

**IAITAM ACE**  
May 7-9, 2024 The M Resort Las Vegas, NV

**RFQs – Why the price doesn't tell you the cost.**

Jon DeMent, DMD Systems Recovery

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**Agenda**

- 01 Introductions
- 02 Definitions
- 03 Comparison
- 04 Maturity Model
- 05 Attributes
- 06 Immediate ITAD Steps
- 07 Questions

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**Jon DeMent**

VP of DMD Systems Recovery  
15 years of experience in ITAD  
Board Member NAID iSigma Certification Committee

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**RFQs – Why the price doesn't tell you the cost.**

- How to Drive Integrity in RFQ process?
- Many Enterprises utilize procurement-generated pricing models suited to services with significant differences from ITAD creating:
  - Cost Confusion
  - Misleading Values
- How should pricing be requested for an ITAD solution to ensure full disclosure and transparency in both service pricing and recovery values?



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**Tiki Hut For Sale**

Experience the ultimate beachfront escape: a cozy tiki hut on pristine sands, offering serene ocean vistas and the soothing ambiance of waves. Start and end your days with nature's spectacle right at your doorstep.

- Structure** Built with authentic bamboo and palm leaves, embodying the essence of island living for relaxed comfort and simple elegance.
- Living Space** Cozy interior space, perfect for singles or couples looking for a serene beachside retreat. Features an open-plan living area, sleeping quarters, and a compact kitchenette.
- Amenities** Comes equipped with basic amenities for a comfortable stay and a spacious beachfront deck and includes a private section of the beach, ensuring utmost privacy and exclusivity.
- Location** Located for serene tranquility, the property boasts a sweeping 180-degree ocean panorama, providing breathtaking views from dawn to dusk.



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**The Devil is in the Details - something may seem simple, but the details are complicated.**

| Requirements                    | Hut 1 | Hut 2 | Hut 3 |
|---------------------------------|-------|-------|-------|
| Sq Ft.                          | ~1000 | ~1000 | 1589  |
| BD/BA                           | 1/0   | 1/0   | 2/2   |
| HVAC – Central Air              | N     | N     | Y     |
| Private Beach Access            | Y     | Y     | Y     |
| Energy Efficiency / Solar Power | N     | N     | Y     |
| Private Dock                    | N     | N     | Y     |
| Gated Community                 | N     | N     | Y     |
| Walk in Closet                  | N     | N     | Y     |
| Built in the last 10 years      | N     | N     | Y     |



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**\$387K 2BD 2BA 1598 Sq Ft.**

This remarkable 5-year-old home spans 1,600 sq ft of meticulously designed living space. Boasting 2 bedrooms, 2 bathrooms, skylights, central air conditioning, solar power, and a comprehensive homeowner's warranty.

- Bed/Baths:** Two generously sized bedrooms, including a master suite with ocean views, en suite bathroom, and walk-in closet, and a guest bed and bath.
- Skylights:** Architecturally placed energy efficient skylights flood the home with natural sunlight, enhancing the ambiance.
- Solar Power:** A state-of-the-art solar power system significantly reduces energy bills.
- Energy Efficient:** Designed for optimal energy use with the appliances and lights.
- Central A/C:** High-efficiency central air conditioning.
- Location:** Offers direct beach access, private boat dock, and is conveniently located within a vibrant community, close to shopping, dining, and entertainment options.
- Homeowner Warranty:** Enjoy peace of mind with a comprehensive Homeowner's warranty covering appliances, electrical, and plumbing.
- Outdoor Oasis:** Includes a patio for alfresco dining and secure garage with ample parking.
- Privacy & Security:** Property includes gated entry, professional landscaping, and a modern security system ensuring privacy and peace of mind.
- Boat Dock:** The private dock accommodates boats up to 50 ft long, with easy access to open water.

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**RFP vs PFQs – Both crucial tools for Procurement but serving different purposes.**

|   |  |
|---|--|
| <p><b>RFP</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Requiring Complex Solutions</li> <li><input type="checkbox"/> Solution AND Price-Focused</li> <li><input type="checkbox"/> Used when buyers are looking for the best solution approach – common for complex projects</li> <li><input type="checkbox"/> Decision based on a variety of factors: price, proposed solution, experience, methodology, &amp; scalability</li> <li><input type="checkbox"/> More complex, often requiring thorough reviews, presentations, or demos, and detailed evaluations of proposals.</li> </ul> | <p><b>RFQ</b></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Straightforward on Price</li> <li><input type="checkbox"/> Primarily Price-Focused</li> <li><input type="checkbox"/> Used when buyers know EXACTLY what they need – common in purchasing standardized products/services.</li> <li><input type="checkbox"/> Decision largely based on price, assuming vendor meets minimum requirements.</li> <li><input type="checkbox"/> Simpler and more straightforward – focusing on goods/services easily quantifiable.</li> </ul> |
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### RFP/RFQ – Key Questions

- What are driving factors for cost of electronic recycling and extend each contributes to proposed cost?
- How do you determine FMV of our assets?
- Does your company directly handle recycling of assets with no resale value, or do you depend on your partners to handle recycling services?
- What type of data destruction evidence is provided?
- What type of industry certifications do you hold?
- What is your reusable yield?
- What is your methodology to assure team upholds commitments with time and are properly prepared?
- Define your company structure and who will be dedicated to the account.



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


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### Services – What does “Processing” Mean?

-  Asset Reconciliation – Detailed Asset Reporting
-  Receiving
-  Testing
-  Remote Management Removal
-  Electronic Recycling
-  Data Destruction
-  Hazardous Materials Management



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### Services – Common Formats & Uncommon Answers

| Equipment type | Processing Fee | Processing Fee | Processing Fee |
|----------------|----------------|----------------|----------------|
| Desktop PC     | \$2            | \$5            | \$22           |
| Laptop         | \$2            | \$5            | \$22           |
| Printer        | \$2            | \$5            | \$10           |
| LCD monitor    | \$2            | \$5            | \$10           |
| CRT monitor    | \$2            | \$0.85         | \$3.50         |
| Switch         | \$2            | \$5            | \$22           |
| Keyboard(s)    | \$0            | \$0            | \$0.23         |

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## Services – Samples

**BELOW TECH CUT LINE - Processing Fees-Asset with no FMV (Transportation not included) - Processing of equipment (Sort, Scan, Recycling, Reporting)**

| CUSTOMER Devices          | Mobile                            | Enterprise                                  | Peripherals                            | Bulk                                    | CRT  |   |   |                         |                                    |                             |
|---------------------------|-----------------------------------|---|--|---|--|---|---|-------------------------|------------------------------------|-----------------------------|
| Notebooks<br>(per device) | PCs, Workstations<br>(per device) | Flat Panel Display Monitors<br>(per device) | Tablets, Mobile Phones<br>(per device) | Servers, Storage Arrays<br>(per device) | Networking: Switches, Routers, Hubs, UPS<br>(per device) | Printers, Copiers, Scanners<br>(per device) | Accessories (Small Serialized Assets)<br>(per device) | Loose HDDs<br>(per lb.) | Non-Serialized Assets<br>(per lb.) | CRT Monitor<br>(per device) |
| \$5.00                    | \$5.00                            | \$5.00                                      | \$5.00                                 | \$5.00                                  | \$5.00   | \$5.00                                      | \$5.00  | \$5.00                  | \$0.32                             | \$25.00                     |

**ABOVE TECH CUT LINE - Processing Fees-Asset with FMV (Transportation not included) - Processing and Remarketing of Equipment (Sort, Scan, Data Wipe, Functional Testing, Recycling, Reporting)**

| CUSTOMER Devices          | Mobile                            | Enterprise                                  | Peripherals                            | Bulk                                    | CRT  |   |   |                         |                                    |                             |
|---------------------------|-----------------------------------|---|--|---|--|---|---|-------------------------|------------------------------------|-----------------------------|
| Notebooks<br>(per device) | PCs, Workstations<br>(per device) | Flat Panel Display Monitors<br>(per device) | Tablets, Mobile Phones<br>(per device) | Servers, Storage Arrays<br>(per device) | Networking: Switches, Routers, Hubs, UPS<br>(per device) | Printers, Copiers, Scanners<br>(per device) | Accessories (Small Serialized Assets)<br>(per device) | Loose HDDs<br>(per lb.) | Non-Serialized Assets<br>(per lb.) | CRT Monitor<br>(per device) |
| \$5.00                    | \$13.00                           | \$5.00                                      | \$13.00                                | \$10.00                                 | \$5.00   | \$5.00                                      | \$5.00  | \$10.00                 | \$0.32                             | \$25.00                     |



Please quote from asset types below and provide estimated recycling cost. If item can be reused, please provide approximate estimate of what CUSTOMER would see in proceeds. And if item is donatable please indicate costs associated if any.

|                                    |      |             |
|------------------------------------|------|-------------|
| Siemens - 50 L30250 - Desk Phone   | 4262 | \$21,310.00 |
| HP - ProDesk 600 G11 E97 - Desktop | 3798 | \$11,548.00 |
| Lenovo - Thinkpad T460 - Laptop    | 1638 | \$21,268.00 |



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## Services - Format Recommendation

| Equipment type       | Receiving | Asset Reporting | Data Destruction | Resale Fees | Recycling Fee   | Total  | Supplier Notes   |
|----------------------|-----------|-----------------|------------------|-------------|-----------------|--------|--|
| Desktop PC (Resale)  | \$0       | \$6             | \$8              | \$0         | \$0             | \$14   | Data Bearing (potential fees for lock removal & RAM replacement) See SoW                     |
| Desktop PC (Recycle) | \$0       | \$6             | \$2              | \$0         | \$0             | \$8    | Physical Data Destruction \$2 Fee if Data Bearing (Do you require asset detail - \$6 if not) |
| Printer              | \$0       | \$6             | \$0              | \$0         | \$0             | \$6    |  |
| Switch (Resale)      | \$0       | \$6             | \$8              | \$0         | \$0             | \$14   | NIST Purge Compliance  |
| Switch (Recycle)     | \$0       | \$6             | \$0              | \$0         | \$0             | \$6    | Physical teardown/Recycle  |
| CRT Monitor          | \$0       | \$6             | \$0              | \$0         | \$3.50 per lbs. | ~\$35  | Per \$3.50 fee for hazardous material (Do you require asset detail - \$6 if not)             |
| Hard Drive           | \$0       | \$1.50          | \$2.88           | \$0         | \$0             | \$4.38 | Digital or Physical Destruction based on remarketing   |



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## Value Recovery – How is the recovery value of the assets being compensated?

- Pricing Samples
- Fair Market Value (FMV)
- Consignment/Revenue Share
- Upgrade or Resale Fees



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**Value Recovery – Common Formats & Uncommon Answers**

| Equipment type | Payment | Resale Value | Residual Value |
|----------------|---------|--------------|----------------|
| Desktop PC     | \$290   | \$290        | \$290          |
| Laptop         | \$350   | \$585        | \$125          |
| Smartphone     | \$205   | \$355        | \$205          |
| Tablet         | \$35    | \$35         | \$35           |
| Switch         | \$0.48  | \$0.48       | \$0.48         |



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**Value Recovery – Samples**

| Equipment type | Residual value | Supplier Notes |
|----------------|----------------|----------------|
| Desktop PC     |                |                |
| Laptop         |                |                |

| Please quote from asset types below and provide estimated recycling cost. If item can be resold, please provide approximate estimate of what CUSTOMER would see in proceeds. And if item is donatable please indicate costs associated if any. |  | 2-3 Years Quantity | Resale Value |
|--|--|--------------------|--------------|
| Siemens - 20 L30250 - Desk Phone   |  | 4262               | \$ -         |
| HP - Prodesk 600 (G1) SFF - Desktop  |  | 3196               | \$70,312.00  |

| Asset Type | Total Quantity | Resalable | Scrap | Scrap Weight (lbs.) | Total Quantity Weight (lbs.) | Total Value of resalable items |
|------------|----------------|-----------|-------|---------------------|------------------------------|--------------------------------|
| Laptop     | 25             | 7         | 18    | 36.00               | 50.0                         |                                |
| Desktop    | 1              | 0         | 1     | 6.55                | 6.6                          |                                |



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**Value Recovery - Format Recommendation**

| Equipment type                           | Estimated Qty | Resale Values | Resale Fees | FMV or Rev Share % *Indicate which | Customer Payment | Supplier Notes  |
|--|---------------|---------------|-------------|------------------------------------|------------------|---|
| Dell OptiPlex 5080 Micro - Intel Core i5 | 1000          | \$125.00      | \$8-\$12    | 80% FMV                            | \$65             | Assumed B1 (*See included grading schedule) 10500T CPU 16GB RAM 256GB SSD (Fees could apply for remote management or RAM replacement - See SOW Pricing) |
| A2172 Apple iPhone 12                    | 2500          | \$245.00      | \$8-\$12    | 80% FMV                            | \$137            | Assumed B1 (*See included grading schedule) Condition 2 (9GB) Unlocked (Fees could apply for remote management - See SOW Pricing)                       |
| Dell PowerEdge R730                      | 4000          | \$800.00      | \$0.00      | 60% Rev Share                      | \$480            | Assumed B1 (*See included grading schedule) Condition Dual Intel Xeon E5-2695 v4 CPU 16 x 24GB 0074 RAM, 16 x 1TB 2.5" NLSAS HDD                        |



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### Deinstallation & Logistics – Essential services for moving customer assets to secure processing facility.

- De-Installation
- Freight
- Staging
- Packaging
- Onsite Services



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### Deinstallation & Logistics – Common Formats & Uncommon Answers

| Equipment type       | Shipping Cost | Pickup Fee | Per Asset | Per Pallet | Hourly Rate |
|----------------------|---------------|------------|-----------|------------|-------------|
| Desktop PC           | \$290         | \$290      | \$290     | \$5        | \$85        |
| No Asset Type Listed | \$350         | \$585      | \$125     | \$306      | \$85        |

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### Deinstallation & Logistics – Samples

| Equipment type          | Processing Fee | Shipping Cost | Pickup Cost | Residual value | Supplier Notes | Location            | Shipping/Pickup cost from vendor's nearest facility |
|-------------------------|----------------|---------------|-------------|----------------|----------------|---------------------|---|
| Desktop PC              |                |               |             |                |                | ORD - Chicago       |   |
| Laptop                  |                |               |             |                |                | MH - Houston        |   |
| Laserjet office printer |                |               |             |                |                | SFO - San Francisco |   |

| Region | Product         | Processing Fee, \$ | Processing Fee, Unit | Shipping Fee, \$ | Shipping Fee, Unit |
|--------|-----------------|--------------------|----------------------|------------------|--------------------|
| AMER   | Macbook Pro 13" | 11.00              | unit                 | 55.00            | unit               |
| AMER   | Macbook Pro 16" | 11.00              | unit                 | 55.00            | unit               |

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### Deinstallation & Logistics – Format Recommendation

| Equipment type | Qty | Location      | Needs De-Install | Shipping Cost | Materials | Onsite Services (per hr) | Total   | Supplier Notes  |
|----------------|-----|---------------|------------------|---------------|-----------|--------------------------|---------|---|
| Desktop PC     | 55  | Henderson, NV | No               | \$305         | \$0       | \$85                     | \$390   | Single Pallet LTL transport, loading dock access, materials, Single Level II tech 1hr min.                                    |
| Server         | 440 | Nashville, TN | Yes              | \$5650        | \$385     | \$105                    | \$6,985 | 36 Pallets Dedicated Transport, (2) Level I techs estimated at 31 hrs each. Travel and Materials Inclusive, Lift Gate Needed. |



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### What Else?

- Pilot Programs
- Optional Services
- Sample Statement of Work with inclusive terms & deliverables
- Reference Interviews
- ESG and Certification Alignment
- Environmental Metrics
- Reporting Review



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## Questions?



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