**RFP # 22-70670, Equipment Maintenance Management Program (EMMP)**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

* + 1. **General Requirements and Definitions**
       1. Please confirm your understanding and acceptance to all definitions and abbreviations listed in RFP Section 1.2.

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| Remi confirms and accepts all definitions and abbreviations listed in Section 1.2. |

* + - 1. Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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| Remi has included its Equipment Maintenance Agreement terms and definitions as an attachment for its response. |

* + - 1. Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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| Remi confirms it has reviewed all requirements listed in Section 1.4. Remi proposes the following updates for the State’s consideration:   * Item 1.4.2 Coverage. Because software upgrades are not associated with maintenance and repair, the EMMP does not cover software upgrades; however, software updates to provide an error revision or bug fix resulting in an equipment failure are covered. * Item 1.4.12 Service Provider Notification. Remi will provide service provider notification only at the request of the agency. Our experience has shown that the transition to the EMMP is smoother when end users allow their current service agreements to expire/non-renew and then transition to Remi without a notification to the service providers. Remi works with thousands of service vendors inclusive of both the OEM and Independent Service Organizations who understand the EMMP model.   Remi has addressed in more details the requirements of Section 1.4 in its RFP response. |

* + - 1. Please confirm your willingness to provide services to Other Governmental Bodies as defined in section 1.2 of the RFP. Please include details on any marketing or active solicitation activities your company will undertake to encourage use of the contract.

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| Remi confirms its willingness to provide services to Other Governmental Bodies. Remi has a dedicated team who utilizes a marketing strategy consisting of emails, phone calls, virtual and in-person meetings as well as any additional avenues such as attending tradeshows. If awarded a new contract, we will provide immediate outreach to current EMMP participants relaying the new contract information for ease of continuing the program as well as continual outreach to ensure an EMMP quote is considered by Other Governmental bodies. |

* + 1. **Covered Equipment**
       1. Please confirm your ability to provide EMMP services for all categories outlined in RFP Section 1.4.1. It is expected that the proposed maintenance program will be inclusive of all equipment for each category. If your company covers additional categories not listed, please list them in your response. The State is interested in coverage for additional items not currently included. Using RFP Attachment K: Equipment Portfolio, please confirm your ability to provide service for all equipment manufacturers listed.

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| Remi confirms the ability to provide EMMP services for all categories outlined in the RFP and presently provides service for all equipment manufacturers listed as well as coverage for additional manufacturers not listed in Attachment K. |

* + 1. **Coverage**
       1. Please confirm your ability to provide coverage that matches OEM terms and conditions including: preventative maintenance as recommended by the manufacturer, parts to match the current maintenance agreement, repair labor if required, and software upgrades in alignment with OEM specifications.

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| Remi confirms its ability to match the OEM coverages. Because software upgrades are an enhancement not associated with equipment maintenance and may not be needed on an annual basis, we do not provide coverage for upgrades; however, the agency may obtain a separate order directly with the OEM if a software upgrade is desired. Remi covers software updates to address bug fixes and error revisions as part of a corrective or preventative maintenance service event.  Our intent is to match the scope of coverage found in the maintenance agreement provided during the quote development process. If there is a coverage that Remi is unable to meet based on the review of OEM terms and conditions, we will outline any deviation during the quote proposal review process. |

* + - 1. Respondent shall not discriminate eligibility of equipment by age of equipment. If equipment is eligible for coverage in the program, Contractor must allow equipment to be added to the State’s portfolio. Please confirm your understanding of this requirement.

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| Remi does not discriminate eligibility of equipment by age and can often extend the useful life of equipment by utilizing its vast service vendor and parts network for older equipment. For equipment to be placed on the EMMP it must be in working order and not have a precipitating condition. |

* + - 1. Respondent shall comply with any and all rules and regulations for federally funded equipment. Please see RFP Attachment B: Sample Addendum, 2. Duties of Contractor, for additional details. Please confirm your understanding and ability to comply with all requirements.

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| Remi confirms its understanding and ability to comply with all requirements. |

* + 1. **Customer Service**
       1. Please confirm your ability to meet or exceed the customer service requirements outlined in RFP Section 1.4.3. Please detail your operating hours and all available communication methods.

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| Remi has a dedicated Customer Service Department available Monday-Friday, 8:00am – 5:00pm EST available by phone (888-728-2151), fax (866-518-7847) and email (customerservice@theremigroup.com). Our Customer Service Department consists of a team available to ensure questions, problems, and administrative requests are handled promptly. |

* + - 1. Please describe in detail your company’s proposed account management team structure including names, contact information, and resumes where possible, and services each individual or group will perform.

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| Remi has a dedicated Government and Account Management Team, specializing in the support and development of our statewide programs. This Team handles developing the EMMP with current customers as well as outreach to educate potential customers regarding the EMMP and its benefits. They are tasked directly with increasing program participation, resulting in immediate savings to our government customers.  Remi’s Customer Service and Account Services Departments support existing customers with questions, issues, change requests, and agreement renewals. Outside of service requests handled by our Dispatch Service Center, Customer Service provides an easy method of communication for our customers regarding the program ([customerservice@theremigroup.com](mailto:customerservice@theremigroup.com); 888-728-2151). They also coordinate agreement renewal outreach and provide information to our Account Services Department for customer updates in Remi’s system. The Account Services Department issues new and renewal agreements based on customer provided Purchase Orders or other information for their agreement.  **Taylor Baker, Director of Government & Account Management**  Taylor oversees Remi’s non-federal government programs. Her knowledge working with government customers coupled with her experience at Remi are a significant benefit to the government market segment. Taylor has been with Remi for 13 years, in roles including Marketing Representative, Account Manager, and National Strategic Account Manager. She has managed some of Remi’s largest strategic accounts and is attentive to the needs of our customers. Taylor attends business reviews as requested and required by our statewide programs, is familiar with contractual requirements, promotes growth and utilization of Remi’s statewide EMMPs, and oversees any issues presented to her team.  Phone: 704-840-1032  Email: [Taylor.Baker@theremigroup.com](mailto:Taylor.Baker@theremigroup.com)  **Taylor Polk, Customer Service Manager**  Taylor manages Remi’s Customer Service and Account Services Departments and oversees requests which are not standard for her departments or present an issue which needs a prompt resolution. She has been with Remi for more than 11 years, with most of her experience as Remi’s General Manager of Service Delivery. Due to her previous involvement managing the Dispatch Service Center, Taylor understands how to prioritize numerous tasks and the importance of providing attentiveness to Remi’s customers.  Phone: 704-602-0859  Email: [Taylor.Polk@theremigroup.com](mailto:Taylor.Polk@theremigroup.com) |

* + - 1. Please detail a clear plan for State employees to follow in the event of an issue; such as, Service Provider not responding to service call, issue with Service Provider sending invoices to the State for service performed, issues with the contract cancellation of Service Provider and any other common issue your company encounters with current accounts.

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| Remi’s dedicated departments are accessible to customers and provide a clear path of communication in the event of an issue.  Dispatch Service Center: Customers may reach the Dispatch Service Center by emailing dispatch@theremigroup.com, calling 866-296-4847, or through the easily accessible form on Remi’s website at theremigroup.com. Dispatch Service Representatives manage each stage of the service event, ensuring that service provided by both Remi and the servicing vendor meets or exceeds the program end user’s expectations. Customers may reach back out to the Dispatch Service Center at any time if they’re experiencing a service delay or have questions regarding their service event.  Account Management: The Account Manager is responsible for educating current and potential customers regarding the EMMP, inclusive of managing quote requests and setting up new accounts. As part of their responsibilities, they guide customers through the transition onto the EMMP, inclusive of how to handle their previous service contracts. Typically, customers transition to Remi at the expiration of their current service agreement since many service agreements are non-cancelable. Remi will set up its agreement to begin coverage immediately for each item to be placed on the program at the items’ current agreement expiration date. The Account Manager provides an implementation to ensure new customers understand how the program works and who to contact at Remi.  Customer Service: The Customer Service Department was established at Remi to provide ease of communication for all customers. If a customer is unsure who to contact with a question or issue, our Customer Service Department is readily available to provide direct assistance or coordinate the request internally with the appropriate Remi department.  In addition to the departments detailed above, each customer is provided with a Client Reference Guide which outlines all procedures to follow for a service call as well as lists departmental contact information. Some of the information included in the Guide includes:   * How the service call process works (step-by-step summary) * Toll-free phone number and email address to request service * Information to have ready to provide the Dispatch Representative (item number or serial number, equipment location, contact information for person at the site, reason for the service call) * When to contact either the service provider or Remi if there is a question or service delay * Who to email and send a service invoice or field service report if received from the vendor in lieu of it going to Remi * Who to contact to add equipment or general program questions |

* + 1. **Response Time**
       1. Please confirm your understanding and ability to provide response times as outlined in RFP Section 1.4.4. Please provide details on the range of response options your company can provide in the event that current agreements, or lack of current agreements, do not stipulate a response time.

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| Remi’s intent is to match the scope of coverage found in the current maintenance agreement during the quote development process, including the review of any response time requirement language. Because the equipment end user can select his/her service vendor of choice for most services, the onsite response time will be dictated by the service vendor selected. We typically see shorter response time requirements for critical equipment including information technology, uninterruptible power supply, and medical equipment. Remi maintains strategic relationships with a wide range of qualified Independent Service Organizations that allow for a prompt response time. Response times will be monitored for each service event and corrective action will be taken with service vendors not providing satisfactory on-site response. |

* + - 1. Please provide details on how service call response time and end-user satisfaction with the service vendors will be monitored, reported and any issues addressed. Please include details of your average service call response time. In conjunction with your response to RFP Attachment L, please propose a detailed method and formula for tracking and calculating response time service level agreements for service response time.

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| Remi’s Dispatch Service Center is fully staffed from 7:30am-8:00pm EST. Dispatch Representatives are on call outside of normal business hours to field questions and handle emergency requests. This allows for nearly every call to be answered on the first attempt by a live Dispatch Representative without an automatic pre-screening or a hold time. All service requests will be responded to within one (1) hour of notification during normal business hours and no more than two (2) hours when called after normal business hours. On a monthly average, 96.5% of all calls are answered within the first ten seconds by a live operator. Dispatch requests may be made by calling the toll-free number (866-296-4847), emailing dispatch@theremigroup.com, or by completing a form found on Remi’s client portal, Remi Online.  On-site response time fluctuates based on the preferred service provider selected and the severity of the issue. Due to the broad range of equipment types and manufacturers covered on the EMMP, response time can vary greatly. Typical response time is within 72 hours of notification to Remi for corrective repair calls.  To further enhance service delivery, Remi emails a brief five-star rating survey to the end user upon completion of each service event. The data from the surveys is utilized to immediately address rare problematic service issues and assist with vendor recommendations based upon customer feedback. |

* + 1. **Third Party Maintenance/Repair Service Providers**
       1. State Entity Users reserve the right to stipulate OEM only in the initial agreement or extension. Agencies shall be allowed to designate the preventative or corrective maintenance Service Provider of their choice. Please confirm your ability to meet these requirements.

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| State Entity Users shall reserve the right to stipulate OEM only when requesting quotes or if equipment is deemed proprietary to the OEM. Remi allows for the use of our customers’ service providers for most service events. Many of our government customers prefer that we identify and encourage the use of third-party organizations which may be local or diverse. Remi maintains a database of thousands of service providers to select from if alternates are requested. Additionally, the utilization of Independent Service Organizations provides even greater cost savings.  For equipment where coverage does not stipulate OEM only, if the cost of a maintenance or repair service is expected to exceed $7,500, Remi can utilize additional, qualified service providers and parts sources to manage the service event in the most cost-effective manner. This maintenance cost control limit allows Remi to conduct a cost-reasonableness review to confirm the proposed solution is the most cost-effective option. |

* + 1. **Tagging Equipment**
       1. Please detail your company’s process for tagging equipment enrolled in the program. Please provide examples of tags, the details that they include and how these identifiers are incorporated into reporting and tracking mechanisms.

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| When an agency places equipment on the EMMP they are mailed sticker tags to be placed on each covered item for ease of identification and requesting service. Current Remi program users at the State will not need to replace their equipment tags if Remi is awarded the new contract.  The equipment tag contains the Remi logo, toll-free Dispatch Service Center telephone number, Remi item number, serial number, model, manufacturer, description of equipment, and location. These identifiers help customers and Remi know exactly what equipment is enrolled in and covered on the program and assists the Dispatch Service Center with ensuring correct service request information and repair tracking. |

* + 1. **Replacement Parts**

Please confirm your ability to provide replacement parts that are equal to or better than OEM specifications. Please provide details on your mitigation strategy in the event that lead times on parts exceeds the agreed upon response time.

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| Parts utilized under Remi’s EMMP are directly from and warranted by the OEM or authorized parts’ sources. All replacement or restorations of parts are at OEM operational design specifications. |

* + 1. **Rental/Substitution of Equipment**
       1. Please confirm your ability to provide rental or substitute equipment at no cost to the State Entity User if maintenance or corrective repairs cannot be made within a mutually agreed upon standard time frame and the equipment is deemed operationally necessary. What is your proposed standard time frame?

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| Remi’s Equipment Maintenance Agreement covers the cost of rental or loaner equipment of like kind, when available by the manufacturer, in the event a repair cannot be completed within the expected timeframe. |

* + 1. **Removal of Equipment** 
       1. Please confirm your understanding and ability to comply with RFP Section 1.4.8: Removal of Equipment. Please provide your process for notification of equipment removal including what details must be included such as tag number, agency name, effective date of removal. What is your desired time frame for notification of the need to remove equipment from the program? i.e. 5 days prior to the effective date of removal. Please include details on the date by which proration of fees is applied.

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| Remi understands and will comply with RFP Section for Removal of Equipment. Equipment may be removed from the agreement at any time by notifying Customer Service in writing (email, fax, or mail) with the agency name, identifying equipment number (Remi tag/item number or serial number), and future effective date of removal from the agreement.  The total cost of each covered item is prorated to the number of days under the agreement. Therefore, if an item is deleted from or added to the agreement during the annual agreement period, the agency will only pay for the exact number of days of coverage as follows:  Total Payment = [Total Annual Agreement Price ÷ 365 Days] × Exact Days on Agreement.  If it is in the best interests for equipment to no longer be covered under the EMMP, Remi will notify the agency prior to the renewal and equipment will not be removed during a coverage year. |

* + 1. **Addition of Equipment**
       1. Please confirm your understanding and ability to comply with RFP Section 1.4.9: Addition of Equipment. Please provide your process for notification of equipment addition including what details must be included in the request. Please detail your process for evaluation of equipment including time frames.

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| Remi understands and will comply with RFP Section for Addition of Equipment. Remi’s Pricing Department will review and enter maintenance agreement information provided by State agencies into its system. The analysis for each contract will consist of identification of included coverage, service levels, possible early contract termination, pricing, etc. Remi will recommend the best service options for every piece of equipment evaluated. All eligible maintenance agreements will be quoted at the contractual discount off the price of the OEM or other authorized third-party service provider’s full-service maintenance agreement or renewal quotation. Equipment added to the agreement is prorated to the exact number of days of coverage on Remi’s current agreement term. |

* + 1. **Policy Period**
       1. Please confirm your understanding and ability to utilize the State’s fiscal year beginning July 1st and ending on the following June 30th for all equipment under the program.

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| Remi confirms its understanding and ability to utilize the State’s fiscal year for all equipment under the program. Based on our vast experience serving our state program customers, we are familiar with establishing agreements to coincide with fiscal years and our current agreement with the State of Indiana is effective July 1st through June 30th. |

* + 1. **Renewals**
       1. Please confirm your ability to provide renewal quotes to authorized users no later than 30 days prior to the end of the policy period as outlined in RFP Section 1.4.11. Please provide an example of a renewal quote that includes but is not limited to the following: analysis of the gain/loss history, preventative maintenance history, and coverage levels.

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| Remi confirms it provides a renewal quote to the authorized users no later than 30 days prior to the end of the policy period. This notification period provides time for the agencies to issue Purchase Orders or request changes to the renewal agreement. As part of the renewal process, Remi delivers the renewal agreement with the equipment information and pricing. Program end users can view repair and maintenance history at any time by utilizing Remi’s secure web portal, Remi Online. Due to the proprietary nature of gain/loss history, Remi does not provide repair cost information but does provide detailed repair descriptions, dates, and other pertinent information. |

* + 1. **Service Provider Notification**
       1. Please confirm your understanding of the requirements outlined in RFP Section 1.4.12: Service Provider Notification. Please provide a sample communication as outlined.

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| Based on Remi’s utilization of more than 2,000 service providers, including the OEMs, under its maintenance model, Remi provides a smooth transition from existing service providers to perform service under its program. Remi will work with the agencies to transition and typically no service provider notification is necessary. If required, Remi will work with the contract analyst overseeing the contract prior to sending any notification. |

* + 1. **Portfolio Analysis**
       1. Please confirm your understanding of all requirements outlined in RFP Section 1.4.13: Portfolio Analysis. Please provide details on the frequency of equipment analysis and how these are presented to the State. Provide examples if possible.

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| Equipment currently covered by Remi under the State’s EMMP shall transition to the new contract. The portfolio analysis is a continual, as-needed process based on each quotation request from the agencies. Remi will review and enter current maintenance agreement or OEM quotation information provided by the State agencies into its system. The analysis will consist of identification of included coverage, service levels, and pricing. Remi will recommend the best service options for every piece of equipment analyzed. There is no cost associated with the quotation and equipment analysis. |

* + 1. **Quotes**
       1. Please confirm your understanding of all requirements outlined in RFP Section 1.4.14: Quotes. Please provide details on the frequency of equipment analysis and how these are presented to the State. Provide examples if possible.

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| Remi’s Pricing Department will develop a quote based off current full coverage service maintenance agreements or renewal quotations provided. All eligible equipment will be quoted by applying the contractual percentage discount to the OEM or Independent Service Organization price. If equipment is not currently covered under a full-service agreement, Remi will apply the discount to its historical national average price, or, the agency can request an updated quote from the OEM as a baseline.  Agencies reserve the ability when requesting quotes to stipulate OEM service only. In cases where agencies request no alternate vendors, Remi shall quote the coverage taking into consideration this request and will stipulate OEM only as an inclusion. |

* + - 1. Please confirm your ability to provide quotes that include but are not limited to the information listed in RFP Section 1.4.14: Quotes. Please provide a quote template with your response.

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| Remi will provide a detailed quotation during the quote proposal review. During the review, Remi will discuss service expectations and coverage as outlined on the quote within the inclusions. The quote will provide the equipment item description, quantity, model, serial number, annual preventive maintenance coverages, current vendor contract expiration date, current vendor contract price, special inclusions/exclusions, and Remi’s annual program price for each item of equipment. |

* + - 1. Please confirm your ability to provide quotes to the State within 5 days of request. Please confirm your agreement that quotes shall be open for acceptance by the State for a period of sixty (60) days or a mutually agreed upon interval.

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| Quotes will be provided to the State within five (5) business days of receiving the maintenance agreements. Remi’s Pricing Department will review the maintenance agreements to compile a list of additional information needed, if necessary. If a quote is expected to take longer than five (5) business days due to its complexity or volume of equipment, Remi will notify the agency and provide an estimated completion time. The quotes shall be valid for a period of ninety (90) days. |

* + 1. **Service Agreement**
       1. Please confirm your ability to comply with the requirements outlined in RFP Section 1.4.15: Maintenance Service Agreement. It is the intention of the State to have a singular, mutually agreed upon Maintenance Service Agreement (preceded by the State Addendum) that shall be applicable to all approved quotes. Using RFP Attachment B and the RFP guidelines in section 2.3.6, respondents shall provide a Service Agreement for consideration.

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| Remi confirms its ability to comply with the requirements in RFP Section Maintenance Service Agreement and has provided a copy of its Equipment Maintenance Agreement for consideration. |

* + 1. **Invoicing and Payment**
       1. Please provide details regarding your ability to offer centralized and de-centralized billing based on the needs of specific State Entity Users as outlined in RFP 1.4.16.

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| Remi offers flexibility in invoicing and can break out each invoice based on specific levels of detail (agency, department, location, or PO#). Individual invoices can be created for each agency on the agreement, which is how Remi currently provides invoices to State agencies. The State’s current billing frequency with Remi is prepaid quarterly; however, Remi offers monthly, quarterly, semi-annual and annual payment options.  Remi will reimburse the service provider directly for all covered maintenance and repair events. The third-party service provider will submit their field service report and invoice directly to Remi for payment. Remi’s Reimbursement Specialists process the paperwork received within thirty (30) days of receipt. Payment is made directly to the third-party service providers for all covered service events. |

* + - 1. Please provide a listing of details included on your invoice and sample invoice.

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| Remi’s invoice includes the following details:   * Remi address, phone number and billing email address * Invoice number * Invoice date * Due date * Billing period start and end dates * Customer address and contact * Account number * Agreement number * Agreement date * Billing frequency * PO Number * Amount Due * Remit to address   Additionally, Remi provides an Excel spreadsheet with each invoice outlining the location, address, PO #, item number, item name, serial number, type, manufacturer, model, effective dates of coverage, billing period dates and amount due for each item totaled on the invoice. This assists agencies with confirming what’s being covered as well as a continual review of their inventory on the program.  A sample invoice is included as follows: |

* + 1. **Reporting**
       1. Please describe your online reporting platform available to State Entity Users as outlined in RFP 1.4.17. Please include details on the process and timeframe to set up users and the ability to restrict access based on permission-based profiles. Please detail what permission-based profiles your company currently offers. Describe your database and reporting capabilities as it relates to the following characteristics:
* Downloading reports in multiple formats such as, but not limited to, PDF, Microsoft Word, and Microsoft Excel
* Reporting data on various levels such as by agency, department, physical location, or equipment type
* Searching database by equipment make/model/serial number or by agency, department, or location
* Reporting over a specified timeframe for repair history, preventative maintenance schedule, payments made to Contractor, or payments made to service vendors

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| Remi offers program information via its secure client web portal, Remi Online. Equipment information is updated in real time and allows end users to assess, evaluate, control and act upon information related to covered equipment. All equipment maintenance and repair activity, transactions, and service provider information is captured and available to view 24X7 by logging on to Remi Online. Approved end-users are given a login and password to access reports specifically linked to their login. Remi’s Information Technology Department assists with setting up an authorized end user’s Remi Online login immediately upon request.  A benefit of the State continuing to use Remi as its EMMP provider is that all current agencies using the program will continue to have access to historical equipment information. Reports may be generated dating back to the initial agreement period and the database may be searched by agreement period or equipment information for the agency. |

* + - 1. Please provide examples of reports available through the online system.

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| Some of the reports in Remi Online 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 PMs, 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 date of repair, date Remi received the invoice, reason for service call, and check number and date. * ***Preventive 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.   Program end users can schedule Remi Online demonstrations at any time. |

* + - 1. Please detail your company’s customized and ad hoc reporting capabilities including how long the State will wait to receive new requests for information.

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| Remi currently attends Quarterly Business Reviews with the State of Indiana where pertinent program information is presented and reviewed. Remi has a Business Analytics Department capable of running ad hoc reports. Depending on the request and its urgency, we can provide it within two (2) business days. |

* + 1. **Dispatch**
       1. Please confirm your understanding of the 24 hours, 7 days per week dispatch center requirement outlined in RFP Section 1.4.18 Dispatch. Please include your company’s metrics relative to average wait time, average call time, and call center volume. Please confirm if your company offers a dispatch website.

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| Remi’s Dispatch Service Center is available 24x7. It is comprised of full-time dispatchers with normal hours of 7:30am – 8:00pm EST. For calls placed outside of normal hours, callers are provided the option of leaving a message for non-emergency calls or paging an on-call dispatcher. During normal business hours, nearly every call is answered on the first attempt by a live dispatcher without an automatic pre-screening or hold time.  All service requests will be responded to within one (1) hour of notification during normal business hours and no more than two (2) hours when called after normal business hours. On a monthly average, 96.5% of all calls are answered within the first ten seconds by a live dispatcher. Dispatch requests may be made by calling the toll-free number, emailing [dispatch@theremigroup.com](mailto:dispatch@theremigroup.com), or by completing the form found on Remi’s website in the “Request Service” link. |

* + 1. **Training**
       1. Please provide details on the website training, including examples of user guides, provided by your company to all users accessing the system.

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| Remi Online trainings may be scheduled at the convenience of the program end-user. The training is conducted via a live screen-sharing session where the end user can see the demonstration account information. Remi Online is designed to be user friendly, but if any end user has issues or questions, Remi will address the specific request directly with the user. |

* + - 1. Please outline the process and frequency of training and what on demand resources are available to assist State users.

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| Remi will schedule training as needed, on demand for all end-users at no cost. Remi’s training provides a detailed understanding of the program’s functionality, features, and benefits. Remi ensures end users are familiar with how the program works by educating them throughout the entire process (introduction, quote development, agreement issuance, service delivery, and Remi Online). In addition to training, a Client Reference Guide outlining pertinent program information and contacts is provided to each agency to assist users. |

* + 1. **Implementation** 
       1. What is your company's proposed implementation plan, citing specific tasks, dates and milestones from contract award to service delivery?

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| As the current EMMP provider for the State, overall State resources and time commitment to implement the program will be minimized. Remi will work with current program end users to relay a seamless transition to the new contract with minimal change. The State will avoid the administrative burden of transitioning programs by retaining a contract with Remi and continue using their current service providers.  Remi will meet with the State to determine what agencies are not currently utilizing the EMMP and identify where there is greatest need. We will also confirm the date to begin outreach regarding the new contract to both current agency users as well as potential new users. We will immediately begin promoting the new contract and the State can be assured that by selecting Remi as its EMMP provider we will continually devote the resources to develop and support its EMMP. |

* + - 1. Describe how your company plans to grow the equipment maintenance program throughout the life of the contract.

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| Remi’s experience growing EMMPs is that it’s a continual process due to the constant change in equipment and agency needs. Our goal is to familiarize every potential program user with the benefits of the program as an option in lieu of entering into a full-service agreement directly with the OEM. We will utilize an outreach strategy consisting of emails, phone calls, and in-person/virtual meetings to provide awareness of the program to ensure an EMMP quote is considered prior to an agency renewing or entering into a full-service agreement. |