



The Remi Group, LLC
Federal Supply Schedule
Facilities Maintenance and Management Price List
Contract Number: GS-21F-0093V

Contract Period: June 4, 2014 — June 3, 2019

Schedule: 03FAC, Facilities Maintenance and Management

Special Item Number 811-006:
Facilities Maintenance and Management Consulting
Business Size: Other than small business

Contract Administration:

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GENERAL SERVICES ADMINISTRATION
Federal Supply Service
Authorized Federal Supply Schedule Price List

Online access to contract ordering information, terms, and conditions, up-to-date pricing and the option to create an electronic delivery system are available through GSA *Advantage!*, a menu driven database system. The internet address for GSA *Advantage!* is: gsaadvantage.gov.

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

The Remi Group, LLC
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**Catalog Table of Contents
for Special Item Number 811-006**

	Page(s)
1. Customer Information	1-3
2. Corporate Overview & Program Features.....	4-6
3. Price List	7-8
4. Job Titles and Descriptions.....	9-11

Customer Information

1a. Awarded Special Item Number (s):

SIN 811-006, Facilities Maintenance Management & Consulting

1b. Pricing

See price list pages 7-8

1c. Job Titles and Descriptions

See pages 9-11

2. Maximum Order:

\$1,000,000

3. Minimum Order:

\$100

4. Geographic Coverage (delivery area):

United States, Canada and Europe

5. Point(s) of Production (city, county, and State or foreign country):

N/A

6. Basic Discount:

26% from total equipment maintenance spend baseline

7. Quantity Discounts:

N/A

8. Prompt Payment Terms:

None

9a. Government purchase cards are accepted at or below the micro-purchase threshold:

Yes

9b. Government purchase cards are accepted above the micro-purchase threshold:

Yes

10. Foreign Items (list items by county or origin):

N/A

11a. Time of Delivery:

N/A

11b. Expedited Delivery:

N/A

11c. Overnight and 2-day Delivery:

N/A

11d. Urgent Requirements:

N/A

12. F.O.B. Point

N/A

13a. Ordering Address:

11325 North Community House Rd, Suite 300
Charlotte, NC 28277

13b. Ordering Procedures:

In accordance with GSA ordering procedures

14. Payment Address:

11325 North Community House Rd, Suite 300
Charlotte, NC 28277

15. Warranty Provision:

N/A

16. Export Packing Charges:

N/A

17. Terms and Conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):

N/A

18. Terms and Conditions of rental, maintenance, and repair:

N/A

19. Terms and Conditions of installation:

N/A

20. Terms and Conditions of repair parts:

N/A

20a. Terms and Conditions for any other services:

N/A

21. List of Service and distribution points:

N/A

22. List of participating dealers:

N/A

23. Preventative maintenance:

N/A

24a. Special Attributes, such as environmental attributes:

N/A

24b. Section 508 compliance information is available on Electronic & Information Technology (EIT) supplies and services:

N/A

25. Duns number:

13-666-2215

26. Notification regarding registration in Central Contractor Registration (CCR) database:

Registered, Cage Code 51LN4, Registration valid through 1/07/2012

27. Uncompensated Overtime:

N/A

Corporate Overview

The Remi Group, LLC is the leading Equipment Maintenance Program (EMP) administrator. The Remi Group provides firm-fixed-price full service Equipment Maintenance Agreements (EMA) that cover the costs associated with the repairs and maintenance of a wide range of electronic equipment types. The repair work for the equipment covered by the Equipment Maintenance Agreement is performed by each agency's preferred service providers. The Remi Group issues direct payments to the service providers on a time-and-material billing basis once the service work is completed. Detailed service information is logged and available to the agency via The Remi Group's online web application, Remi Online.

Traditional maintenance service contracts are replaced by an Equipment Maintenance Agreement when an agency chooses The Remi Group. By consolidating multiple service agreements with a comprehensive EMP, agencies are able to streamline the equipment maintenance management process and realize immediate and escalating savings throughout the life of the program.

Since 1998, The Remi Group has provided a centralized equipment management solution focused on providing comprehensive coverage that includes the costs associated with parts, labor, travel, emergency repair, and preventative maintenance. The Remi Group has provided turn-key technology management solutions to all major market segments including government entities, municipalities, colleges and universities, major healthcare organizations, and financial institutions.

Unlike traditional service agreements, The Remi Group is not affiliated with any OEM, service provider, or leasing company. This is an important distinction as it creates the optimum structure for maintaining the program's objectivity. Typically, the OEM provides service and evaluates its performance. As an independent third party, The Remi Group can address any issues directly with the vendor on the agency's behalf and suggest alternative providers in order to maintain the agency's desired service quality. The Remi Group's objectivity ensures the greatest possible return for every dollar invested in equipment assets and maintenance.

Program at a Glance

- Maintenance of multiple equipment types under one Equipment Maintenance Agreement.
- GSA contract guaranteed discount of 26% applied to current full service contracts for all eligible electronic equipment.
- Use of preferred service provider or alternative provider to perform equipment repairs and maintenance.
- Direct payment to service providers.
- Flexibility to customize coverage.
- Online management reports on program data.
- Extend the life of equipment assets by ensuring equipment is properly maintained.
- Provide a "capped" yearly maintenance budget for covered equipment.

Program Features

How the Program Works

- Equipment failure occurs.
- End user calls the service vendor directly.
- Preferred service provider performs on-site repairs.
- If repairs are performed by the agency’s in-house staff, The Remi Group will reimburse the agency per the agency’s service work order at the agreed upon rate.
- Equipment is repaired and The Remi Group is billed.
- The Remi Group issues payment directly to the service provider for covered corrective and/or preventative maintenance work.
- Maintenance program data is available via downloadable reports.

Other service options may be available.

How to Add Equipment to the Program



Maintenance Contract Evaluation

The Remi Group works with your agency or department to evaluate in-force vendor service agreements to ensure that equipment service levels, hours of coverage, coverage limitations, and total cost are consistent with industry best practices. Upon completion of this analysis, The Remi Group recommends the best service options for that piece of equipment. The goal of this process is to ensure service quality and equipment uptime, while achieving the greatest return for each dollar invested in the maintenance of your agency or department’s equipment.

Vendor Service Network

The Remi Group utilizes each agency’s chosen service vendors to service covered equipment. The Remi Group’s Engineering Department continually searches for vendors to add to its vendor network database. Over the past 12 years, The Remi Group has worked with thousands of service vendors, nationally and internationally, and has developed many long standing working relationships. Service vendors utilized by the program are thoroughly evaluated to ensure that each vendor operates ethically, performs quality workmanship, communicates openly, and consistently delivers service in a timely manner.

Remi Online

The Remi Group offers complete program transparency to its clients via its secure website, Remi Online. Agencies have access to maintenance history reports, covered equipment data, vendor usage reports, and much more. All program transactions, equipment maintenance activity, and vendor information is available 24x7 through Remi Online.

Coverage Versatility

The Remi Group provides a detailed Equipment Maintenance Agreement that outlines coverage inclusions and exclusions for all equipment items. At any time during the contract period, the agency is able to customize coverage levels to fit its needs. As an example, if a piece of equipment is priced for three preventative maintenance visits per year, the agency maintains the option to increase or decrease the preventative maintenance allowance. The Remi Group understands that many systems are component-based and is able to adjust coverage if requested by the agency to reflect the most current system configuration.

Loss Control Services

The Remi Group constantly monitors covered equipment maintenance cost trends, failure rates, and specific vendor performance to identify cost saving opportunities. When necessary, alternative service vendors and sources for manufacturer approved parts are identified. Managing vendor performance and ensuring that they are prevented from overcharging your agency or department on a case-by-case basis is critical to long-term program savings. In addition, The Remi Group Engineering Team is available 24X7 for consultation and support on all maintenance/program issues and assists agencies and departments in real-time on any specific maintenance event.

Program Training

The Remi Group offers training programs that may be scheduled as needed for all end users at no additional cost. Our training program includes: program operation, Remi Online training, management reporting, and loss control. The training programs are a great value to your agency or department as they provide end users with a detailed understanding of the program's functionality, features, and benefits. End users will be shown how to access valuable management reports that can be used to identify covered equipment and analyze performance trends.

Asset Locate

The Remi Group provides an equipment purchasing service called Asset Locate. Asset Locate offers a team of highly skilled equipment management professionals that understand your unique equipment needs. Our engineers consult and assist agencies or departments during new equipment purchase evaluation and are available to answer any questions that you may have during the procurement process.

Green Initiative

The Remi Group is serious about reducing our footprint on the environment. We are extremely focused on identifying service vendors that offer environmentally preferred products and services. Whenever possible we encourage the use of remanufactured ink and toner cartridges. Our program promotes the reduction of overall paper usage by requesting that all service reports and invoices are remitted via email as opposed to hardcopy.

Small, Minority, and Women Business Enterprises (S/M/WBE)

The Remi Group understands that many S/M/WBE companies that are qualified to provide equipment maintenance services on equipment may not have the capacity to submit proposals as prime contractors for a large or diverse grouping of equipment. It is The Remi Group's intent to provide opportunities that would be within the capacity of these organizations when possible. Given the economic structure of EMPs, the vast majority of revenue is directed toward vendors servicing covered electronic equipment. In order to achieve effective S/M/WBE participation, The Remi Group actively pursues, promotes, develops, and sustains long lasting relationships with historically under represented service organizations and fosters the involvement of these service organizations as part of the EMP solution.

For more information please visit our website:

www.trggovsolutions.com

Price List

Basic Discount: Equipment Maintenance Management Program Pricing					
Major Equipment Type Cat.	MFG Maintenance Contract Pricing* (Per Unit or System)	Commercial Discount	MFC Cat.	MFC Discount	GSA Discount
Alarm Systems	\$800 - \$54,000	14% - 20%	State & Local Govt.	25%	26%
Analyzers	\$1,200 - \$16,000	6% - 12%	State & Local Govt.	25%	26%
Building Mangement Systems	\$1,800 - \$65,000	14% - 20%	State & Local Govt.	25%	26%
Biomedical	\$200 - \$36,000	14% - 18%	State & Local Govt.	25%	26%
Computers	\$50 - \$300	20% 24%	State & Local Govt.	25%	26%
Copiers	\$250 - \$85,000	5% - 15%	State & Local Govt.	25%	26%
Data Processing	\$500 - \$75,000	20% - 24%	State & Local Govt.	25%	26%
Laboratory	\$1,500 - \$24,000	8% - 14%	State & Local Govt.	25%	26%
Mail Processing	\$250 - \$90,000	15% - 20%	State & Local Govt.	25%	26%
Diagnostic Imaging	\$50,000 - \$300,000	12% - 18%	State & Local Govt.	25%	26%
Office Equipment	\$100 - \$500	15% - 22%	State & Local Govt.	25%	26%
Security Systems	\$800 - \$45,000	18% - 24%	State & Local Govt.	25%	26%
Telecommunications	\$500 - \$230,000	20% - 24%	State & Local Govt.	25%	26%
Testing Equipment	\$200 - \$18,000	12% - 18%	State & Local Govt.	25%	26%
Ultrasound	\$5,000 - \$15,000	16% - 19%	State & Local Govt.	25%	26%
UPS/Power Systems	\$250 - \$12,000	19% - 24%	State & Local Govt.	25%	26%
X-Ray General	\$8,000 - \$22,000	13% - 16%	State & Local Govt.	25%	26%
X-Ray Security	\$5,000 - \$40,000	18% - 22%	State & Local Govt.	25%	26%
X-Ray Film Processor	\$2,000 - \$14,000	5% - 10%	State & Local Govt.	25%	26%

* Basis is manufacturer maintenance contract pricing per unit or system based on equipment configuration and maintenance terms. Discount is applied to manufacturer maintenance contract pricing on a per unit or system basis. Discount will be applied to manufacturer’s maintenance catalogue pricing for eligible equipment types. Discount remains in effect as long as the equipment is scheduled on the Equipment Maintenance Management Program.

Equipment Maintenance Consulting and Assessment Services:							
Labor Category	Commercial Price	MFC Category	MFC Discount	MFC Price	GSA Discount	GSA Discount w/o IFF	GSA Price w/IFF
Project Manager	\$105/hr	State & Local Govt.	0%	\$105/hr	2%	\$103/hr	\$104/hr
Sr. Project Analyst	\$85/hr	State & Local Govt.	0%	\$85/hr	2%	\$83/hr	\$84/hr
Project Analyst	\$75/hr	State & Local Govt.	0%	\$75/hr	2%	\$73/hr	\$74/hr
Project Engineer	\$75/hr	State & Local Govt.	0%	\$75/hr	2%	\$73/hr	\$74/hr
Risk Analyst	\$65/hr	State & Local Govt.	0%	\$65/hr	2%	\$63/hr	\$64/hr
Data Entry Specialist	\$40/hr	State & Local Govt.	0%	\$40/hr	2%	\$38/hr	\$37/hr
Admin Support Specialist	\$35/hr	State & Local Govt.	0%	\$35/hr	2%	\$33/hr	\$34/hr

All labor categories associated with equipment maintenance consulting and assessment services are salaried employees and exempt from SCA.

Job Titles and Descriptions

Project Manager

Responsibilities:

- Identifies resources needed and assigns individual responsibilities.
- Manages day-to-day operational aspects of the program.
- Responsible for meeting the client's needs and resolving any issues.
- Facilitates client and account team meetings.
- Manages client relationship.
- Responsible for overall management of account team.

Education/Experience:

- Position requires a BS/BA degree and 8 years of experience.

Sr. Project Analyst

Responsibilities:

- Analyzes business issues and challenges of client's organization.
- Reviews clients program requirements, business processes and goals related to proposed solution.
- Works with client personnel to communicate program offering.
- Communicates openly with Project Manager and account team.
- Assists with implementation of program.
- Assists in the facilitation of team and client meeting.
- Develops business relationships with client personnel.
- Manages client expectations effectively.

Education/Experience:

- Position requires a BS/BA degree and 4 years of experience.

Project Analyst

Responsibilities:

- Assists Sr. Project Analyst in analyzing client's current maintenance management situation.
- Responsible for the thoroughness of data collection.
- Assists in communicating program offering to all eligible users.
- Assists with program implementation.
- Fosters and maintains client relationship.
- Works with Risk Analyst to ensure accuracy of equipment schedules.
- Documents, analyzes, and reports pertinent program information.
- Proactively seeks opportunities for additional program savings.

Education/Experience:

- Position requires a BS/BA degree and 4 years of experience.

Project Engineer

Responsibilities:

- Oversees all complex service events.
- Provides technical advice and assistance to claims associates.
- Coordinates all large loss control activities.
- Performs new vendor verifications.
- Maintains vendor database.
- Participates in client/vendor meetings working to resolve program issues.
- Serves as the main technical resource for account team and client.
- Receives and manages loss notification calls from client.
- 24x7 on-call rotation.
- Assists in pre-engineering of equipment for quoting.

Education/Experience:

- Position requires a 4 year Engineering Degree and 4 years of experience.

Risk Analyst

Responsibilities:

- Creates client proposals/quotes to meet specific business needs; as well as standard products.
- Perform detailed analysis of contracts to make specific underwriting decisions.
- Ensures that all underwriting file documentation is complete, accurate, and current.
- Negotiates coverage, price, and custom features with Project Managers and Project Analysts.
- Has a sound understanding of the system.
- Manages the growth of the assigned book of business by producing professional and accurate policy documentation while analyzing losses and growth to determine renewal quotes.
- Some travel is required.

Education/Experience:

- College degree preferred.
- Proficient computer skills necessary, knowledge of Microsoft Office, with Word and Excel a must.
- Must have good math aptitude and strong analytical skills.

Data Entry Specialist

Responsibilities:

- Enter invoices daily to meet 48 hour deadline.
- File processed invoices.
- Scan invoices.
- Coordinate filing of new accounts.
- Understand and utilize claim system.

Education/Experience:

- Basic computer skills required.
- Excellent typing skills, minimum 50 wpm, with attention to detail.
- Data-entry experience is a plus.
- College degree desirable but not required.

Administrative Support Specialist

Responsibilities:

- Responsible for maintaining accurate client equipment schedules.
- Processes endorsement requests.
- Coordinates quote submissions.
- Oversees client relationship.
- Participates in weekly calls to large accounts.
- Responsible for processing change requests on equipment schedules.

Education/Experience:

- College degree preferred.
- Strong customer service skills a must.
- Proficient computer skill; knows Microsoft Office, with Word and Excel a must.