



## Service Agreement UMass Lowell

Enclosed in this document is a written commitment from i>clicker to UMass Lowell, Information Technology regarding price and the range of services it can expect upon acceptance of i>clicker as the institutional standard. We feel i>clicker will match the criteria set forth by the department and hope to establish a long-standing, mutually-beneficial partnership.

*This agreement is valid for 60 days from date of delivery.*

### Pricing:

- **i>clicker2 Price:** \$33.99 net. The net price of the i>clicker2 is \$34.99, but we will offer a \$1 discount if i>clicker is centrally-supported /institutional standard. (Discount valid through May 31, 2012).
- **web>clicker Price:** \$10.00 a semester per access code – longer term options are available.
- **i>clicker Rebate (Student):** i>clicker will offer all UMass-Lowell students who own a PRS device a \$10 rebate when they buy a new i>clicker device. *Student rebates are valid through the first year of the institutional adoption.*
- **Transition Assistance:** i>clicker will provide **\$5,000** in transition assistance. This can be applied towards an honorarium to hire campus staff to support i>clicker, or towards the purchase of i>clicker equipment for demonstration purposes. How this assistance is used is at the discretion of UMass Lowell.

### Equipment:

- **Instructor Kits:** includes the base station (receiver), USB cord, flash drive with the software, and an instructor remote that features a built-in laser pointer. These kits are normally \$200. i>clicker will provide free instructor kits as necessary to UMass Lowell for implementation.

### Warranty, Returns, Used Remotes:

- **Returns & Handling of Defectives Devices:** i>clicker remotes come with a 1 year warranty. While we expect all i>clicker equipment, including student remotes and base receivers, to work as expected we occasionally find a defective item. If a student buys a defective i>clicker, he/she just returns it to the bookstore and i>clicker will credit the bookstore. There is no limit to the number of remotes that can be returned to the i>clicker warehouse nor is there a restocking fee. Broken or defective base units (receivers) will be replaced free of charge via overnight shipping.
- **Reselling of Used Clickers:** It is up to the campus/bookstore if they'd like to buy back used clicker devices from students and resell them. There is no extended warranty; each new remote has a 1 year warranty.
- **eInstruction/PRS Clickers:** i>clicker will help dispose of the old PRS devices in a green way.

### Service, Training, Support & Documentation:

- **Semiannual Meetings:** i>clicker will work with the Information Technology group and will schedule semiannual meetings between i>clicker and UMass-Lowell to discuss issues and concerns.

- **Loaner Kits (Instructors):** i>clicker will provide gratis equipment and software as loaners for instructors who want to try the audience response system but haven't yet decided to require it.
- **Loaner Kits:** i>clicker will provide gratis equipment, software and carrying cases for the Information Technology department trainings and events.
- **Customer Service Response Time:** The designated i>clicker specialist will commit to providing the university with expeditious customer service which will include:
  - Management of all orders and invoices placed by the bookstore or institution to ensure the smooth processing of orders and returns.
  - Responses via e-mail and phone within one business day for standard sales questions, and 2 business days for questions requiring additional research.
  - Regularly informing the university about new developments within the company and provide updates regarding software and hardware.
  - Welcoming regular feedback regarding the system's software and hardware.
- **Training:** i>clicker will work with UMass-Lowell to offer a pedagogical session on campus by experienced and knowledgeable clicker users.
- **Tech Support:** i>clicker will provide gratis on-site trainings and technical support (including support for students). i>clicker technical support is available for instructors, administrators, and students from 9:00 a.m. - 11:00 p.m. EST, Monday-Friday at 866-209-5698 (toll free) or [support@iclicker.com](mailto:support@iclicker.com).
- **Support for Enterprise Level Software:** An i>clicker support sales engineer will help with support for faculty and staff related to integrating with the campus LMS, locally hosted registration and LDAP options, API/SDK support, and web>clicker support.

Brenda Bravener-Greville, Sr. Technology Specialist

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Roberto Torreggiani, Director of Sales

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