



Equipment Maintenance Management Insurance Program

Introduction The Office of Risk and Insurance Management is implementing a new time and materials “Equipment Maintenance Management Insurance Program” (EMMP) that will be replacing existing service contracts for most equipment maintenance within the Department of General Services. This program is managed through The REMI Group.

Purpose The purpose of the EMMP program is twofold:

- To create an immediate and significant cost savings
- To improve repair service performance

Effective date The EMMP program will start on June 30, 2010

Responsibility All DGS employees who are in charge of service contracts and service calls for the maintenance of their divisions’ equipment.

Equipment Included The equipment covered within the EMMP program will include a **REMI tag** on the piece of equipment. **Please do not remove any REMI tags located on the equipment.** Equipment may include the following items:

- Copiers / Printers / Fax Machines
- Audio / Visual Equipment
- Mailing systems
- Information Technology / Servers
- Fire Alarm / Security Systems

• **If the equipment item is currently covered under warranty, please contact ORIM for possible enrollment in the EMMP prior to the warranty expiring**

If ...	Then ...
A REMI tag has been removed from the equipment item	Contact ORIM directly for a replacement tag
An equipment item has no tag attached or you are not sure if it is covered	Contact ORIM to determine if the equipment is covered under the policy
The equipment has a current warranty plan in place	The end user will call the service provider directly
A new piece of equipment needs to be added to the EMMP for coverage	Contact ORIM directly to review for possible enrollment into the EMMP

EMMP Process The steps to place a service call on your equipment include:

Step	Action
1	Call REMI at (866) 296-4847
2	Provide the following information to the dispatcher at REMI: <ul style="list-style-type: none">• Caller's name• Location• Phone number where you can be reached
3	Provide a description of the item needing service: <ul style="list-style-type: none">• Item Tag Number• Brief description of the problem• Location of the unit
4	REMI will then do the following: <ul style="list-style-type: none">• Dispatch the technician for service• Issue the invoice for repair / service• Notify the DGS employee (caller) on the status of the service request
5	The vendor will then send the completed invoice directly to REMI for processing
6	REMI will issue payment directly to the vendor within 30 days of receipt of the completed invoice.

Online access Additional information can be found at the following websites:
<http://www.orim.dgs.ca.gov/default.htm>
<http://orim.dgs.ca.gov/default.htm>

Questions For questions or issues regarding the EMMP program, please contact:

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