

## Vendor Profile 2009

Renaissance Learning,  
Inc.

Cheryl Derezinski

	Legend	Response
<b>REMC Customers Can Expect...</b> (The following sections will be posted on the REMC Bid Web Site)		
<b>Customer Communication</b>		
One primary point of contact	Yes or No	Yes - Mary Olson. If Mary is unavailable, Andrea Bielang will be your contact person.
Toll free Customer Service telephone number	Yes or No	Yes-Mary (877) 988-8049 Andrea (866) 563-9947
Toll free Customer service fax number	Yes or No	Yes - (800) 807-8115 Please address to the attention of Mary or Andrea
REMC specific Web page	Yes or No	No
Office hours (Eastern Time)	__ AM to __ PM	9:00 AM - 5:30 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 to 48 hours
24-hour response time to provide price quotation	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	No
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 - VISA, Mastercard, or Discover
Additional fees are charged for procurement/credit card orders	\$, % or N/A	N/A
<b>Vendor Conditions</b>		
Minimum order to avoid a shipping charge	\$ or N/A	N/A
Required contract number	Yes or No	Yes - 2009-12MI-REMC
<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	No
REMC Summer In-service, June 24-26, 2008	Yes or No	Yes
MAEDS, October 15-17, 2008	Yes or No	No
MAME, November 5-7, 2008	Yes or No	No
Other Michigan statewide K-12 conferences	Name(s)	MAPSA, November 3-4, 2008 and MCTM, August 7-8, 2008
<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	No
REMC Summer In-service, June 15-17, 2009	Yes or No	No
Educational Technology Leadership Conference, June 22-23, 2009	Yes or No	No
MAEDS, October 13-16, 2009	Yes or No	No
MAME, October 21-23, 2009	Yes or No	No

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Other Michigan statewide K-12 conferences	Name(s)	MRA, March 14-16, 2009, MCTM, August 6-7, 2009 and MAPSA, November 23, 2009
<b>Delivery</b>		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes
<b>Delivery timelines from receipt of orders</b>		
Equipment	days	Not applicable
Supply/Paper	days	Not applicable
Software	days	7-10 business days after receipt of order
<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>		
Standard shipping is UPS Ground or Freight Standard Outbound. Special Delivery Options are Next Day Air: Add to total 7.5% of order total with a minimum of \$75.00. Second Day Air: Add to total 6.25% of order total with a minimum of \$65.00.		
<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	Day 1 = \$3,000      Day 2 = \$1,500
<b>Return Policies</b>		
Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	30 days
Full refund within	days	30 days
Method of refund	Refund/Voucher	Refund
Restocking fees	% after ___ days	Refer to summary below
<b>Please provide a brief summary of return policies:</b>		
All unopened, undamaged hardware merchandise may be returned or exchanged at no charge during the first thirty (30) days after invoice date. All products, including hardware may be returned or exchanged at no charge during the first thirty (30) days after the invoice date. All hardware products may be returned or exchanged between thirty-one (31) and sixty (60) days after the invoice date, however, a \$25 restocking fee per return occurrence per invoice will apply. If a customer returns all of the items or one of the items on the invoice, the same \$25 restocking fee will apply. Renaissance Learning does not accept returns or exchanges more than sixty (60) days after the invoice date. Renaissance Learning will repair or replace user-damaged hardware for a nominal charge plus processing and shipping fees. Please refer to the Warranty Information below.		
<b>Warranty Policies</b>		
Product to be replaced with new if reported within	days	30 days
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
Vendor pays shipping	1-way, both ways, none	1-way
<b>Please provide a brief summary of warranty policies.</b> 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.		

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### REMC Customers Can Expect...

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

**Our 30-Day No-Risk Guarantee.** If you are not satisfied with any of our software or hardware for any reason, simply return within 30 days for a prompt refund. **Software.** Renaissance Learning warrants that the CDs on which the program and quizzes are recorded are free from defects in materials and workmanship. Renaissance Learning will replace user-damaged CDs for a nominal charge plus processing and shipping fees. **Hardware.** Renaissance Learning warrants that its hardware products are free from defects in materials and workmanship for a period of up to one (1) year. All unopened, undamaged merchandise may be returned or exchanged at no charge during the first 30 days after invoice date. Renaissance Learning will repair or replace user-damaged hardware for a nominal charge plus processing and shipping fees. Renaissance Learning, Inc. warrants each AccelScan intelligent mark recognition scanner sold by RLI to be free from defect in material and workmanship under normal use and service beginning with the date of delivery to the purchaser. This warranty is subject to the following conditions: The warranty period for AccelScan intelligent mark recognition scanner is classified as one (1) year and is limited to the replacement or repair during the warranty period and subject to conditions enumerated below, of such product returned intact which shall appear to RLI, upon inspection, to have been defective in material or workmanship. Replacement or repair will be accomplished at one of the Renaissance Distribution Centers. Such replacement shall be made free of charge if a defect becomes apparent and RLI is notified within the warranty period. This warranty does not include any taxes, which may be due in connection with replacement or repair, nor any installation, transportation, or postage costs to return the unit to RLI. This warranty does not cover repair or replacement because of damage from unreasonable use (damage from road hazards, accident, fire or other casualty, misuse, negligence, incorrect wiring, lightning, etc.) and any use of installation not in conformance with instructions furnished by RLI or repairs or replacement needed because of modifications not authorized or supplied by RLI. This warranty is in lieu of any other warranties, express or implied, including any warranty of merchantability or fitness for particular purpose. Remedies under this warranty are expressly limited to the provision of products to perform for any period of time, or special, indirect, or consequential damages or other economic loss or expressly excluded.

### 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

No - Renaissance Learning reserves the right to adjust prices throughout the contract term. We offer high quality and low cost educational materials to help you accelerate learning for all your students. Refer to the Vendor Signature Page for additional information on this exception.

Prices are guaranteed by the vendor, manufacturer or both for the full contract period

vendor/mfr/both

No, refer to Vendor Signature Page

### Sales Service

Has prior experience with REMC contracts

Yes or No

Yes

Vendor to make face-to-face sales calls in ALL of Michigan

Yes or No

Renaissance Learning representatives are available to make face-to-face calls in ALL of Michigan

Estimated number of in person sales calls on schools in the past year in:

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Upper Peninsula	Number	0
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	30
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	40
Corporate headquarters is located in Michigan	Yes or No	No
Sales staff or office is located in Michigan	Yes or No	Yes - Andrea Bielang
Warehouse is located in Michigan	Yes or No	No