

<b>COMPANY NAME:</b>	<i>Inacomp Technical Services Group</i>
<b>Contract Number</b> <i>(Must be included on purchase order):</i>	N/A
<b>ORDER INFORMATION</b>	
<b>Name</b>	<i>Tom White</i>
<b>Address</b>	<i>24401 Halsted Road</i>
<b>City, State, Zip</b>	<i>Farmington Hills, MI 48335</i>
<b>Email Address</b>	<i>To, White@inacomptsg.com</i>
<b>Phone</b>	<i>248-477-5385</i>
<b>Fax</b>	<i>248-4775549</i>
<b>Customer Ordering Process:</b>	<i>Email, Fax, Phone Call (followed with written confirmation) or US mail with a valid purchase order. Confirmation of order will be returned to the client via email (preferred) or Fax. For customers without a current account a new customer form must be returned. For any INacomp TSG services to be executed a service agreement must be executed.</i>
<b>High Volume Pricing Minimum Order Requirement (complete tab 6):</b>	<i>\$25,000</i>
<b>URL for Michigan REMC Contract Products and Services Schedule (PSS):</b>	<i>www.inacomptsg.com</i>
<b>URL for Manufacturers Suggested Retail Prices (MSRP):</b>	<i>http://www.cisco.com, www.fortinet.com</i>
<b>URL for National Educational Price (NEP) Schedule:</b>	<i>http://www.cisco.com, www.fortinet.com</i>
<b>Update Frequency of MSRP prices online</b>	<i>Monthly</i>
<b>Universal Service Fund (E-rate) SPIN Number:</b>	<i>143004427</i>
<b>COMPANY CONTACT INFORMATION</b>	
<b>Product Specifications:</b>	
<b>Name</b>	<i>TomWhite</i>
<b>Email Address</b>	<i>tom.white@inacomptsg.com</i>
<b>Phone</b>	<i>248-477-5385</i>
<b>For Warranty Support:</b>	
<b>Name</b>	<i>Keith Gault</i>
<b>Email Address</b>	<i>keith.gault@inacomptsg.com</i>
<b>Phone</b>	<i>800-999-2721</i>
<b>For Lease Information:</b>	
<b>Name</b>	<i>TomWhite</i>
<b>Email Address</b>	<i>tom.white@inacomptsg.com</i>
<b>Phone</b>	<i>248-477-5385</i>
<b>Order Status:</b>	
<b>Name</b>	<i>Elena Steele</i>
<b>Email Address</b>	<i>Elena.Steele@inacomptsg.com</i>
<b>Phone</b>	<i>248-477-5134</i>
<b>Manufacturer Sales Representatives:</b>	
<b>Name</b>	<i>Dan Stolz                      Frank Miklos</i>
<b>Email Address</b>	<i>dstolz@cisco.com              fmiklos@fortinet.com</i>
<b>Phone</b>	<i>248-455-1625                      734-571-6017</i>

<b>List of Models designated for Commercial Use:</b>	<i>All</i>
<b>List and briefly describe Trade-Back/Trade-In Programs:</b>	<i>See Attached</i>
<b>List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):</b>	<i>N/A</i>
<b>CUSTOMER ELIGIBILITY</b>	
<b>K- 12 schools: Public, Non-Public, Charter and Private Schools</b>	<i>All</i>
<b>Higher Education: Community Colleges, Colleges and Universities</b>	<i>All</i>
<b>Libraries: Public, County, and the Library of Michigan</b>	<i>All</i>
<b>Governmental Agencies: City, Township, County and State</b>	<i>All</i>

## Vendor Service Profile Survey 2008

Inacomp Technical  
Services Group

Company Name:

Completed by: Tom White

**REMC Customers Can Expect...**

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

	Legend	Respond in this column
<b>Customer Communication</b>		
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	8AM to 5PM
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
<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	Yes
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	\$1,000.00
Required contract number	Yes or No	No
<b>Customers saw you exhibit at the following Michigan K-12 conferences in the 2006/07 school year:</b>		
MAEDS, October 18-20, 2006	Yes or No	Yes
MAME, October 25-27, 2006	Yes or No	No
MIEM, November 30, 2006	Yes or No	Yes
MACUL, March 14-16, 2007	Yes or No	Yes
MSBO, April 25-26, 2007	Yes or No	Yes
<b>Customers can expect to see you exhibit at the following Michigan K-12 conferences in the 2007/08 school year:</b>		
MAEDS, October 3-5, 2007	Yes or No	Yes
MAME, October 24-26, 2007	Yes or No	Yes
MIEM, January 30-February 1, 2008	Yes or No	Yes
MACUL, March 5-7, 2008	Yes or No	Yes
MSBO, April, 2008	Yes or No	Yes
Other Michigan statewide K-12 conferences	Name(s)	MAGCU

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	Legend	Respond in this column
<b>Delivery</b>		
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	5 days
Supply/Paper	days	5 Days
Software	days	5 Days
<b>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.</b>		
All Equipment orders over \$1000 is free FOB drop shipped. Expedited Delivery is available at a rate to be determined based on weight.		
<b>Troubleshooting/Use/Set-Up Assistance</b>		
Phone assistance	Yes or No	Yes
Onsite assistance at no cost	Yes or No	No
Onsite assistance at extra cost	\$ or N/A	Yes
<b>Return Policies</b>		
Call tag issued for company's incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	Yes 15 Days
Full refund within	days	15 Days
Method of refund	Refund/Voucher	Credit/ Refund
Restocking fees	__% after __ days	N/A
<b>Please provide a brief summary of return policies:</b>		
Requests for returns must be made within 15 days after product delivery. All Vendor error RMA's will be given full refund. Customer related errors must be returned within 30 days and the box must have been unopened. No returns will be accepted without an authorized RMA number issued. RMA numbers are valid for 10 days. The product must include all original shipping and packing boxes,media, power cables and manuals. All products must be recieved within 10 days of the RMA issued. If defective, the manufaturer's warranty or extended service contract terms will apply. Inacomp will not accept returns which we deem to have been damaged by neglect or acts of nature.		
<b>Warranty Policies</b>		
Product to be replaced with new if reported within	days	N/A
Product to be replaced with used/reconditioned units	Yes, No or N/A	N/A
Call tag to be issued	Yes, No or N/A	Yes

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Legend	<b>Respond in this column</b>
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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.

**aCisco Limited Lifetime Hardware Warranty Terms**

The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warranty applicable to Cisco software, appears in the Cisco Information Packet that accompanies your Cisco product.

Duration of Hardware Warranty: As long as the original End User continues to own or use the Product, provided that: fan and power supply warranty is limited to five (5) years. In the event of discontinuance of product manufacture, Cisco warranty support is limited to five (5) years from the announcement of discontinuance.

Replacement, Repair or Refund Procedure for Hardware: Cisco or its service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on Customer location.

Cisco reserves the right to refund the purchase price as its exclusive warranty remedy.

To Receive a Return Materials Authorization (RMA) Number: Please contact the party from whom you purchased the product. If you purchased the product directly from Cisco, contact your Cisco Sales and Service Representative.

Complete the form below and keep for ready reference. Product purchased from:

Their telephone number:

Product Model and Serial number:

Maintenance Contract number: Cisco 90-Day Limited Hardware Warranty Terms

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The following are special terms applicable to your hardware warranty. Your formal Warranty Statement, including the warr

<b>Repair Policies (Non-warranty)</b>		
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.**