

Vendor Profile 2009

CEO Image Systems, Inc.
CEO Image Systems, Inc.**REMC Customers Can Expect...**

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

	Legend	
Customer Communication		
One primary point of contact	Yes or No	Yes
Toll free Customer Service telephone number	Yes or No	Yes
Toll free Customer service fax number	Yes or No	Yes
REMC specific Web page	Yes or No	Yes
Office hours (Eastern Time)	__AM to __ PM	9 AM to 5 PM EST
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
24-hour response time to provide price quotation	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	No, just PO
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	None
Vendor Conditions		
Minimum order to avoid a shipping charge	\$ or N/A	No
Required contract number	Yes or No	No, just REMC item #s
Customers saw you exhibit at the following Michigan K-12 conferences during the past year:		
MIEM Technology, January 31, 2008	Yes or No	Presented at MIEM 11/08
MACUL, March 5-7, 2008	Yes or No	No
MSBO, April 30-May 1, 2008	Yes or No	Yes
REMC Summer In-service, June 24-26, 2008	Yes or No	Yes
MAEDS, October 15-17, 2008	Yes or No	Yes
MAME, November 5-7, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	MASPA 12/08
Customers can expect to see you exhibit at the following Michigan K-12 conferences in the upcoming year:		
MACUL, March 18-20, 2009	Yes or No	MACUL Digital World Classroom 2009
MSBO, April, 29-30, 2009	Yes or No	Yes
REMC Summer In-service, June 15-17, 2009	Yes or No	Yes
Educational Technology Leadership Conference, June 22-23, 2009	Yes or No	?
MAEDS, October 13-16, 2009	Yes or No	Yes
MAME, October 21-23, 2009	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	MASPA 12/09

	Legend	
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	No
Delivery timelines from receipt of orders		
Equipment	days	2-3 Business Days
Supply/Paper	days	NA
Software	days	2-3 Business Days or download same business day
Please provide a brief summary of delivery options, including key code delivery (e-mail, paper, website...) available. Be sure to specify type of license delivery (download, physical) and costs associated with each option.		
<p>CEO Image Systems provides two delivery options for software; standard delivery is software license download within 2 business days of receipt of order. License/key code delivery is via email and download may be assisted by a CEO Image technician. CEO Image can also provides installation disks with 2-3 business day delivery from date of order receipt.</p>		
Troubleshooting/Use/Set-Up Assistance		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	NA
Onsite assistance at extra cost	\$ or N/A	Yes
Return Policies		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	Yes
Full refund within	days	within 15 business days if unopened
Method of refund	Refund/Voucher	check
Restocking fees	___% after ___ days	N/A
Please provide a brief summary of return policies:		
<p>There will be a full refund if the CEO image Systems software products are returned within 15 business days unopened and unused. If the product is defective a replacement will be shipped within 2 business days of technical support incident report. No refunds can be given if the packaging has been opened, or if the software is downloaded and installed and the product is deemed by technical support to be in proper working order.</p>		
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	N/A
Vendor pays shipping	1-way, both ways, none	Yes
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.		
<p>CEO Image fully warrants its software products (Executive Assistant and CEO) for a period of one year from date of purchase with Annual tech Support and Maintenance agreements. These agreement are renewed in 12 month increments and provide unlimited phone and on-line technical support, any new software version releases, and upgrades as introduced during the tech support contract period. If CEO Image Systems product is defective CEO Image will provide responsive and comprehensive support to troubleshoot and repair the problem reported in a responsive fashion. The company has an outstanding reputation for providing software products that are thoroughly tested and without defect, and of supporting its clients with the highest levels of customer service.</p>		

		Legend	
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		Yes
Prices are guaranteed by the vendor, manufacturer or both for the full contract period	vendor/mfr/both		Yes both
Sales Service			
Has prior experience with REMC contracts	Yes or No		Yes
Vendor to make face-to-face sales <u>calls in ALL of Michigan</u>	Yes or No		Yes
Estimated number of in person sales calls on schools in the past year in:			
Upper Peninsula	Number		6
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number		40
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number		40
Corporate headquarters is located in Michigan	Yes or No		Yes, Plymouth MI
Sales staff or office is located in Michigan	Yes or No		Yes, Plymouth MI
Warehouse is located in Michigan	Yes or No		Yes, Plymouth MI