

Vendor Service Profile Survey 2008

Company Name:		Demco
Completed by:		
LEGEND		VENDOR RESPONSE
REMC Customers Can Expect... (The following sections will be posted on the REMC Bid Web Site)		
Customer Communication		
One primary point of contact	Yes or No	No Margie Meinzer Contracts Pat Crombie for Quotes
Toll free Customer Service telephone number	Yes or No	Yes 800-962-4463
Toll free Customer service fax number	Yes or No	Yes 877-800-5917
REMC specific Web page	Yes or No	Yes reference C6MI01
Office hours (Eastern Time)	__ AM to __ PM	8AM-4PM
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	No
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	No
Required contract number	Yes or No	Yes C6MI01
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	No
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)	None

		Company Name:	Demco
		Completed by:	
		LEGEND	VENDOR RESPONSE
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	10
Supply/Paper		days	5
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.			
<p>DEMCO's standard carrier for supplies is Federal Express. Order ship same day order is processed. Standard delivery time is 5 days to Michigan. If you need the items next day, we can rush the order, and have it to you 1st business morning or by 4PM the next day. Our larger products that we do not manufacturer, such as Equipment items are drop ship direct from the Manufacturer. Our Materials Management team works to establish quick turn around with these vendors. Standard delivery is 2 weeks for most Equipment items, some even ship faster. Occasionally when the lead time is extended we send out letters notifying you of the delay. This allows you the option to cancel the order if you choose.</p>			
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	We do not usually charge if needed, usually we can assist without going on site.
Return Policies			
Call tag issued for company's incorrect shipment		Yes or No	Yes
Customer dissatisfaction with items can be returned		days	no Limit
Full refund within		days	no Limit
Method of refund		Refund/Voucher	Your choice
Restocking fees		___% after ___ days	No
Please provide a brief summary of return policies:			
<p>Call 800-962-4463 Customer Service will assist you, or follow the directions printed on the back of the packing slip.</p>			
Warranty Policies			
Product to be replaced with new if reported within		days	No Limit
Product to be replaced with used/reconditioned units		Yes, No or N/A	No
Call tag to be issued		Yes, No or N/A	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>100% Satisfaction Guaranteed.</p>			
Repair Policies (Non-warranty)			
On-site repair service is provided by company or subcontractor in:			
Upper Peninsula		Yes, No or N/A	Na

		Company Name:	Demco
		Completed by:	
		LEGEND	VENDOR RESPONSE
Lower Peninsula (except Wayne, Oakland, Macomb Counties)		Yes, No or N/A	Na
Metro Detroit (Wayne, Oakland, Macomb Counties)		Yes, No or N/A	na
Please provide a brief summary of repair policies.			
<p>We do not often repair products. Our Customer Service Dept will assist you with any issue. In some cases the Manufacturer may wish to see the product. We will issue a call tag and send it to them, but this hardly ever happens.</p>			