

<b>COMPANY NAME:</b>	Lenovo
<b>Contract Number</b> (Must be included on purchase order):	ODYPC08A0311
<b>ORDER INFORMATION</b>	
<b>Name</b>	Lenovo (United States) Inc.
<b>Address</b>	8123 S. Hardy
<b>City, State, Zip</b>	Tempe, AZ, 85284
<b>Email Address</b>	ccliffor@directlenovo.com
<b>Phone</b>	1-877-338-4465 ext. 6346
<b>Fax</b>	480-889-8500
<b>Customer Ordering Process:</b>	Order via phone or email
<b>High Volume Pricing Minimum Order Requirement</b> (complete tab 6):	Please Call Steve Kent 248-417-2801
<b>URL for Michigan REMC Contract Products and Services Schedule (PSS):</b>	<a href="http://www.lenovo.com/shop/deals/remc">www.lenovo.com/shop/deals/remc</a>
<b>URL for Manufacturers Suggested Retail Prices (MSRP):</b>	<a href="http://www.lenovo.com">www.lenovo.com</a>
<b>URL for National Educational Price (NEP) Schedule:</b>	there is none... it is by state
<b>Update Frequency of MSRP prices online</b>	weekly
<b>Universal Service Fund (E-rate) SPIN Number:</b>	Lenovo does not have an E-rate number at this time
<b>COMPANY CONTACT INFORMATION</b>	
<b>Product Specifications:</b>	
<b>Name</b>	Courtney Clifford
<b>Email Address</b>	ccliffor@directlenovo.com
<b>Phone</b>	1-877-338-4465 ext. 6346
<b>For Warranty Support:</b>	
<b>Name</b>	this is a 24 hr service number
<b>Email Address</b>	
<b>Phone</b>	800-IBM-SERV
<b>For Lease Information:</b>	
<b>Name</b>	Robert Chlebowski,, Pres.
<b>Email Address</b>	<a href="mailto:rchlebowski@captechleasing.com">rchlebowski@captechleasing.com</a>
<b>Phone</b>	314-616-4634
<b>Order Status:</b>	
<b>Name</b>	Courtney Clifford
<b>Email Address</b>	ccliffor@directlenovo.com
<b>Phone</b>	1-877-338-4465 ext. 6346
<b>Manufacturer Sales Representatives:</b>	
<b>Name</b>	Stephen Kent
<b>Email Address</b>	<a href="mailto:swkent@lenovo.com">swkent@lenovo.com</a>
<b>Phone</b>	248-646-4113

<b>List of Models designated for Commercial Use:</b>	<i>all ThinkPads, ThinkCentres, ThinkVision and ThinkStations are designated for commercial use</i>
<b>List and briefly describe Trade-Back/Trade-In Programs:</b>	<i>IBM Asset Recovery Solutions provide simple, secure services <a href="http://www-03.ibm.com/financing/us/recovery">http://www-03.ibm.com/financing/us/recovery</a></i>
<b>List and briefly describe Energy Saving Programs (i.e. EnergyStar or similar):</b>	<i>Lenovo has specific models that are EPEAT GOLD as well as energy star 4.0. All our ThinkPads are Energy Star 4.0 We have ECO Declarations on all our product</i>
<b>CUSTOMER ELIGIBILITY</b>	
<b>K- 12 schools: Public, Non-Public, Charter and Private Schools</b>	<i>Public,non-public,charter and private schools</i>
<b>Higher Education: Community Colleges, Colleges and Universities</b>	<i>Community Colleges, Colleges and Universities</i>
<b>Libraries: Public, County, and the Library of Michigan</b>	<i>Public, County, and the Library of Michigan</i>
<b>Governmental Agencies: City, Township, County and State</b>	<i>City, Township, County and State</i>
<b>List of Certified Education Partners</b>	

## Vendor Service Profile Survey 2008

Company Name: **Lenovo**

Completed by: Steve Kent

**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	rep: 7 am - 7 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
<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	n/a
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	no
<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	no
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	hope to
Other Michigan statewide K-12 conferences	Name(s)	various ISD events
<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 - 10 business days
Supply/Paper	days	na
Software	days	na
<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>		
Type entire response in this cell. All text will be evaluated, even if it is not visible when printed. Non-responses and references to attachments, web sites or other documents are not acceptable and will receive no points.		
<b>Troubleshooting/Use/Set-Up Assistance</b>		

**Company Name: Lenovo**

**Completed by: Steve Kent**

	Legend	Respond in this column
Phone assistance	Yes or No	800-IBM-SERV
Onsite assistance at no cost	Yes or No	desktops
Onsite assistance at extra cost	\$ or N/A	most laptops come with depot warranty but onsite upgrades are available

**Return Policies**

Call tag issued for company's incorrect shipment	Yes or No	yes
Customer dissatisfaction with items can be returned	days	30 days of invoice date
Full refund within	days	30 days of invoice date
Method of refund	Refund/Voucher	refund
Restocking fees	__% after __ days	cannot return after 30 days

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

One needs to call the person they ordered the system from at Lenovo Direct 877-33THINK. They will issue a call tag and once the system is returned and checked in, a refund will be issued.

**Warranty Policies**

Product to be replaced with new if reported within	days	30
Product to be replaced with used/reconditioned units	Yes, No or N/A	when sent in for service
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.

We have different warranty options. Desktops are onsite for 1 - 5 years. It can be next business day or 4 hour response. Our monitors have a 3 year warranty. Our laptops have 1 - 5 year warranty options along with optional accidental protection. If you have special warranty needs, we can always do special requests.... An example, we have one customer who wants just 2 years parts only on their ThinkPads . Please call your Lenovo sales rep if you have any questions

**Repair Policies (Non-warranty)**

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.**

If you have a problem with your system, please call 800-IBM-SERV. They will need your 7 digit part number and serial number. They will talk with you to determine what the problem is and then either send someone out to fix it or will you overnight it back (at our expense) to get it fixed.