

Vendor Service Profile 2007

Alternative Computer

Company Name: Technology

Completed by: Ken Gensheimer

	Legend	Respond in this column
REMC Customers Can Expect...		
Customer Communication		
REMC customers can expect to communicate with one contact person dedicated to the REMC contract throughout the contract year.	Yes or No	YES
Customer service telephone number is toll-free	Yes or No	NO
Customer service fax number is toll-free	Yes or No	NO
Your web page includes REMC specific prices and specifications	Yes or No	YES
Office hours (Eastern Time)	__AM to __ PM	8AM-5PM
Demo/evaluation product available	Yes or No	YES
Will provide demonstration session for:		
REMC advisory council	Yes or No	YES
A school district	Yes or No	YES
A school building	Yes or No	YES
Response Time to voice mail or e-mail within 24 hours	Yes or No	YES
Order Verification, Billing, and Customer Account information		
Order verifications will be sent within 24 hours of receipt of the order without customer having to request notification	Yes or No	YES
If no, order verifications will be sent upon customer request	Yes or No	
New customer forms are required	Yes or No	NO
P.O. errors are corrected by phone, fax or e-mail vs. U.S. mail	Yes or No	YES
Summer deliveries coordinated with customer	Yes or No	YES
Will your company accept procurement/credit cards as payment for REMC orders?	Yes or No	YES
If yes, what is the maximum amount that can be charged?	\$ or Unlimited	UNLIMITED
What additional fees, if any, are charged for credit card orders?	\$, % or N/A	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	Specify \$\$ amount	\$0.00
Is contract number required on orders?	Yes or No	NO
Customers saw you exhibit at the following Michigan K-12 conferences in the 2005/06 school year:		
MAEDS, October 5-7, 2005	Yes or No	NO
MAME, November 9-11, 2005	Yes or No	NO
MIEM, November 30- December 2, 2005	Yes or No	NO
MACUL, March 8-10, 2006	Yes or No	YES
MSBO, April 26-28, 2006	Yes or No	NO
Other Michigan statewide K-12 conferences	Name(s)	
Customers can expect to see 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 29-December 1, 2006	Yes or No	NO
MACUL, March 14 - 16, 2007	Yes or No	YES
MSBO, April, 2007	Yes or No	NO
Other Michigan statewide K-12 conferences	Name(s)	

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Delivery		
Deliveries generally are drop-shipped by manufacturer	Yes or No	YES
Only tailgate delivery for large items in excess of 70 pounds?	Yes or No	N/A
Our delivery timelines from receipt of orders are as follows. Please answer on the line appropriate to the bid to which you are responding.		
Equipment delivery typically in x days	days	2-3 DAYS
Supply/Paper delivery typically in x days	days	2-3 DAYS
Software delivery typically in x days	days	DOWNLOAD
Troubleshooting/Use/Set-Up Assistance		
Phone assistance available	Yes, No or N/A	YES
Onsite after sales assistance available (no cost)	Yes, No or N/A	NO
Onsite assistance available at extra cost	Yes, No or N/A	YES
Warranty Policies		
Replaced with new if reported within x days	days or N/A	N/A
Replaced with used/reconditioned units even if the initial unit was new	Yes, No or N/A	N/A
Call tag issued for return of DOA items	Yes, No or N/A	N/A
Please provide a brief summary of warranty policies.		
<p>4. Limited warranty and remedy</p> <p>4.1 Sophos warrants to You only that for a period of ninety (90) days from the date of purchase (the "Warranty Period"):</p> <p>(i) the Licensed Products will perform substantially in accordance with the Documentation provided that it is operated in accordance with the Documentation on the designated operating system(s) and (ii) the Documentation adequately describes the operation of the Licensed Products in all material respects.</p> <p>4.2 If Sophos is notified in writing of a breach of this warranty during the Warranty Period, Sophos's entire liability and Your sole remedy shall be (at Sophos's option) to correct or replace the Licensed Products and/or its Documentation within a reasonable time or provide or authorize a refund of the Fee following the return of the Product accompanied by proof of purchase. Any items provided as replacement under the terms of this warranty will be warranted for the remainder of the original Warranty Period.</p> <p>5. Disclaimer of warranties</p> <p>EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN CLAUSE 4 ABOVE, SOPHOS MAKES NO WARRANTIES, CONDITIONS, UNDERTAKINGS OR REPRESENTATIONS OF ANY KIND, EITHER EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE IN RELATION TO THE PRODUCT INCLUDING WITHOUT LIMITATION ANY</p> <p>WITHOUT LIMITATION TO THE FOREGOING, SOPHOS DOES NOT WARRANT THAT THE PRODUCT WILL MEET Y</p>		
Repair Policies		
On-site repair service is provided by company or subcontractor in:		
Upper Peninsula	Yes, No or N/A	N/A
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
Metro Detroit (Wayne, Oakland, Macomb Counties)	Yes, No or N/A	N/A
Return Policies		
Call tag issued for company's incorrect shipment	Yes or No	YES
Customer dissatisfaction with items can be returned within x days	days	30
Credit for return policy (i.e. full refund up to x days)	days	30
Returns refunded or issued as credit for future purchases	Refund/Credit	REFUND
Restocking fees (i.e. % charged after x days)	__% after __ days	N/A

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Legend

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Please provide a brief summary of return policies:

All Licenses can be cancelled/returned within 30 days if not completely satisfied for a 100% refund. After 30 days, the pro rated portion of the unused Licese will be refunded. No returns will be accepted after 90 days.