

Vendor Profile 2009

Company Name: Bob Brooks Computer Sales, Inc.

	Legend	Respond in this column
REMC Customers Can Expect...		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
Customer Communication		
One primary point of contact	Yes or No	Yes, Dan Moore, Account Manager
Toll free Customer Service telephone number	Yes or No	Yes, 800-833-3870
Toll free Customer service fax number	Yes or No	No
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__ AM to __ PM	8:30 AM to 5:00PM, Monday - Friday
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	Not Required
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	N/A
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	\$50.00
Required contract number	Yes or No	No
Customers saw you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:		
MAEDS, October 3-5, 2007	Yes or No	No
MAME, October 24-26, 2007	Yes or No	No
MIEM, November 15, 2007	Yes or No	No
MACUL, March 5-7, 2007	Yes or No	Yes
MSBO, April 30- May 1, 2007	Yes or No	No
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2008/09 school year:		
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	No
MACUL, March 18-20, 2009	Yes or No	Yes
MSBO, April, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes, Vendor & Distributors too
Delivery timelines from receipt of orders		
Equipment	days	1-10 days
Supply/Paper	days	1-5 days
Software	days	N/A
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.		
<p style="color: red;">Standard delivery will be UPS/Ground or Fed/Ex Ground, inside and no additional cost except for orders less than the minimum of \$50.00 (UPS/Ground rate will apply). Drop-shipper determines UPS or Fed/Ex. Large equipment or large volume equipment may ship via Truck/with tailgate as needed. Next Day, OverNight and 2 Day Air available at customers expense.</p>		

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Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	Yes
Onsite assistance at extra cost	\$ or N/A	Yes, \$85.00/hr.

Return Policies

Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30 days or within manufacturer's warranty period
Full refund within	days	30 days or within manufacturer's warranty period
Method of refund	Refund/Voucher	Voucher
Restocking fees	___% after ___ days	Up to 15% after 30 days, per manufacturer or distributor's policies.

Please provide a brief summary of return policies:

Call Tag issued for any misshipped items. Defective or damaged items, customer will receive voucher as credit. Voucher may be applied to any invoice during the contract bid timeframe. Restocking fee issued only if it is drop-shipper's required policy for that returned item . Vendor will assist with all previously mentioned circumstances.

Warranty Policies

Product to be replaced with new if reported within	days	30 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	Yes, After 30 days and within manufacturer's warranty or extended warranty period.
Vendor pays shipping	1-way, both ways, none	Both

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.

Equipment warranty will be replaced with NEW in first 30 days and call tag will be issued via manufacturer. After 30 days, and through the manufacturer's full standard/extended warranty will be replaced with a manufacturer reconditioned printer. Most equipment is OverNight Exchange, excluding very large equipment. Large equipment may contact a local Authorized Service Center for Onsite Warranty repair. Nearest provider may be found on manufacturer's website, by calling their toll free number or contacting vendor for assistance.

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.

Local Authorized Service Provider must be contacted for repair. Nearest provider may be found on manufacturer's website, by calling their toll free number or contacting vendor for assistance.

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