

Statewide Information Sheet

Statewide Contract Number	SWC40752-1		
Name of Contract	Equipment Maintenance Management Services		
Effective Date	July 01, 2004	Expiration Date	February 28, 2013
Vendors Awarded	1	Contract Information	Convenience Contract
Contract Information for Vendor			Page Number
DTGroup Inc.			2
Additional Contract Information			
Contract Description			3
Contract Ordering Instructions			5
Contract/Renewals/Extensions/Amendments			6

Vendor Name: DTGroup Inc.

Contract Information			
Statewide Contract Number	SWC40752-1		
Contract Name	Equipment Maintenance		
PeopleSoft Vendor Number	0000459590	Location Code	001
Vendor Name & Address			
DTGroup Inc. 150 Celestial Way Alpharetta, Georgia 30004			
Contract Administrator			
Mr. Ronald Morrow Telephone: (770) 362-5656 Fax: (678) 666-1147 E-mail: rmorrow@dtg-emi.com			
Contract Details			
1. Ordering Information	DTGroup Inc. 150 Celestial Way Alpharetta, Georgia 30004		
2. Remitting Information	DTGroup Inc. 150 Celestial Way Alpharetta, Georgia 30004		
3. Delivery Days	See Ordering Instructions		
4. Discounts	See Ordering Instructions		
5. Payment Terms	Payment due upon Program Inception or Quarterly Installments		
6. Bid offer includes	State and Local Government		
7. Acceptable Payment Method	Purchase Orders (PO)		
8. Special Terms and Conditions	NA		

Contract Description

Equipment Maintenance – The purpose of this contract is to provide Agencies with an efficient and cost-effective means to manage their equipment service and maintenance contracts. The program consolidates an Agency's equipment service agreements into one easily administered plan that provides savings of approximately 20% each and every year. This is an immediate, real dollar savings that will positively impact each participating Agency's bottom line.

This Statewide Contract now has a new Implementation Plan available. This Implementation Plan is much more user-friendly and it eliminates payment of any upfront fees. A description is provided below.

Implementation Plan

This new plan is easily implemented and offers both guaranteed financial savings and greater manpower efficiencies without sacrificing quality, control or service.

Phase I – Analysis

During the Analysis Phase, the Agency should provide the Contractor with a copy of the maintenance contracts (current/expired) for all electronic equipment owned by the Agency.

The Agency may submit equipment details for devices that are not under a maintenance contract if they would like these devices to be included in the program also.

Phase II – Planning

Within an estimated 30 days of receipt of submitted maintenance contracts, the Contractor will review the contracts to determine equipment eligibility and the savings that can be provided.

The Contractor will assist the Agency in determining which pieces of equipment should be immediately included in the Equipment Maintenance Service Agreement and those pieces that will be added as their maintenance contracts are cancelled or expired. Equipment added or deleted after the program inception date will be on a pro-rata basis.

The Contractor will present a quotation to the Agency containing pricing which reflects a guaranteed savings, the proposed inception date, a schedule of eligible equipment and the Terms and Conditions of the Agreement.

This guaranteed discount will be 18-25% off the current pricing of full service Original Equipment Manufacturer (OEM) Contracts depending on the diversity and number of contracts submitted.

The coverage Terms and Conditions will match those of the existing maintenance contracts as closely as possible with exclusions, if any, noted.

Contract Description (continued)

Phase III – Implementation

The Agency accepts the quotation by signing the Acceptance Page included in the quotation.

Upon acceptance, the Contractor will provide an Equipment Maintenance Service Agreement that covers the Agency's scheduled equipment.

No additional compensation will be owed to the Contractor.

Once this program is implemented, the Agency will call the Dispatch Center when scheduled equipment needs repair, corrective maintenance or preventive maintenance.

The Dispatch Center will dispatch the service vendor (OEM or Agency's preferred service vendor) and will monitor and drive the entire service process.

The Agency can track the service process online. The Agency will have Internet access to an equipment database that provides details of all service events. Customized management reports will also be available upon request.

The annual maintenance service fee is due at the program inception but can be paid in quarterly installments with no interest charges. Pro-rata additions and deletions will be adjusted in the quarterly payments.

Each Agency agreement will be for a one-year term with the option to renew at the same discount for the term of the statewide contract.

Key Benefits Include:

- Immediate Savings of approximately 20% off Existing Full Service OEM Equipment Maintenance Contracts
- Quick, Easy Implementation without Substantial Commitment of Staff Time or Resources
- Continued use of Current OEM Service Providers and Quality OEM Parts
- No Sacrifice in Quality of Equipment Maintenance or Vendor Response Time
- One Contract to Manage, One Number to Call to Request Repair
- Additional Savings with Client Approval to use Alternative Vendors
- No Service Fees
- No Contractor Fees

Contract Ordering Instructions

Step 1 - Agencies should read through the new Implementation Plan for this SWC.

Step 2 – Agencies should gather copies of all Maintenance Contracts (current/expired) for electronic equipment owned by the Agency.

- If there are no maintenance contracts, then Agencies should prepare a list of these equipment items.

Step 3 – These Contracts and/or lists should be provided to DTGroup for review to determine equipment eligibility and the savings that can be provided.

Step 4 – Within 30 days or less, DTGroup will provide the Agency with a quotation containing pricing which reflects a guaranteed savings, the proposed inception date, a schedule of eligible equipment and the Terms and Conditions of the Agreement.

- DTGroup will provide recommendations whether to cancel current contracts or let them run until expiration. Either way, current contracts for equipment being added to the program should not be renewed.

Step 5 – The Agency accepts the quotation by signing the Acceptance Page included with the quotation.

Step 6 – Upon acceptance, DTGroup will provide an Equipment Maintenance Service Agreement and a toll free number to call the Dispatch Center when a repair is needed.

Step 7 – DTGroup will issue an invoice. This invoice amount is for the actual cost of the maintenance service for one year, **no other fees are owed by the Agency.**

- The annual amount is due at inception but can be paid in quarterly installments. Options to split the payment may be considered. Pro-rata additions and deletions will be adjusted in the quarterly payments.
- Each agreement is for a one-year term with the option to renew, at the same discount, for the term of the statewide contract.

Contract Renewals/Extensions/Amendments

Amendment #1

Effective Date of this Amendment: June 30, 2009
Initial Date of Contract: July 01, 2004
Contract Expiration Date: June 30, 2012

The purpose of this Amendment is to (1) renew this Contract for an additional three (3) years and (2) add an "Optional" Implementation Plan for Equipment Maintenance Services.

(1) This Statewide Contract is hereby renewed for an additional three (3) years from July 01, 2009 to June 30, 2012.

(2) To expedite available savings and simplify implementation of the Equipment Maintenance Services for this Statewide Contract, this Contract is hereby modified to add the optional plan as follows:

"Option 1: Phase I – Analysis" is hereby changed to the following:

During the Analysis Phase, the Agency will provide the Contractor with a copy of the maintenance contracts for all electronic equipment owned by the Agency.

The Agency may also submit equipment details for devices that are not under a maintenance contract if they would like these devices to be included in the program.

All upfront fees will be waived.

"Option 1: Phase II – Planning" is hereby changed to the following:

Within an estimated 30 days of receipt of submitted maintenance contracts, the Contractor will review the contracts to determine equipment eligibility and the savings that can be provided.

The Contractor will present a quotation to the Agency containing pricing which reflects a guaranteed savings, the proposed inception date, a schedule of eligible equipment and the Terms and Conditions of the Agreement.

This guaranteed discount will be 18-25% off the current pricing of full service Original Equipment Manufacturer (OEM) Contracts depending on the diversity and number of contracts submitted.

The coverage Terms and Conditions will match those of the existing maintenance contracts as closely as possible with exclusions, if any, noted. No additional compensation will be owed to the Contractor.

Contract Renewals/Extensions/Amendments (continued)

“Option 1: Phase III – Implementation” is hereby changed to the following:

The Agency accepts the quotation by signing the Acceptance Page included in the quotation.

Upon acceptance, the Contractor will provide an Equipment Maintenance Service Agreement that covers the Agency’s scheduled equipment.

The Contractor will assist the Agency in determining which pieces of equipment should be immediately included in the Equipment Maintenance Service Agreement and those pieces that will be added as their maintenance contracts are cancelled or expired. Equipment added or deleted after the inception date will be on a pro-rata basis.

Once this program is implemented, the Agency will call the Dispatch Center when scheduled equipment needs repair, corrective maintenance or preventive maintenance.

The Dispatch Center will dispatch the service vendor (OEM or Agency’s preferred service vendor) who will monitor and drive the entire service process.

The Agency can track the service process online. The Agency will have Internet access to an equipment database that provides details of all service events. Customized management reports will also be available upon request.

The annual program fee is due at inception but can be paid in quarterly installments with no interest charges. Pro-rata additions and deletions will be adjusted in the quarterly payments.

Each Agency agreement will be for a one-year term with the option to renew at the same discount for the term of the statewide contract.

Contract Changes/Extension/Renewals

Amendment #2

Effective Date of this Amendment: June 30, 2012

Initial Date of Contract: July 01, 2004

Contract Expiration Date: February 28, 2013

The purpose of this Amendment is to extend this Contract for an additional eight (3) months.

(1) This Statewide Contract is hereby extended for an additional eight (8) months from July 1, 2012 to February 28, 2013.