

Vendor Profile 2009

**Teoma Systems
Neil Dishman**

REMC Customers Can Expect...	Legend	Respond in this column
REMC Customers Can Expect...		
<i>(The following sections will be posted on the REMC Bid Web Site)</i>		
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	No
Office hours (Eastern Time)	__ AM to __ PM	8 am to 5 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	2%
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	No
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	No
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	Yes
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	No
Other Michigan statewide K-12 conferences	Name(s)	MANS

	Legend	Respond in this column
Delivery		
Rush delivery options available at additional cost.	Yes or No	Yes
Deliveries are drop-shipped by manufacturer	Yes or No	Yes, if not in stock
Delivery timelines from receipt of orders		
Equipment	days	3
Supply/Paper	days	3
Software	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.

Dropped shipped , unless available in stock. Rush delivery upon request at additional cost

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	90

Return Policies

Vendor pays return shipping for incorrect shipment	Yes or No	Yes
Customer dissatisfaction with items can be returned	days	Yes
Full refund within	days	5
Method of refund	Refund/Voucher	Refund
Restocking fees	___% after ___ days	15% after 15 days

Please provide a brief summary of return policies:

Returns at bidders expense for mis-shipped items. Customer can return product if dissatisfied. 15% restock penalty after 15 days, if product is un-opened.

Warranty Policies

Product to be replaced with new if reported within	days	3
Product to be replaced with used/reconditioned units	Yes, No or N/A	No
Vendor pays shipping	1-way, both ways, none	both ways

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.

Replaced items will be new, vendor pays shipping both ways.

	Legend	Respond in this column
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	Yes
Estimated number of in person sales calls on schools in the past year in:		
Upper Peninsula	Number	3
Lower Peninsula (except Wayne, Oakland, Macomb Counties)	Number	8
Metro Detroit (Wayne, Oakland, Macomb Counties)	Number	50
Corporate headquarters is located in Michigan	Yes or No	Yes
Sales staff or office is located in Michigan	Yes or No	Yes
Warehouse is located in Michigan	Yes or No	Yes