

## Vendor Profile 2009

**Hewlett-Packard  
Company  
Debra Lee**

	Legend	Respond in this column
<b>REMC Customers Can Expect...</b>		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
<b>Customer Communication</b>		
One primary point of contact	Yes or No	Yes (Debra Lee)
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	(24x7 Service) and 8:00AM to 8:00PM for other pre-post sales
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 to the best of our ability
24-hour response time to provide price quotation	Yes or No	Yes to the best of our ability
<b>Order Verification, Billing, and Customer Account information</b>		
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
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	No charge for shipping unless special delivery is requested outside of HP's standard shipping
Required contract number	Yes or No	Yes
<b>Customers saw you exhibit at the following Michigan K-12 conferences during the past year:</b>		
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	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	Yes
Other Michigan statewide K-12 conferences	Name(s)	None
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the upcoming year:</b>		
MACUL, March 18-20, 2009	Yes or No	Yes
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	Yes
MAEDS, October 13-16, 2009	Yes or No	Yes
MAME, October 21-23, 2009	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	To be determined

	Legend	Respond in this column
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes/No depending on what is available through the publisher.
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	2-3 business days or as mutually agreed (reasonable efforts).
<b>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.</b>		
<p>All products purchased shall be at F.O.B. Destination and all shipping charges for standard ground shipping is included at no additional cost. Additional fees may be incurred for quick ship requests to upgraded shipping service levels (2nd day or overnight shipping) or any special shipping services requested, such as inside delivery, lift gate requirements, or special palletization requests.</p>		
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	Yes. Phone assistance is available at 1-800-652-6672.
Onsite assistance at no cost	Yes or No	Yes and No (varies by product). Standard warranty for products does vary based on the product family and can include on-site support depending on product selected. HP can uplift the standard warranty to include on-site support at an additional cost.
Onsite assistance at extra cost	\$ or N/A	Yes and No (varies by product). Standard warranty for products does vary based on the product family and can include on-site support depending on product selected. HP can uplift the standard warranty to include on-site support at an additional cost.
<b>Return Policies</b>		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30
Full refund within	days	30
Method of refund	Refund/Voucher	Credit or refund

	Legend	Respond in this column
Restocking fees	___% after ___ days	HP does not charge a restocking or handling fee for product returned within 30 days. It's at HP's sole discretion to accept return products after 30-days. If a product return is accepted after 30-days a restocking fee may apply.

**Please provide a brief summary of return policies:**

Please refer to Attachment 1-C which describes HP's Good Will 30 Day Return Policy for State and Local Governments.

**Warranty Policies**

Product to be replaced with new if reported within	days	Yes and No, your first option for problem resolution of a failed computer will be to repair the unit under warranty. This support process covers deficient products received by the end user within the first 30 days from date of delivery.
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Product to be replaced with used/reconditioned units	Yes, No or N/A	Yes. HP uses either new or equivalent-to-new parts and components in providing restoration to products under service. HP's expectation is that replacement components will be provided as part of any OEM warranty. In other cases, HP uses its internal standards to ensure that reconditioned parts meet or exceed OEM standards of functionality and reliability
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Vendor pays shipping	1-way, both ways, none	Both ways
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**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.

Warranty policies are covered in our standard license terms, which are part of the REMC (WSCA) contract #HP-WSCA-04 and subsequently amended agreements.

	Legend	Respond in this column
<b>REMC Can Expect...</b>		
<b>(The following sections will not be posted on the REMC Bid Web Site)</b>		
<b>Price Guarantees.</b> 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 per the WSCA contract terms
Prices are guaranteed by the vendor, manufacturer or both for the full contract period	vendor/mfr/both	Manufacturer
<b>Sales Service</b>		
Has prior experience with REMC contracts	Yes or No	Yes
Vendor to make face-to-face sales calls in <u>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	50
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	175
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	250
Corporate headquarters is located in Michigan	Yes or No	No
Sales staff or office is located in Michigan	Yes or No	Yes
Warehouse is located in Michigan	Yes or No	N/A