

Vendor Profile 2009

Houghton Mifflin Harcourt
Learning Technology-
SkillsTutor

Christine Stafford, Director
of Marketing

Legend

Respond in this column

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	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	7:00am - 6:00 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
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
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	N/A
Required contract number	Yes or No	No

Customers saw you exhibit at the following Michigan K-12 conferences during the past year:

MIEM Technology, January 31, 2008	Yes or No	Yes
MACUL, March 5-7, 2008	Yes or No	Yes
MSBO, April 30-May 1, 2008	Yes or No	No
REMC Summer In-service, June 24-26, 2008	Yes or No	No
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	

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	No
MSBO, April, 29-30, 2009	Yes or No	No
REMC Summer In-service, June 15-17, 2009	Yes or No	Yes
Educational Technology Leadership Conference, June 22-23, 2009	Yes or No	Yes
MAEDS, October 13-16, 2009	Yes or No	No
MAME, October 21-23, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	

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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	N/A										
Supply/Paper	days	N/A										
Software	days	Immediate / 5 - 7 days										
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>SkillsTutor provides online instructional programs. User ID's and passwords are provided to the customer online within 24 – 48 hours of receipt of the purchase order. Supporting documentation that consists of a Users Guide and manual cdrom, that contains reproducible worksheets for all product modules, is shipped within 3 – 5 business days of receipt of the purchase order. The User Guide and CDROM containing manuals with worksheets in support of product modules are shipped in a corrugated box or padded shipping envelope to the customer.</p> <p>Our Fulfillment Center is open 52 weeks of the year, is fully staffed, and there are no seasonal delays. Unforeseen causes such as natural disaster would be the only delay in getting shipments out in the specified outline. If there is an interruption in service, a notification via email will be sent to all the REMC Centers within 48 hours of the event. A message will also be posted to the REMC website hosted by SkillsTutor, Houghton Mifflin Harcourt.</p> <p>Our supporting documentation is shipped via UPS ground and based on the amount of the purchase order. Shipping is added to each purchase order as follows:</p> <ul style="list-style-type: none"> • \$0 - \$100 \$10.00 • \$101 – 500 \$15.00 • \$501 - \$1,000 \$20.00 • \$1,000 \$35.00 <p>Expedited shipping can be requested. We offer 2nd Day UPS and Next Day UPS. Charges are reflected below:</p> <table border="0"> <tr> <td>Second Day</td> <td>Next Day</td> </tr> <tr> <td>• \$0 - \$100 \$25.00 \$35.00</td> <td></td> </tr> <tr> <td>• \$101 – 500 \$45.00 \$55.00</td> <td></td> </tr> <tr> <td>• \$501 - \$1,000 \$55.00 \$70.00</td> <td></td> </tr> <tr> <td>• \$1,000 \$85.00 \$110.00</td> <td></td> </tr> </table>			Second Day	Next Day	• \$0 - \$100 \$25.00 \$35.00		• \$101 – 500 \$45.00 \$55.00		• \$501 - \$1,000 \$55.00 \$70.00		• \$1,000 \$85.00 \$110.00	
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• \$501 - \$1,000 \$55.00 \$70.00												
• \$1,000 \$85.00 \$110.00												
Troubleshooting/Use/Set-Up Assistance												
Phone assistance	Yes or No	Yes										
Onsite assistance at no cost	Yes or No	No										
Onsite assistance at extra cost	\$ or N/A	N/A										
Return Policies												
Vendor pays return shipping for incorrect shipment	Yes or No	Yes										
Customer dissatisfaction with items can be returned	days	90 days										
Full refund within	days	90 days										
Method of refund	Refund/Voucher	Refund										
Restocking fees	__% after __ days	N/A										
Please provide a brief summary of return policies:												

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<p>SkillsTutor products are online. General terms of return apply: An incorrect module creation will be corrected and correct modules turned on if reported within 90 days. A customer can return the product within 90 days if they are not satisfied. The User Guide and CD are to be returned at the Customer expense to the fulfillment center. The customer will be issued a refund for the amount of purchase. A fee of \$50 will be withheld for Guides not returned or in poor condition from the price of purchase.</p>		
Warranty Policies		
Product to be replaced with new if reported within	days	90 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
Vendor pays shipping	1-way, both ways, none	none
<p>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>		
<p>SkillsTutor and Math Fact Fluency are delivered online. Providing the minimum specifications are met, (see below) our technical support team will work with the customer to get the product running. Support is provided between the hours of 7:00am EST and 6:00pm EST. Purchasers of these products should meet the following requirements to support the platform:</p> <ul style="list-style-type: none"> • Macormedia Flash Player recommended • Windows or Macintosh: Version 9 • Adobe Acrobat Reader version 8 or higher • Windows 98 or higher using Internet Explorer, Netscape 7 or higher or Firefox • Flash Player 7 or higher (free download) • Minimum Internet connection of 56kbps • Display setting should be minimum of 800 x 600 (1024 x 768 recommended) • 256 colors • Browser settings should be Javascript enabled, SSL 1 and 2 enabled, access to secure pages, and access to temporary internet files <p>A replacement policy does not apply as the products are virtual and delivered online.</p>		

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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	Vendor
Sales Service		
Has prior experience with REMC contracts	Yes or No	No
Vendor to make face-to-face sales <u>calls in ALL of Michigan</u>	Yes or No	No
Estimated number of in person sales calls on schools in the past year in:		
Upper Peninsula	Number	2
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	2
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	2
Corporate headquarters is located in Michigan	Yes or No	No
Sales staff or office is located in Michigan	Yes or No	No
Warehouse is located in Michigan	Yes or No	No

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