reimbursement.
    - If the agency disapproves the bill, it must indicate its reasons in writing to OGS BRIM within 10 business days.
    - If the agency does not respond in the allotted time, OGS BRIM will assume there is no issue and the agency approves.
    - Section 2 provides additional details and some frequently asked questions regarding the EMP service agreement bill payment process.
    - Instructions for Equipment Change Requests (See Section 4).
    - Equipment Change Request Form (See Section 4).

***EMP Loss Control Procedures***

OGS's goal is to provide a low cost, comprehensive program by working throughout the year to control and manage program expenses. Here are a few loss control procedures that you should follow.

**Service Calls**

- When calling your service technician, discuss the following items with them prior to their arrival to help facilitate the repair process:
  - The equipment needing repair, its location, and the nature of the problem.
  - Any related prior repair history for the equipment in question.
  - Any parts that may be required to repair the equipment.
  - Whether more than one service technician is needed and, if so, why.
- Try to have the person who knows the details of the problem available when the service technician arrives for the service call.
- After the service technician has diagnosed the problem, get the following information:
  - The estimated repair cost including parts.
  - When the repair will be completed.
  - If the repair estimate exceeds \$10,000, you must notify TRG Engineering prior to the repair to obtain prepayment approval and to discuss possible loss control opportunities.
- If major parts or components are changed, make sure your invoice reflects an exchanged part credit.
- After completion of the repair, check the equipment for proper operation.
  - If operation is not correct, obtain a written explanation of why the equipment has not been completely repaired.
  - If parts were replaced that did not need replacing, have the service technician reinstall the original parts.

- If there is a problem with multiple pieces of equipment serviced by the same company, try to have the equipment serviced at the same time to prevent multiple service calls and the associated travel charges.
- Schedule equipment repairs during normal working hours, unless the problem is critical.

### Credits and Salvage

- Vendors should automatically provide exchange credits and salvage credits when appropriate. However, vendors may forget to provide this credit, which rightfully belongs to you. TRG will review each claim to ensure that you receive all the credit due your account.
- Service vendors often make mistakes involving prior repairs. Your vendor should not invoice you to replace failed replacement component. Further, replaced components may have warranty periods running from 30 days to three years. TRG will help ensure your agency receives all the consideration and credit due from your chosen service vendor.
- If the vendor has multiple charges for parts and labor that did not successfully fix the problem, you should be entitled to a credit for the similar repair actions.

### Travel Costs

- Vendors often add additional travel charges to the repair invoice. An example would involve “travel charges” on a callback in which the vendor did not fully repair the equipment during the first or second visit. Vendors should not charge for travel and labor on repeat calls. Once again, TRG reviews each claim to ensure the costs are appropriate to the situation.

### Alternative Vendors

- At your request, TRG can offer suggestions for alternative service vendors to work on your equipment. If you feel that a vendor is not providing quality service or not providing service in a timely manner, TRG may be able to recommend an alternative service provider. You can request alternative vendors by contacting the TRG On-site representatives, or calling TRG Engineering and Loss Control at (877) 275-7364.

**RELEVANT REFERENCE MATERIALS**

- Vendor letters
  - Vendor Letter with Appendices
  - Vendor Letter — Follow-up
  - Vendor Letter — Equipment Modification
- Vendor Service Report
- In-House Service Report
- Service Call Procedures
- Sample Implementation Report

**QUICK TIPS**

- Meetings with vendors are recommended to discuss the transition of equipment they are servicing on to the EMP. These meetings provide opportunities to explain how the program works, changes in the agency-vendor relationship and next steps for both parties. It also provides a face-to-face opportunity for the agency to explain the change from a vendor contract to time and materials billing on an EMP service agreement, while stressing that they are the vendor of choice as long as high service levels are maintained.
- Agencies should contact OGS BRIM about any vendor issues. OGS BRIM may then involve TRG to help trouble-shoot any problems.
- It is helpful to have the blanket Purchase Order (PO) number and sample vendor service report situated by each piece of equipment on the EMP.
- It is important to emphasize that service reports are to be filled out completely and accurately. This will assist in expediting payment for the service call to the vendor as well as mitigate the potential for the invoice being partially paid or denied (due to insufficient information).
- If an agency receives an invoice from a vendor for a service call, the agency should forward it to the On-site TRG representatives, and notify the vendor of the error and reiterate that vendor invoices be sent to the PO Box for the program administrator, The Remi Group (TRG).
- Agencies may want to use the Equipment Schedule report available on Remi Online to develop a break-down of the premium that can then be used to charge-back individual business units. See Section 6.

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## FREQUENTLY ASKED QUESTIONS

1. *What if our service vendors state they will not service equipment without a maintenance contract?*

The vast majority of service vendors do provide service on a time and material basis. However, if you do receive this type of response from a vendor, understand that you have options in choosing who services your equipment. Often, a meeting between the agency and the vendor typically addresses any issues. Agencies might consult with OGS BRIM and/or TRG and even invite them to the meeting. You may contact the On-site TRG representatives for assistance in reaching a satisfactory resolution to this issue.

2. *What can hold up a claims decision?*

There are four main reasons a claims decision may be delayed. They include: a missing service report or invoice, incomplete documentation, discrepancies in documentation and technical issues that require further clarification.

3. *How does the vendor get paid?*

TRG pays the vendor within 30 days of receipt of the invoice and service report at the vendor's published time and materials rate.

4. *What should an agency do if a vendor calls asking for payment?*

First, check Remi Online to review the status of the vendor's invoice. Click on Invoice Lookup to view information pertinent to the service call invoice. If the invoice is not listed, call the vendor to request a second invoice be sent. If you need additional assistance, you may contact the TRG On-site representatives to help you resolve your question.

5. *How should toners be ordered once the agency has used their allotted amount?*

Continue to call the usual vendor to order toners. The vendor will send an invoice to TRG. When TRG determines that the allotted number of toners has been exceeded, the invoice will be forwarded to the agency for payment.

6. *How does the billing work for adding or deleting equipment during the EMP service contract period?*

Equipment that is added during the EMP service contract term will be charged on a pro-rated basis. Equipment that is deleted during the EMP service contract term will be credited on a pro-rated basis. Accordingly, an agency will only be responsible for the amount pertaining to the period of time that the equipment is covered under the EMP service agreement.

<b>Date:</b> 4/15/08	<b>Maintenance Stage – Remi Online</b>	<b>Section:</b>  6
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

A major benefit of the EMP is Remi Online, a browser-based interface that gives users secure, web-based access to EMP information. Internet Explorer version 5 or higher is all that is required.

- Remi Online provides reports on up-to-date equipment inventory lists, detailed history of repairs and maintenance, equipment performance information, summary data, and others.
- The various reports that can be generated by Remi Online provide the management tools for agencies to take control of their equipment and its maintenance.

Remi Online is provided as part of the EMP by the program administrator, The Remi Group (TRG).

## STEP-BY-STEP PROCEDURES:

1. Identify agency staff members who need access to Remi Online.

Agencies should decide who will benefit from using Remi Online, and submit those names to TRG via Remi Online registration on The Remi Group's web site: [www.theremigroup.com](http://www.theremigroup.com). Click on "Our Product", "Remi Online." Then scroll down and click on, "To register for a Remi Online account Click Here." Or, you may submit names to the Remi Account Executive or On-site coordinator.

- The agency needs to decide on the different security levels it requires and designate Remi Online users accordingly.
- Up to four agency levels are used when putting equipment on the EMP service contract: name, group, city and location. These same four levels may be used in assigning degree of access to Remi Online.
- Individual staff may be allowed access to records for the entire agency, or for just a particular department or unit.

## 2. Distribute logins and passwords

TRG will assign login names and passwords to staff with permission to access Remi Online within three days of the request. This will give them access to departments within their own agency according to their designated security authorization.

TRG will also provide access to designated OGS Bureau of Risk and Insurance Management (BRIM) staff given its contractual and programmatic oversight role.

## 3. Schedule training

A high-level, initial demonstration of Remi Online can be set up for all designated agency staff.

TRG will provide online training for Remi Online. The training will be delivered using web-casting technology; training sessions are available twice a month.

As agency staff sign-up for Remi Online training, they will receive automatic notification via e-mail of the online course schedule. The notification will also contain a link to the online enrollment form that can be used for registering.

Additional assistance from TRG will be available on an as-needed basis.

## 4. Review key reports

- Equipment Schedule

This report displays the start and end dates of the EMP service agreement and detailed information about each equipment item on the agreement, including equipment item cost, number of preventive maintenance claims covered, and supplies that are included and excluded.

- Repair History

This report displays each equipment item submitted to TRG for reimbursement and the corresponding invoice based on the date TRG received the invoice.

The report includes invoice detail, status, the amount paid, and reason for denial where applicable.

- Quick Search

This option enables you to search for details on a specific piece of equipment, a particular endorsement (additions, deletions, or changes as found on the quarterly TRG service agreement invoice), or a vendor invoice.

- Invoice Processing

This report displays payments, denials, and outstanding vendor invoices for the account.

Partial payment and denials are detailed in this report, including TRG's explanation of the reason for either action.

- Preventive Maintenance

Vendors will not automatically do preventive maintenance (PM) calls for equipment on the EMP even though it may be covered on the program—Agencies need to call the vendor and request that the PM be done. Agencies can choose to have the Remi Online Preventive Maintenance Report e-mailed directly to them on a weekly or monthly basis as a reminder. Since vendors will only receive payment when they come out to service your equipment, some vendors may set up their own reminder process to ensure they get called to perform a PM and thus generate a fee.

- My Reports

The IT staff at TRG will work with you to create any special reports you may need that are not already provided. To submit a request for a Custom Report, e-mail your report request to [support@theremigroup.com](mailto:support@theremigroup.com); subject: My Report Request.

- My Remi Online

My Remi Online is the newest feature to Remi Online. Reports in this section relate to billing and include your current TRG bill, the equipment schedule from the start of your current agreement year, all endorsements (additions, deletions, and changes to the equipment schedule) for the current agreement year, and back-up schedules for those endorsements.

Also included on My Remi Online is your latest agreement renewal.

## RELEVANT REFERENCE MATERIALS

- Sample Remi Online Homepage
- Sample Reimbursement Report
- Sample Quote Schedule
- Sample Equipment Schedule

## QUICK TIPS

- When selecting a report on Remi Online for the first time, a Security Warning asking if you want to install and run “ActiveReports 2.0 Viewer ActiveX” may pop up. This application is needed to generate Remi reports in the browser window. Click “Yes” to install ActiveReports on your PC.
- In order to save a Remi report, choose “Download in EXCEL (or PDF) Format.” “View in Browser” reports can be printed but they cannot be saved.
- “View in Browser” reports offer an option to automatically have that report e-mailed to you at regular intervals.

## Online Help

- Clicking on the question mark in the upper right corner will produce a page defining a particular report. This page also provides a link to TRG for e-mailing any questions or comments.
- Clicking on the question mark or Help box in the lower right corner will take you to the online Help Manual. A hard copy of this manual can be printed from this screen.

## FREQUENTLY ASKED QUESTIONS

### 1. *Can other agencies view my EMP service contract?*

No, every login is set up to give the user access to his/her own specific agency or department or unit within that agency. The one exception is that OGS Bureau of Risk and Insurance Management will have access to view all agencies' service contracts, given its contractual and programmatic oversight role.

### 2. *How do we track which pieces of equipment are on the EMP?*

The Equipment Schedule, available on Remi Online, is an ideal report for tracking all equipment covered under the program because it includes detailed information about each equipment item.

<b>Date:</b> 4/15/08	<b>Support Stage – Agency Follow up</b>	<b>Section:</b>  7
<b>Supersedes:</b> 3/31/06		

## OVERVIEW

### *Purpose*

OGS, in its oversight role, would like to ensure the EMP runs smoothly for each agency. Once on the program, OGS BRIM welcomes the chance to assist agencies with any problems or questions. In addition, TRG Account Executives will follow up with each agency to assist in the resolution of operational issues. Questions that may arise include:

- Does the agency have any outstanding issues related to its establishment of an equipment inventory and agreement documentation?
- Is the agency experiencing any issues with vendors it has selected to service its equipment?
- Are there any program procedures that need to be reviewed or explained in greater detail?
- Are there any claims issues that need to be addressed?
- Are there any questions regarding the MOU or payment process?
- Is Remi Online meeting the needs of the agency?
- Would the agency like to network with other State agency participants?

## AGENCY OUTREACH

- BRIM and TRG reach out to agencies to resolve problems, provide training and achieve information-sharing between agencies. In addition to initial training of finance office and end-user staff, BRIM and TRG are available to do limited or comprehensive presentations to larger groups within agencies.

**FREQUENTLY ASKED QUESTIONS**

1. *The vendor and/or our program staff get confused when calling for service on the EMP. How can agencies ensure this process runs smoothly?*

A letter explaining the EMP followed by a meeting with the vendor will help to make the process clear. Make sure the vendor has the TRG Purchase Order (PO) number, a sample vendor service report, and the post office box number to mail the invoices.

A meeting with all program staff who might be calling for service is extremely helpful in order to explain the way the EMP works. BRIM and TRG are available to attend the meeting to do a presentation, videoconference or a question and answer session. Further, the TRG Purchase Order (PO) number and a sample vendor service report can be kept near each piece of equipment on the program along with written instructions to remind staff of the proper procedure.

2. *How do agencies handle issues with vendors?*

If any issues arise with a vendor, agencies should try to understand and resolve them at the agency level. If agencies are unsuccessful, they should contact OGS BRIM. Typically, a meeting between the agency and vendor to discuss the EMP resolves any problems.

3. *What if an agency objects to specific points in the MOU?*

OGS BRIM can explain any questions regarding the MOU. OGS Legal can help to resolve any objections.

<b>QUICK REFERENCE CHART</b>	
<b>Section 1 Information</b>	<ul style="list-style-type: none"> <li>• Review and comply with Budget Bulletins H-1027 and H-1030.</li> <li>• Consult with your Budget Examiner and/or OGS Bureau of Risk and Insurance Management.</li> <li>• The Bureau of Risk and Insurance Management (BRIM) in the Office of General Services (OGS) and The Remi Group (TRG) make up the EMP Project Team.</li> <li>• Review this Procedures Manual.</li> </ul>
<b>Section 2 Initiation</b>	<ul style="list-style-type: none"> <li>• Execute MOU with OGS to use TRG contract with OGS for EMP and return two originals to OGS BRIM prior to the program start date.</li> <li>• Note: agencies will have their own EMP service agreement with TRG to cover specific pieces of equipment that had been typically covered by individual vendor contracts or agreements.</li> </ul>
<b>Section 3 Preparation</b>	<ul style="list-style-type: none"> <li>• Compile complete and accurate inventory of all equipment currently being serviced by contract, agreement, etc—Use Attachment B in Budget Bulletin H-1027.</li> <li>• Work with TRG and OGS (and DOB and OFT) to develop an implementation plan.</li> <li>• Validate and sign-off on inventory and documentation.</li> <li>• Gather all corresponding documentation of vendor contracts, agreements, etc. <i>Please note that you can contact OGS BRIM if you need help with gathering and/or photocopying the necessary documentation.</i></li> <li>• Submit finalized inventory and documentation for a quote.</li> <li>• Review quote to make sure the level of coverage is correct.</li> </ul>
<b>Section 4 Approval</b>	<p>Conduct follow-up meeting</p> <ul style="list-style-type: none"> <li>• Review final quote and equipment schedule.</li> <li>• Review Implementation Report.                             <ul style="list-style-type: none"> <li>○ Determine which equipment to place on EMP.</li> <li>○ Determine date for each piece of equipment to be transitioned on EMP.</li> <li>○ Determine whether to cancel or let the vendor service maintenance contract expire.</li> </ul> </li> <li>• Establish program start date.</li> <li>• Accept the quote in writing.</li> <li>• Receive EMP service agreement and PO number.</li> </ul>
<b>Section 5 Execution</b>	<p><u>Vendor outreach</u> (See <i>Vendor Letter and Vendor Service Report</i>)</p> <ul style="list-style-type: none"> <li>• Prepare and distribute letters to vendors impacted by the EMP.</li> <li>• Arrange meetings with vendors to explain the EMP.</li> </ul> <p><u>Program staff outreach</u></p> <ul style="list-style-type: none"> <li>• Arrange meetings with all staff who deal with equipment maintenance.</li> <li>• Use the EMP Implementation Report.</li> <li>• Review service procedures changes.</li> <li>• Highlight adding and deleting equipment: <i>Equipment may be added to or deleted from the EMP service contract at any time. Notification of addition or deletion must be in writing to the On-site TRG reps. Adding equipment requires make, model, and serial number of equipment; as well as previous or proposed vendor service maintenance contract cost, if known. An endorsement will be issued to the</i></li> </ul>

	<p><i>agency for verification of the new EMP service contract amount and equipment schedule.</i></p> <ul style="list-style-type: none"> <li>• Provide an overview of Remi Online.</li> </ul> <p><u>Finance staff outreach</u></p> <ul style="list-style-type: none"> <li>• Establish an agency partial pay and denial process.</li> <li>• Explain payment process for EMP service agreement.</li> </ul>
<b>Section 6 Maintenance</b>	<p>Remi Online</p> <ul style="list-style-type: none"> <li>• Designate agency staff to have access to Remi Online.</li> <li>• Distribute logins and passwords.</li> <li>• Schedule training.</li> </ul>
<b>Section 7 Support</b>	<p>Agency Follow Up</p> <ul style="list-style-type: none"> <li>• TRG Account Executive will follow up with each agency approximately two months after starting the EMP.</li> <li>• Agency can discuss any problems, questions or operational issues that have arisen since program inception.</li> <li>• BRIM/TRG will answer questions, offer suggestions, and arrange for assistance, if necessary and appropriate.</li> </ul>