

STATEWIDE TERM EQUIPMENT MAINTENANCE MANAGEMENT

Initial Contract Period: November 1, 2010 through October 31, 2011

Maximum Contract Period: November 1, 2010 through October 31, 2015

THE ESTABLISHED MINIMUM FIXED GUARANTEED COST SAVINGS PERCENTAGE REQUIRED UNDER CONTRACT IS 17.5%.

NOTE: Participation in this program shall be voluntary.

[Link to Solicitation No. 5400002312](#)

SCOPE OF WORK

Equipment Maintenance Management Services (EMMS) will provide for repair and maintenance services of specified pieces of equipment. Original Equipment Manufacturers (OEM's), resellers of specified equipment or any recommended OEM or resellers' vendors may be included under the terms of this contract. It is not expected that a single contractor will actually perform the repair or maintenance services, but will manage the services for a per item contract price, i.e., the price for each selected piece of equipment covered under contract. The perceived benefits of this consolidation are reduced costs, increased accountability, increased management control, and improved coverage, with the ability to utilize the same Contractors that had previously maintained the same equipment.

OBJECTIVES OF SERVICES

- Provide a more predictable and fixed budget for maintenance.
- Eliminate the need to purchase maintenance contracts for specified equipment.
- Provide a cost savings through reduced repair and maintenance expenditures.
- Provide improved detailed and aggregated information regarding maintenance and repair costs.

The contractor(s) is responsible to establish an equipment maintenance management service program that provides for all repairs and maintenance for equipment specified by Using Governmental Units.

1. **EQUIPMENT**

Equipment may include any type of equipment utilized by the State to include a wide variety of technical, electronic, and office equipment. Equipment is located throughout the State of South Carolina. Custodianship and accountability is maintained by Using Governmental Units. **A representative listing of equipment currently under contract is not available.**

2. **REQUIREMENTS**

- 2.1 EMMS shall include all maintenance and repairs for the equipment specified. It shall include repair labor, parts, and maintenance as recommended by the manufacturer. It shall not exclude repairs for damages caused by power surges, air conditioning failures or human error or negligence. EMMS shall provide for rental of substitute equipment, if determined by the State to be necessary.
- 2.2 The repair or maintenance vendor (the company that actually performs the repair or service) will be dispatched by the contractor. However, the State will allow other options as determined by Using Governmental Units.
- 2.3 The contractor(s) must provide dispatcher that shall be available on a 24-hour basis. A toll free telephone number shall be provided by contractor to receive service requests if dispatcher service is offered.
- 2.4 Contractor(s) shall provide guaranteed response time to Using Governmental Units.
- 2.5 Contractor(s) must pay repair and maintenance vendors directly for their services. These resulting contracts will not provide for any payment to repair and maintenance vendors by the State.
- 2.6 Records of repair and maintenance costs shall be maintained by the contractor(s) in sufficient detail to determine repair and maintenance history individually and in aggregate for all specified equipment.
- 2.7 All data maintained by the contractor(s) must be accessible to Using Governmental Units electronically. Periodic reports of repair and maintenance activity (monthly or quarterly) shall be provided to the Using Governmental Units. Additional reporting to include information that would enable management decision making, such as repair or replace or supplier quality evaluation.
- 2.8 Records maintained by the contractor(s) shall include data fields using relevant Using Governmental Units' coding, such as organization codes and assigned property numbers, in addition to equipment serial numbers.
- 2.9 In order to effectively service the contract, the contractor(s) must provide a designated program representative(s) with the inception of the program sufficient to cover the region(s) awarded. This representative must be accessible Monday through Friday, 8:00 A.M. to 5:00 P.M., to provide any requested assistance.
- 2.10 Contractor(s) shall provide a marketing/educational program to any requesting Using Governmental Units. The program shall provide the necessary education to the end-user and various departments/divisions with a clear understanding of the maintenance program's benefits and limitations adequate to allow them to make an informed decision regarding participation. The Using Governmental Units reserve the right to approve in advance of distribution, any and all marketing materials that shall be provided to the departments, regardless of the method of distribution. All costs associated with the marketing/educational program are the sole responsibility of the Contractor(s).
- 2.11 Contractor(s) shall provide support to Using Governmental Units in coordinating implementation of EMMS and transition of equipment from current maintenance contract to this contract. Contractor is responsible for performing a physical inventory and tagging of equipment. Some existing contracts may remain, as this contract may not be applicable to all situations.
- 2.12 The contractor(s) shall be responsible for the guarantee of payment to the repair or maintenance vendor upon successful completion of required maintenance/repair services within thirty (30) days. The Using Governmental Units reserve the right to request at any time during the contract period, proof of payment by the contractor.

The State is divided into three (3) regions as listed below.

REGIONS

Region I:

Oconee	Spartanburg	Cherokee	Chesterfield
Pickens	Abbeville	York	Greenwood
Greenville	Laurens	Chester	Edgefield
Anderson	Union	Lancaster	McCormick

Region II:

Aiken	Lexington	Darlington	Dillon
Saluda	Richland	Kershaw	Marion
Newberry	Sumter	Marlboro	Calhoun
Fairfield	Lee	Florence	

Region III:

Barnwell	Clarendon	Dorchester	Beaufort
Allendale	Hampton	Berkeley	Charleston
Bamberg	Colleton	Williamsburg	Georgetown
Orangeburg	Horry	Jasper	

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EQUIPMENT MAINTENANCE MANAGEMENT PROGRAM

<u>CONTRACT PROVIDER</u>	<u>Guaranteed Cost Savings</u>	<u>Region</u>
ELECTRONIC RISKS CONSULTANTS, INC. 456 ROUTE 22 WEST WHITEHOUSE STATION, NJ 08889 CONTACT: BOB TOLOMEO Phone: 866-372-7283 Fax: 866-372-3291 Email: rtolomeo@erc-corp.com FEIN: 22-3336587 <u>Contract Number : 4400002928</u>	Medical Equipment: 23.25% General Office Equipment: 27.25%	Regions I, II & III
SPECIALTY UNDERWRITERS LLC A SUBSIDIARY OF SU GROUP LLC 9667 SOUTH 20TH STREET OAK CREEK, WI 53154 CONTACT: GEORGE NELLESSEN Phone: 1-800-558-9910 Fax: 414-281-1111 Email: gnelless@su-group.com FEIN: 39-1915737 <u>Contract Number : 4400002980</u>	17.5%	Regions I, II & III
REMI GROUP LLC 11325 N COMMUNITY HOUSE RD – STE 300 CHARLOTTE, NC 28277 CONTACT: TRACEY PARRISH Phone: 888-451-8916 X 1 Fax: 866-518-7847 Email: tparrish@theremigroup.com FEIN: 55-0800152 <u>Contract Number: 4400002929</u>	Medical Equipment: 20% General Office Equipment 25%	Regions I, II & III