

Submittal of Offer from e3 MSR West

Thank you for this opportunity to bid on your audiometric needs! Below you will find the information requested regarding our qualifications, supported equipment, supplies and services offered (along with their associated information). Should you have any questions regarding this information please do not hesitate to contact our Arizona regional manager, Jim Armstrong, directly at 602763-5319.

Qualifications:

e3 MSR West is a leading representative for most every major manufacturer of audiometric equipment on the market today. This unique relationship with manufacturers means that our service and support staff is well versed in all brands of equipment.

While the MSR West corporate offices are based in Illinois, our local office in Scottsdale has proudly serviced the needs of Arizonan schools for more than 30 years so there needn't be any concern about our ability to service not only the Mesa School district but any other districts or schools that are part of the SAVE Alliance. We have the equipment and support staff required to calibrate all brands of audiometric equipment and in most cases that work is done on site! (Note: having your work done on site doesn't mean you will have to sacrifice timely service... In most cases our service department responds to "equipment down" calls within 24 hours to sites that are within the Phoenix Metro area. Sites that are farther out will see closer to a 36 to 48 hour turn around for on-site service.)

MSR West employs only NASED certified technicians so you can be assured that the person working on your equipment is qualified and trained to do the job right the first time. All NASED technicians are required to maintain continuing education hours to insure that they are staying on top of the latest standards in our very unique industry. You can learn more about NASED and the standards required to become certified at www.nased.com or see the attached pages which describe the NASED Certification in greater detail.

Supported Equipment (Audiometric Sales):

e3 MSR West is an authorized distributor of every major brand of audiometric equipment on the market today. In some states we don't sell some brands (in Arizona for example, we sell everything except Otometrics); however, we by far represent more manufactures than any other special equipment distributor in the State. This means that we likely represent the products your district will be purchasing which, in turn, should streamline your process for ordering equipment. Below is a list of manufacturers we represent in a sales capacity:

Acoustic Systems	Grason-Stadler	Maico	Interacoustics
Micro Audiometrics	MedRx	Frye	Audioscan
Eckel	Otovation	Benson	Biologic
Welch Allyn	Otodynamics	Lifeline Amplification	

Supported Equipment (Audiometric Service):

While our sales capacity is limited to certain audiometric manufacturers, our service capacity is not. With more than 75 years of combined service, we are familiar with just about every unit that was ever produced since the early 1960s! We have the equipment and expertise necessary to service just about any piece of audiometric equipment (provided parts are still available).

In addition to the list of current equipment manufacturers noted above, we also calibrate and repair the following brands (don't worry if you don't see a brand listed, we can likely service it as well!):

Beltone*	Ambco	Dahlberg*	American Electromedics*
Amplaid	Danplex*	Handtronix*	Intelligent Hearing
	Monitor	Siemens	Starkey
Rexton	Eckstein Brothers*	Fonix	Miracle Ear

Brands denoted with an asterisk are no longer made or the manufacturer is out of business

Supported Equipment (FM Systems):

Unfortunately, MSR West does not service or support FM systems (with the exception of Lifeline Amplification products). We have found that in most all cases, districts are better off going with a service contract supplied through the manufacturer of the specific FM system to keep costs to a minimum. We do provide local service and support for the entire Lifeline Amplification line as well as stock parts and supplies for their systems.

Service Contracts:

With the exception of the FM systems as noted above, we have found that in almost every case the only winner with a service contract is the person writing the contract! Because of this we suggest that you consider service on a "pay as you go plan". Equipment that is properly serviced doesn't usually require a lot of expensive repairs. There are of course times when an expensive part does go out but over a 5 year period you will save a substantial amount of money by not purchasing a service contract. That being said, we do have some districts that feel more secure with a contract as it allows them to budget more closely. If you would prefer a service contract we are happy to accommodate your request.

Warranties:

All new equipment comes with a manufacturer's warranty which varies in length from 1 to 3 years depending on the unit. In most cases MSR West technicians implement this warranty on site so you won't have the down time associated with shipping a unit back to the factory. All service work carried out after the initial warranty period includes a 90 day warranty.

Service Loaner Equipment:

While we can't promise to always have loaner equipment available, in most cases we have a sufficient stock of loaner equipment that can be provided to sites in the event a unit can't be repaired on site. This service is provided free of charge (provided equipment is available) as part of your contract with us.

A Quick Note About Brochures:

About 10 years ago MSR West began the process of reducing paper consumption and working toward a paperless office standard. While we aren't quite there yet, but many of the systems have been changed over to an internet based model. Because our catalog of supported equipment and supplies is so large, we make it available to our clients on a secure website. Likewise, all the equipment brochures are available on our website at www.mswest.com. The most common equipment purchased by schools is available by selecting the "Schools" button to the left or, if you are looking for diagnostic equipment, you can click on the "Audiology" button and choose the state of Arizona.

Supplies:

We stock a wide variety of supplies and disposables for all major brands of audiometric equipment. You can access pricing and real time inventory by going to www.mswest.com and clicking on the "supplies" button to the left. A temporary user name and password has been made available to you so you can see how the system works. Through the on-line order system purchasing agents can not only check prices but also place orders if you like! The site is set up to automatically apply your discount to all orders and is capable of accepting Purchase Orders or Credit/Debit cards if your district uses them. Additionally, (and if your purchasing department approves) additional accounts can be set up for your end users to browse inventory and prices.

If you have any questions regarding the use of the web site please feel free to contact us directly at 480-813-2112.

PROPOSED EQUIPMENT & SUPPLY PRICING

Bid Pricing for New Equipment:

Equipment pricing is set by the manufacturer and not MSR West; as such we cannot offer specific pricing on a per item basis as these price are subject to change without our control. In light of that, we are offering a flat 5% discount off current list prices on all new equipment. This includes both items in stock and special order items. This discount is on par with the discount that government enjoys!

Bid Pricing for Parts and Supplies:

As part of the bid, we are extending the flat 5% discount off current list prices on all parts and disposable supplies as well. Again, this includes both items in stock and special order items and this discount is on par with the discount that government enjoys!

Bid Pricing for Calibrations and Repairs:

Since each unit has specific time and equipment requirement for calibration (ore repairs) it hard to offer a flat rate discount off our current price list. Instead, we are offering the attached price schedule which encompasses all the possible units broken out by make and model. The discounts vary by model, and range from modest discounts on the more obscure units to substantial discounts on the more common units. We have not included a copy of our "list prices" to avoid confusion but would be happy to supply one upon request.

Maximum and Minimum Repair Pricing:

The minimum service charge for repair is \$85.50. There really isn't a maximum charge; however, if the repair looks to be more costly than warranted by the age of the equipment we will contact the user or purchasing agent before completing any work. If the repair exceeds the estimate or turns out to be more involved than originally thought, you can choose not to repair the unit and there would be no charge for the work done. All estimates are free of charge

Shipping:

While the bid proposal requests FOB destination, this cannot not always be accommodated depending on the type of equipment or supplies being purchased. Shipping FOB destination will be offered when possible; however, larger orders will need to be shipped "pre-pay and add".