

COMPANY NAME:	<i>International Business Machines Corporation</i>
Contract Number <i>(Must be included on purchase order):</i>	<i>IBMREMC</i>
ORDER INFORMATION	
Name	<i>IBM Direct ATTN: John Strauss</i>
Address	<i>8123 S. Hardy</i>
City, State, Zip	<i>Tempe AZ, 85284</i>
Email Address	<i>jstrauss@us.ibm.com</i>
Phone	<i>1-800-656-0833</i>
Fax	<i>480-776-8811</i>
Customer Ordering Process:	<i>PO or web</i>
High Volume Pricing Minimum Order Requirement (complete tab 6):	<i>IBM will entertain additional discounts for any single order over \$100,000.00; orders can include both Servers and Storage. Additional discount percentages will be determined during planning sessions with the REMC client or at the time of purchase, upon request.</i>
URL for Michigan REMC Contract Products and Services Schedule (PSS):	<i>http://www-304.ibm.com/shop/americas/webapp/wcs/stores/servlet/default/TopCategoriesDisplay?storeId=1083920950&catalogId=-840&langId=-1</i>
URL for Manufacturers Suggested Retail Prices (MSRP):	<i>http://www.ibm.com/us/</i>
URL for National Educational Price (NEP) Schedule:	<i>http://www-03.ibm.com/industries/education/index.jsp</i>
Update Frequency of MSRP prices online	<i>Insert number day/week/month (such as once/day)</i>
Universal Service Fund (E-rate) SPIN Number:	<i>143005607</i>
COMPANY CONTACT INFORMATION	
Product Specifications:	
Name	<i>John Strauss, System x</i>
Email Address	<i>jstrauss@us.ibm.com</i>
Phone	<i>1-800-656-0833</i>
For Warranty Support:	
Name	<i>Michael Kane</i>
Email Address	<i>mbkane@us.ibm.com</i>
Phone	<i>770-863-1676</i>
For Lease Information:	
Name	<i>John Henderson</i>
Email Address	<i>jhenderson@us.ibm.com</i>
Phone	<i>312-529-3742</i>
Order Status:	
Name	<i>John Strauss</i>
Email Address	<i>jstrauss@us.ibm.com</i>
Phone	<i>1-800-656-0833</i>

Manufacturer Sales Representatives:	
Name	Michael Kane, Inside Client Representative
Email Address	mbkane@us.ibm.com
Phone	770-863-1676
Name	Denise Townsend, Client Manager
Email Address	dtownsen@us.ibm.com
Phone	248-835-5766
Name	Dana Ryan, System x Specialist
Email Address	danaryan@us.ibm.com
Phone	248-552-5709
List of Models designated for Commercial Use:	Machine Type Models: 8853,7995,7996,7971,7972,4194,4193,4190,4192,7984,7978,7979,7985,8877,7141,4367,4368,7974,7976,7973,7975,7977,1726,1814,1815,1812,1727,3580,3573
List and briefly describe Trade-Back/Trade-In Programs:	Through its wholly owned subsidiary, IBM Global Finance, IBM can provide trade-in allowances on both IBM and non-IBM IT equipment. The customer just needs to provide a full configuration of the products for which they are seeking a trade-in allowance and then a value will be determined by IBM Global Finance. If the equipment is determined to not have any value, IBM Global Finance can arrange to have the products disposed of/recycled in an environmentally controlled manner including the destroying of information using the same process as the US Department of Defense.
List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):	While servers are not listed in EnergyStar program yet, IBM has been an ENERGY STAR Partner from the program's inception in 1992 -- in fact, IBM worked with the U.S. Environmental Protection Agency (EPA) in the development of the program and its requirements. EPA has recently begun an effort to develop an ENERGY STAR specification for enterprise level IT equipment and an ENERGY STAR building rating for data centers. IBM is participating in this effort. To become an ENERGY STAR Partner, a company must sign a Partnership Agreement with the EPA. Over the years, IBM has signed various Memorandums of Understanding (MOUs) and also, more recently, the new Partnership Agreement for IBM monitor products that are within the Office Equipment category scope of the program.
CUSTOMER ELIGIBILITY	
K- 12 schools: Public, Non-Public, Charter and Private Schools	Eligible
Higher Education: Community Colleges, Colleges and Universities	Eligible
Libraries: Public, County, and the Library of Michigan	Eligible
Governmental Agencies: City, Township, County and State	Eligible
List of Certified Education Partners	You may find a list of IBM certified Business Partners at http://d03bphrb.partner.boulder.ibm.com/bpconnections/bpcms.nsf/PublicSearchGUI?OpenFrameset&NL=en All pricing on REMC contract is IBM Direct pricing.

Vendor Service Profile Survey 2008**Company Name:** IBM**Completed by:** Mike Kane**REMC Customers Can Expect...**

(The following sections will be posted on the REMC Bid Web Site)

	Legend	Respond in this column
Customer Communication		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	1-800-656-0833 ext 6157
Toll free Customer service fax number	Yes or No	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	8 AM to 5 PM	8 am to 5 pm
Demo/evaluation product available	Yes or No	Yes
Product demonstration sessions upon request	Yes or No	Yes
24-hour response time to voice mail or e-mail inquiries	Yes or No	Yes
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order upon request	Yes or No	Yes
New customer forms are required	Yes or No	Yes
Summer deliveries coordinated with customer	Yes or No	Yes
Procurement/credit cards accepted	Yes or No	Yes
Additional fees are charged for procurement/credit card orders	\$, % or N/A	No
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	NA
Required contract number	Yes or No	Yes
Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:		
MAEDS, October 18-20, 2006	Yes or No	No
MAME, October 25-27, 2006	Yes or No	No
MIEM, November 30, 2006	Yes or No	No
MACUL, March 14-16, 2007	Yes or No	No
MSBO, April 25-26, 2007	Yes or No	No
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:		
MAEDS, October 3-5, 2007	Yes or No	Yes
MAME, October 24-26, 2007	Yes or No	No
MIEM, January 30-February 1, 2008	Yes or No	No
MACUL, March 5-7, 2008	Yes or No	No
MSBO, April, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	

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	Legend	Respond in this column
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes
Delivery timelines from receipt of orders		
Equipment	days	Delivery objective is 13-15 business days from receipt of forecasted purchase orders
Supply/Paper	days	NA
Software	days	NA

Please provide a brief summary of delivery options available. Be sure to specify type of delivery (Inside, tailgate etc.) and costs associated with each option.

IBM places a great deal of emphasis on meeting our commitments. We extend this focus on commitment to the quality and reliability of our distribution processes as well.

IBM has service contracts with national and international transportation companies that provide manufacturing dock to customer door services. Some of the services available to IBM's customers include a) various transit times, b) appointment or exact time deliveries, c) inside deliveries, d) pallet and package breakdown and disposal, and e) special tracking. Shipping charges are contingent upon the shipping method selected.

IBM's procurement of transportation services focuses on a competitive balancing of a) on-time delivery reliability, b) delivery service capabilities, c) information technology and d) cost. Global and regional contracts are awarded to support both total IBM and division or market-specific requirements. These contracts are periodically benchmarked against other service contracts within the information technology industry and contracts within other industries buying similar transportation services. This enables us to offer customers the highest quality delivery possible to compliment the quality c

IBM has an extensive vendor list which offers shipping via Air or Ground. Depending on the requirement, IBM has established FedEx Priority Overnight ships within 24hrs of order receipt pending available inventory at time of order and credit approval. Standard Overnight ships within 24hrs of order receipt pending available inventory at time of order and credit approval. TI UPS Ground ships within 3 to 5 business days. This is contingent on order receipt by 12:00pm Eastern standard time. In The cost associated with shipments can only be determined by method of freight and product type. Freight charges are d IBM is cost competitive in their delivery of solutions and continues to prioritize the passing of savings to our customers thr

Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes (additional fee)
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	Yes (cost dependent of requirments)

Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	Yes, RMA Return Material Authorization
Customer dissatisfaction with items can be returned	days	Yes
Full refund within	30 days	Yes
Method of refund	Refund/Voucher	Yes
Restocking fees	___% after ___ days	15% after 30 days

Please provide a brief summary of return policies:

Company Name: IBM

Completed by: Mike Kane

Legend

Respond in this column

New, standard IBM Product may be returned for any reason within 30 days of the date of invoice and you may obtain a refund or credit. IBM does not provide refunds or credits for portions of a packaged offering provided at a single price. You may return the complete package for a refund or credit. To qualify for this credit or refund (as applicable), you must call your IBM customer support representation to obtain a return-authorization form. You must return the new IBM Product, including all documentation and accessories, intact and in its original packaging, to an IBM designated location by the date IBM specifies. A copy of the invoice, the return-authorization form, and the shipping label must accompany the return. Shipping and handling charges generally will not be refunded or credited. IBM Products authorized by IBM for return and returned without an IBM return-authorization form, or returned after the date specified by IBM in the return-authorization form, may be subject to a restocking fee equal to 15% of the price paid. Customer agrees to pay the restocking fee as IBM specifies.

This Returns policy does not apply to IBM Product(s) that you acquire for which IBM creates a unique machine type mode

Warranty Policies

		IBM Used/New Service Parts are covered with same warranty as a new ones and are tested to function like new.
Product to be replaced with new if reported within _____ days		
Product to be replaced with used/reconditioned units	Yes, No or N/A	Yes
Call tag to be issued	Yes, No or N/A	Service call numbers will be provided.

Please provide a brief summary of warranty policies. Note: warranties are not to be limited. If a manufacturer provides different support during various time periods, that information MUST be identified in your bid for each item affected by such limitations.

- 1 year parts and labor
 - 3 years parts and labor
- Types of Warranty Service

If required, IBM provides repair or exchange service depending on the type of warranty service specified for Customer's Machine in the above table and as described below. Warranty service may be provided by Customer's IBM Business Partner if approved by IBM to perform warranty service. Scheduling of service will depend upon the time of Customer's call and is subject to parts availability. Service levels are response time objectives and are not guaranteed. The specified level of warranty service may not be available in all worldwide locations, additional charges may apply outside IBM's normal service area.

Repair Policies (Non-warranty)

On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	Yes
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	Yes

Please provide a brief summary of repair policies.

Please reference IBM response under Warranty Policies

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	Legend	Respond in this column
REMC Can Expect...		
(The following sections will not be posted on the REMC Bid Web Site)		
Price Guarantees. All bid prices are guaranteed by the manufacturer or reseller. Exceptions must be noted in the Exceptions section of the Vendor Signature Page.		
Prices are guaranteed for the full contract period	Yes or No	Discount level will be guaranteed for full contract period
Prices are guaranteed by the vendor, manufacturer or both for the full contract period	vendor/mfr/both	both
Sales Service		
Has prior experience with REMC contracts	Yes or No	Yes
Vendor to make face-to-face sales calls in ALL of Michigan	Yes or No	Yes
Estimated number of in person sales calls on schools in the past year in:		
Upper Peninsula	Number	1
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	20
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	20
Corporate headquarters is located in Michigan	Yes or No	No
Sales staff or office is located in Michigan	Yes or No	Yes
Warehouse is located in Michigan	Yes or No	Yes (part depots in Michigan)