

ATTACHMENT C - SUBMITTAL FORM A

OFFEROR INFORMATION, AMENDMENTS, CERTIFICATIONS, PREFERENCES AND SIGNATURE

OFFEROR INFORMATION: This form shall be the cover page for the Offerors Proposal. In the space provided, enter the requested Offeror identification information. Use this form to indicate your acknowledgement of the response conditions.

RFP Number:	190000044
RFP Title:	Audio Video Equipment and Supplies
Company Name:	B&H Foto and Electronics Corp. DBA B&H Photo Video
Mailing Address:	420 Ninth Ave. New York NY, 10001
Contact Person:	Israel Mamann
Title:	B2B Contract Manager- Government and Education
Telephone Number:	212-239-7500 ext.2266
Alternate Phone:	
Federal Tax Id #:	132768071
Alaska Business License #:	Alaska Entity #10107440 (see attached certificate)
E-Mail Address:	israelm@bhphoto.com
Alternate Email:	
Fax Number:	212-239-7759

AMENDMENT ACKNOWLEDGEMENT: Offeror acknowledges receipt of the following amendments and has incorporated the requirements of such amendments into the proposal. *(List all amendments issued for this RFP):*

No. 1	Date 05/03/2019
No. 2	Date 05/06/2019

No. 3	Date 05/08/2019
No. 4	Date 06/07/2019

No. 5	Date 06/17/2019
No.	Date

OFFEROR CERTIFICATION: Acknowledge the following Certifications by clearly marking the space provided. Failure to answer or answering "False" may be grounds for disqualification. For any "False" responses, provide clarification (up to 250 word maximum for each "False" clarification) below. Add rows if necessary.

No	CERTIFICATIONS	RESPONSE
1	Offeror certifies they meet the minimum requirement of three years of experience in the category(s) for which they are bidding.	<input checked="" type="radio"/> True <input type="radio"/> False
2	The offeror is presently engaged in the business of selling the amount of product equal to the complexity listed in this RFP.	<input checked="" type="radio"/> True <input type="radio"/> False
3	The offeror confirms that it has the financial strength to perform and maintain the requirements set out in Attachment B: Scope of Work for this RFP.	<input checked="" type="radio"/> True <input type="radio"/> False
4	The offeror accepts the terms and conditions set out in the RFP (including the NASPO ValuePoint Terms and Conditions – Appendix A) and agrees not to restrict the rights of any Participating State.	<input checked="" type="radio"/> True <input type="radio"/> False
5	The offeror confirms that they can obtain and maintain all necessary insurance as required in Section 4.4.1, and in Attachment A. 19.	<input checked="" type="radio"/> True <input type="radio"/> False
6	The offeror agrees to pay a NASPO ValuePoint administrative fee as specified in Section 5 and meet all the usage reporting requirements of Section 6 of the NASPO ValuePoint Master Agreement Terms and Conditions.	<input checked="" type="radio"/> True <input type="radio"/> False
6	The offeror is not established and headquartered or incorporated and headquartered, in a country recognized as Tier 3 in the most recent United States Department of State's Trafficking in Persons Report.	<input checked="" type="radio"/> True <input type="radio"/> False
7	Offeror complies with the American with Disabilities Act of 1990 and the regulations issued thereunder by the federal government.	<input checked="" type="radio"/> True <input type="radio"/> False
8	Offeror complies with the Equal Employment Opportunity Act and the regulations issued thereunder by the federal government.	<input checked="" type="radio"/> True <input type="radio"/> False
9	Offeror complies with the applicable portion of the Federal Civil Rights Act of 1964.	<input checked="" type="radio"/> True <input type="radio"/> False
10	The offeror certifies that it is not currently debarred, suspended, proposed for debarment, or declared ineligible for award by any public or federal entity.	<input checked="" type="radio"/> True <input type="radio"/> False
11	The offeror certifies that they do not have any governmental or regulatory action against their organization that might have a bearing on their ability to provide products to Participating States.	<input checked="" type="radio"/> True <input type="radio"/> False
12	Neither the offeror's firm nor any individuals working on the contract have a possible conflict of interest. If false, explain in the Clarification section below.	<input checked="" type="radio"/> True <input type="radio"/> False
13	The offeror does not have any judgments, claims, arbitrations or suits pending/outstanding against his/her company in which an adverse outcome would be material to the company.	<input checked="" type="radio"/> True <input type="radio"/> False
14	Offeror certifies they comply with the laws of the State of Alaska.	<input checked="" type="radio"/> True <input type="radio"/> False
15	Offeror confirms their proposal will remain valid and open for at least 180 days.	<input checked="" type="radio"/> True <input type="radio"/> False

No	Clarification

ALASKA PREFERENCES

If you wish to claim any Alaska Preferences (Section 3.6), please complete the Alaska Bidder Preference Certification Form that follows the signature section below.

SIGNATURE: All responses must be signed by a duly constituted official legally authorized to bind the Offeror to its response, including the cost schedule.

Signed: _____

Printed Name: Israel Mamann _____

Title: B2B Contract Manager- Government and Education _____

Date: 06/28/2019 _____



ALASKA BIDDER PREFERENCE CERTIFICATION

AS 36.30.321(A) / AS 36.30.990(2)

BUSINESS NAME: B&H Foto and Electronics Corp. DBA B&H Photo Video

Alaska Bidder Preference: Do you believe that your firm qualifies for the Alaska Bidder Preference?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Alaska Veteran Preference: Do you believe that your firm qualifies for the Alaska Veteran Preference?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
Please list any additional Alaska Preferences below that you believe your firm qualifies for.					
1.	2.	3.	4.	5.	6.

To qualify for and claim the Alaska Bidder Preference you must answer **YES** to all questions below in the Alaska Bidder Preference Questions section. To qualify for and claim the Alaska Veteran Preference, you must answer **YES** to these questions as well as answer **YES** to all the questions in the Alaska Veteran Preference section. A signed copy of this form must be included with your bid or proposal no later than the deadline set for receipt of bids or proposals.

If you are submitting a bid or proposal as a **JOINT VENTURE**, all members of the joint venture must complete and submit this form before the deadline set for receipt of bids or proposals. [AS 36.30.990\(2\)\(E\)](#)

If the procuring agency is unable to verify a response, the preference may not be applied. Knowingly or intentionally making false or misleading statements on this form, whether it succeeds in deceiving or misleading, constitutes misrepresentation per [AS 36.30.687](#) and may result in criminal penalties.

An Alaska Bidder Preference of 5% will be applied to the price of the proposal to all offerors who qualify.

Alaska Bidder Preference Questions:

- 1) Does your business hold a current Alaska business license per [AS 36.30.990\(2\)\(A\)](#)?
☐ YES ☐ NO
If YES, enter your current **Alaska business license number**:
- 2) Is your business submitting a bid or proposal under the name appearing on the Alaska business license noted in **Question 1** per [AS 36.30.990\(2\)\(B\)](#)?
☐ YES ☐ NO
- 3) Has your business maintained a **place of business** within the state **staffed by the bidder or offeror** or an employee of the bidder or offeror for a period of six months immediately preceding the date of the bid or proposal per [AS 36.30.990\(2\)\(C\)](#)?
☐ YES ☐ NO

If **YES**, please complete the following information:

A. Place of Business

Street Address: _____
City: _____
ZIP: _____

“**Place of business**” is defined as a location at which normal business activities are conducted, services are rendered, or goods are made, stored, or processed; a post office box, mail drop, telephone, or answering service does not, by itself, constitute a place of business per [2 AAC 12.990\(b\)\(3\)](#).

Do you certify that the **Place of Business** described in **Question 3A** meets this definition?

☐ **YES** ☐ **NO**

If **YES**, please **describe the location, how many of your employees occupy or use the location, and the business activities those employees perform at the location** (and how often):

B. The bidder or offeror, or at least one employee of the bidder or offeror, must be a resident of the state under [AS 16.05.415\(a\)](#) per [2 AAC 12.990\(b\)\(7\)](#).

1) Do you certify that the bidder or offeror OR at least one employee of the bidder or offeror is physically present in the state with the intent to remain in Alaska indefinitely and to make a home in the state per [AS 16.05.415\(a\)\(1\)](#)?

☐ **YES** ☐ **NO**

2) Do you certify that that the resident(s) used to meet this requirement has maintained their domicile in Alaska for the 12 consecutive months immediately preceding the deadline set for receipt of bids or proposals per [AS 16.05.415\(a\)\(2\)](#)?

☐ **YES** ☐ **NO**

3) Do you certify that the resident(s) used to meet this requirement is claiming residency **ONLY** in the state of Alaska per [AS 16.05.415\(a\)\(3\)](#)?

☐ **YES** ☐ **NO**

4) Do you certify that the resident(s) used to meet this requirement is **NOT** obtaining benefits under a claim of residency in another state, territory, or country per [AS 16.05.415\(a\)\(4\)](#)?

☐ **YES** ☐ **NO**

4) Per [AS 36.30.990\(2\)\(D\)](#), is your business (**CHOOSE ONE**):

A. **Incorporated or qualified to do business under the laws of the state?**

☐ **YES** ☐ **NO**

If **YES**, enter your current **Alaska corporate entity number**: [Click or tap here to enter text.](#)

B. **A sole proprietorship** AND the proprietor is a resident of the state?

☐ **YES** ☐ **NO**

C. **A limited liability company** organized under AS 10.50 **AND** all members are residents of the state?

☐ **YES** ☐ **NO**

- D. A **partnership** under former AS 32.05, AS 32.06, or AS 32.11 **AND** all partners are residents of the state?
☐ YES ☐ NO

Alaska Veteran Preference Questions:

An Alaska Veteran Preference of 5%, not to exceed \$5,000, will be applied to the price in the proposal. The preference will be given to an offeror who qualifies under AS 36.30.990(2) as an Alaska bidder, and who can answer "yes" to the following:

1) Per [AS 36.30.321\(F\)](#), is your business (**CHOOSE ONE**):

- A. A **sole proprietorship** owned by an Alaska veteran?
☐ YES ☐ NO
- B. A **partnership** under AS 32.06 or AS 32.11 **AND** a majority of the partners are Alaska veterans?
☐ YES ☐ NO
- C. A **limited liability company** organized under AS 10.50 **AND** a majority of the members are Alaska veterans?
☐ YES ☐ NO
- D. A **corporation** that is wholly owned by individuals, **AND** a majority of the individuals are Alaska veterans?
☐ YES ☐ NO

Per [AS 36.30.321\(F\)\(3\)](#) "Alaska veteran" is defined as an individual who:

(A) Served in the

- (i) Armed forces of the United States, including a reserve unit of the United States armed forces; or
- (ii) Alaska Territorial Guard, the Alaska Army National Guard, the Alaska Air National Guard, or the Alaska Naval Militia; and

(B) Was separated from service under a condition that was not dishonorable.

Do you certify that the individual(s) indicated in **Question 1A, 1B, 1C, or 1D** meet this definition and can provide documentation of their service and discharge if necessary?

☐ YES ☐ NO

SIGNATURE

By signature below, I certify under penalty of law that I am an authorized representative of B&H Foto and Electronics Corp. DBA B&H Photo Video and all information on this form is true and correct to the best of my knowledge.

Printed Name Israel Mamann

Title Contract Manager- Government and Education

Date June 28th 2019

Signature _____

ATTACHMENT C - SUBMITTAL FORM B1

Offeror's Company Name: B&H Foto and Electronics Corp. DBA B&H Photo Video

Sections 4.4, 4.5, 4.6, 4.8.1-3 – Experience and Capabilities – (50 Points)

SPECIAL REQUIREMENTS: The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 3-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

B&H is known as one of the largest suppliers of audio, video and photo equipment and accessories in the U.S. We carry over 500,000 items from more than 5,500 brands in a wide range of technology products. Most of our products are in stock in our New Jersey warehouse and ready to ship, allowing for quick delivery.

Our slogan, "The Professional's Source," didn't only come out of our vast stock and shipping capabilities, it came from knowing our product and our customer, and the ability to match the two. Our goal is to never carry product our customer would later regret buying. We design our website, sales, customer service and marketing all towards developing the customer's experience to perfection.

4.4 B&H has read and understood the terms and conditions shown in the Master agreement – Attachment A, and we are confident that we are comfortable with these requirements and exceed these requirements.

4.4.1 B&H has read and understood the insurance requirements. Our insurance policy meets these requirements and as we sign master agreements and participating addendums with each state, B&H will furnish all required documentation. B&H will provide the lead state with copies of certificates meeting all the requirements within 30 days of the execution of the Master Agreement.

4.4.2 B&H can provide NASPO Valuepoint, Alaska and Participating States with a highly detailed sales report meeting all the requirements as specified in section 6 of the Master Agreement. B&H currently provides reporting for many of our customers and cooperatives and we will assign a point of contact for reporting within 15 days of the Master Agreement. B&H is feels comfortable with the reporting requirements as detailed in section 6.

4.4.3 At the end of each reporting period, B&H will provide a detailed report, via email to NASPO Valuepoint with sales data of all participating states and a report to each state that has reporting requirements (including the lead state). NASPO Valuepoint or the participating state will then send an invoice to the point of contact to be processed for payment. As soon as B&H receives the invoice, the reporting contact will verify all the information is correct and send it to our accounts payable team to process the payment. B&H can pay by check, ACH, EFT or credit card. The reporting point of contact will be Tiffani Barton. She can be reached at tiffanib@bhphoto.com or 212-239-7500 ext. 2396. All reporting correspondence will go through Tiffani.

4.5 B&H has read and understood all the requirements shown in Attachment D- Alaska special terms and conditions. B&H is comfortable with these requirements.

4.6 B&H understands that we may be required to negotiate additional terms and conditions when executing a Participating Addendum.

4.8 B&H is a certified reseller of over 153 brands. Please see attached certificates corresponding the brands we responded with.

4.8.1 B&H has been selling the amount of product equal to the complexity listed to the scope of work on a nationwide basis.

1. B&H Foto and Electronics Corp. DBA B&H Photo Video.

2. 420 Ninth Avenue New York NY 10001.

3. B&H is a private "S" corporation based out of New York.

4. B&H has over 2000 employees.

5. www.bhphoto.com

6. Sales contacts vary by state and organization type. A full contact page will be provided prior to Master Agreement execution. The main sales line can be reached at 1-800-947-8003 or at orgsales@bhphoto.com

4.4, 4.5, 4.6, 4.8.1-3 – Experience and Capabilities – Page 2

7. B&H has over a 90% customer retention rate in the past 3 years.

8. Once a neighborhood mom-and-pop camera store in New York City, B&H has grown to be a world-class source for audio, video and photo products serving the Government, Education and Corporate markets as well as high-tech consumer customers.

Starting as a two-person business serving the professional photographer, B&H now employs over 2,000 people, is home to a city block long Superstore in New York and a 600,000+ square foot state-of-the-art warehouse in Florence, New Jersey. B&H is well known for its large selection, standard discounted pricing, in-stock availability and extensive e-procurement capabilities.

B&H has a large selection of software, IT, A/V, photo, video, and audio products available making B&H one of the largest sources for technology products in the United States.

The B2B division is now comprised of over 150 sales and customer service representatives whose sole purpose is serving the education, government and non-profit sectors including representatives in the field attending and participating in tradeshow and visiting and training customers. We currently serve customers in every state in the United States.

9. B&H has had an explosive growth over the past 3 years. Doubling down on our commitment to customer service, in-stock availability and amazing pricing has really helped us stand out from our competitors.

4.8.2 B&H is responding to all 6 categories with 38 brands in category 1- Audio Equipment, 42 brands in category 2- Video Equipment, 20 Brands in category 3- Projection Equipment, 37 brands in category 4- Photographic Equipment, 17 brands in category 5- Screens/Displays and 145 brands in category 6- Peripherals/Accessories.

B&H intends to provide products nationally and we are confident on our ability to meet the requirements set forth in section 4.4, 4.5 and 4.6 including meeting all the requirements in the NASPO ValuePoint Master Agreement, meeting all the insurance requirements, sending up to date reports, meeting all the Alaska special requirements set forth in Attachment D and that B&H may be required to negotiate additional terms and conditions with participating states.

4.8.3 B&H Chief Information Security Officer (CISO) is responsible for coordinating and overseeing B&H company-wide compliance with policies and procedures regarding the confidentiality, integrity, and security of its customer information assets. All information in our system is classified in one of 4 categories- Sensitive, Confidential, Private and Public and all protected data- classified as "sensitive" or "confidential" are monitored to ensure PCI DSS status. Further, B&H does not store customer credit cards in our system and does not share any customer information with any outside sources. All databases are encrypted ensuring that only B&H employees privy to the said information can access it.

B&H does over \$3 billion dollars annually in sales with extremely loyal customer base in the United States. We are committed to provide as many personnel as needed to serve our customers. From a Studio team, to a technology center, to offering product demos, B&H is a one stop shop for all Audio Video and Photo needs. We continually look for ways to pass discounted prices to our customers and actively work with manufacturers to obtain promotions and other pricing discounts.

B&H is confident that we can meet the requirements stated in this solicitation.

4.4, 4.5, 4.6, 4.8.1-3 – Experience and Capabilities – Page 3

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ATTACHMENT C - SUBMITTAL FORM B2

Offeror's Company Name: B&H Foto and Electronics Corp. DBA B&H Photo Video

Section 4.8.4 – Experience and Capabilities -Technical Requirements (100 Points)

SPECIAL REQUIREMENTS: The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 2-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

1. A) B&H is enabled with over 1000 customers with various ERP systems and growing every day. We partner with all major e-Procurement systems as well as provide unique checkout systems to our customers without the use of additional licenses or software.

B) Our highly-rated website and apps offer shopping at your leisure. Our industry experts prepare the comprehensive product information you will find on our site, and within a minute of selecting Live Chat they will be available as personal guides. Your purchasing and product inquiries can be made by email as well. We combine the personability of a storefront with the convenience of a web retailer. Our site moves fast, our staff moves even more quickly when responding to you, and our same-day shipping policies move your order out the door with immediacy.

B&H offers customized E-quote, PO upload, PO Punch-Out and Procurement Card Check-Out Portals for institutions and their faculty as well as EDI and cXML processing.

B&H is dedicated to being a leader in e-procurement and have an internal team that manages the contract and e-procurement enablements. Our website offers tiered wishlist/favorites functionality, email/chat services for 1-on-1 technical help and a plethora of information, reviews, and recommended accessories for each product.

C) B&H website is available to customers 24/7 except for scheduled maintenance.

D) B&H is an ADA compliant company and we strive to offer a website with reasonable accessibility for people with disabilities.

E) B&H creates the system for the customer free of charge and offers support free of charge as well.

F) B&H is comfortable with the 60 day requirement to provide a functioning website to the LSCA or the PCSA.

G) The website will include contract information and will have the ability to generate online reports to provide order history, order status and order tracking.

H) Upon award, B&H will supply a team whose sole purpose at B&H is to provide training and support to end users on how to navigate the website, place orders, and obtain quotes. Online training videos are available on the website.

2. The website will include the contract number, as well as all the contact numbers in a case of an escalated issue. B&H also has a product specialist team that can be reached during business hours that can provide product suggestions and answer any questions regarding a product. Information on use of the website and quote and ordering information will be provided as well. When a new product is released, B&H's website will show a "new release" button as well as direct replacements for products that are discontinued.

3. B&H's highly rated website includes manufacturer name, product name, descriptions, standard product pricing, contract pricing, product photos and training videos about the product. All PA's and the lead agency will access the same current base version of our website.

The website has the capability of restricting the products to only show the awarded brands and categories. B&H will not use this website to cross sell products that are not included in the awarded categories.

4.8.4 – Experience and Capabilities – Technical Requirements – Page 2

4. B&H understands that the price displayed is a “not-to-exceed” price. For large quantity purchases, customers will see a button at checkout that allows them to ask for a price review. Once reviewed, customers will receive a notification informing them that their price has been updated and the customer can go back and checkout regardless of the regular contract pricing. The negotiated better price will override. Purchasing entities can track all quotes and easily access their quote and order history. Purchasing entities can use both credit card or PO at the time of purchase.

5. Based on login information B&H’s website can easily identify the participating entity on the website. Users can create personal lists and profiles and P-card information is stored securely. B&H offers both checkout and punchout as options for our customers.

6. As mentioned previously, B&H’s current website can generate online reports to provide order history, order status and order tracking and this will be extended into the website of the LSCA or PSCA.

B&H is confident in our abilities to achieve the 60-day post award go-live date for the website and we are comfortable with all the technical requirements mentioned in the solicitation.

ATTACHMENT C - SUBMITTAL FORM C1

Offeror's Company Name: B&H Foto and Electronics Corp. DBA B&H Photo Video

Section 4.9 – Customer Service (75 Points)

SPECIAL REQUIREMENTS: The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 2-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

One of the main reasons B&H is such a trusted source for Audio, Video and Photo products is because of our reputation for honesty, integrity and service. B&H has won many awards over the years for our customer service, most recently B&H was named America's Best Customer Service 2019 for Photo and Video Equipment (<https://www.newsweek.com/americas-best-customer-service-2019/online-retailers-sports-leisure>). Our pricing, in-stock availability, same-day shipping, and our customer service is what makes B&H stand out from all our competition. B&H has a "Start Well, End Well" policy, always putting the customer first.

B&H is committed to providing extraordinary service before and after the purchase. We value contact with our associates, as we expect them to provide the customer with a great experience. The customer is invited to call, email or live chat with them.

At B&H the word relationship is more than a catch phrase. B2B customers are assigned a personal "Account Team", ensuring that the client's purchasing and customer service needs are fulfilled from A– Z, along with a liberal return policy. B2B clients can call our customer service line for technical help or go online and live chat with a product specialist.

1. B&H will have customer service made available to all participating entities during business hours. Customers can reach out over the phone, email or live chat, before and after a purchase to inquire about order status and shipping status, or to speak with a product specialist to get ideas of what product they should be looking to purchase. B&H opens our customer service on Sunday as well to provide extra time for customer satisfaction.

2. Depending on the problem, resolutions may be different however one idea stands behind all resolutions- Customer first. Once a customer notifies the agent (sales or customer service) that there is an issue, the agent is instructed to focus all his resources to coming up with an acceptable solution for the customer. If an item is damaged in transit or lost in transit, B&H will send out a replacement free of charge. If a customer paid for expedited delivery and the item was not delivered in a timely manner, B&H will instantly refund the customer for the expedited cost.

3. Each account is assigned a dedicated sales team, business development representative, product specialists, customer service representatives, contract manager, open account team, eprocurement support team and shipping specialist. All contact information will be provided upon award. For direct order inquiries, the customer will start with the dedicated sales team. They have team leads, supervisors and managers overseeing each sale and will be able to help with the day to day requests. If an issue needs to be escalated, the customer can reach out to the business development rep. The business development rep will be able to identify the issue and assign the correct resource to have this issue resolved. Having a single point of contact is important once an issue is escalated and the business development rep is there to advocate on the customers behalf.

4. Customer complaints are taken very seriously at B&H. B&H will reach out to the customer and make sure the issue is taken care of. Customer success is our success, and this is something we have a lot of pride in.

5. Our B2B team assesses customer satisfaction in a few ways. Our business development reps are often on the road meeting clients and receiving feedback. This feedback is not taken lightly and is documented to ensure B&H is continuing to follow what made us a great company to begin with. B&H also takes customer surveys and follows online reviews to make sure we always offer a stellar customer service experience.

6. At B&H, all calls are recorded and reviewed to ensure our representatives are following our customer service policies and procedures. Agents have monthly reviews and constant trainings to guarantee our reps are up-to-date on the latest policies. Quality of our employees is paramount to our success and B&H goes the extra mile to make sure anyone representing us exceeds customer expectations.

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ATTACHMENT C - SUBMITTAL FORM C2

Section 4.9.1 – Customer Service - References (25 Points)

SPECIAL REQUIREMENTS: These Submittal Forms must be included with the Technical Proposal.

- A complete and separate Client Reference Form must be provided for each reference.
- Offeror must complete the first part of the Client Reference Form, filling in the information for Company (Offeror) Name, Company (Offeror) Address, and the Name of Project.
- A responsible party of the organization for which the products were provided (the Client) must provide the reference information.
- The person providing the reference must sign and date the form.
- The Client Reference Form(s) must be submitted with the Offeror's proposal.
- The State may contact the reference to verify the information given within the Client Reference Form and within the proposal. If the State finds erroneous information, points may be deducted, or the proposal may be rejected.
- If all questions are not answered on the Client Reference Form, if information is missing, or if the form is not signed, points may be deducted, or the proposal may be rejected.
- If a proposal is submitted without a Client Reference Form, points may be deducted, or the proposal may be rejected.

ATTACHMENT C - SUBMITTAL FORM C2

Client Reference Form

Offeror Information

Company Name (Offeror):	Company (Offeror) Address:
Name of Project:	

Client Information

Organization Name (Client):	Organization Address:
Person Providing the Reference:	Title:
Phone Number:	Email address:
Reference <u>Signature</u> & Date:	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the products received by the company identified above.

2. Rate each of the following concerning this company's performance using the ratings below:

- S – Strongly Agree/Very Positive
- A – Agree/Positive
- N – Neutral
- D – Disagree/ Negative
- F – Failed

Rating

- _____ A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- _____ B. Ordered products were received well packaged, with proper labeling for ease of identity.
- _____ C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- _____ D. Backordered products were shipped with no additional cost to us.
- _____ E. This company provided open, timely communications, and was responsive to our needs and requirements.
- _____ F. I recommend this company and would choose to work with this company again.

Additional Comments:

ATTACHMENT C - SUBMITTAL FORM C2

Client Reference Form

Offeror Information

Company Name (Offeror):	Company (Offeror) Address:
Name of Project:	

Client Information

Organization Name (Client):	Organization Address:
Person Providing the Reference:	Title:
Phone Number:	Email address:
Reference <u>Signature</u> & Date:	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the services provided by the company identified above.

2. Rate each of the following concerning this company's performance using the ratings below:

- S – Strongly Agree/Very Positive
- A – Agree/Positive
- N – Neutral
- D – Disagree/ Negative
- F – Failed

Rating

- _____ A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- _____ B. Ordered products were received well packaged, with proper labeling for ease of identity.
- _____ C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- _____ D. Backordered products were shipped with no additional cost to us.
- _____ E. This company provided open, timely communications, and was responsive to our needs and requirements.
- _____ F. I recommend this company and would choose to work with this company again.

Additional Comments:

ATTACHMENT C - SUBMITTAL FORM C2

Client Reference Form

Offeror Information

Company Name (Offeror):	Company (Offeror) Address:
Name of Project:	

Client Information

Organization Name (Client):	Organization Address:
Person Providing the Reference:	Title:
Phone Number:	Email address:
Reference <u>Signature</u> & Date:	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the services provided by the company identified above.

2. Rate each of the following concerning this company's performance using the ratings below:

- S – Strongly Agree/Very Positive
- A – Agree/Positive
- N – Neutral
- D – Disagree/ Negative
- F – Failed

Rating

- _____ A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- _____ B. Ordered products were received well packaged, with proper labeling for ease of identity.
- _____ C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- _____ D. Backordered products were shipped with no additional cost to us.
- _____ E. This company provided open, timely communications, and was responsive to our needs and requirements.
- _____ F. I recommend this company and would choose to work with this company again.

Additional Comments:

ATTACHMENT C - SUBMITTAL FORM D

Offeror's Company Name: B&H Foto and Electronics Corp. DBA B&H Photo Video

Section 4.10 - Attachment B – Scope of Work (100 Points)

SPECIAL REQUIREMENTS: The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 3-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

Scope of Work

B&H is known as one of the largest audio, video and photo resellers in the country. With more than \$3 billion in revenue, B&H has handled many contracts that are similar in the size and scope of this contract. Along with our proficiency in handling a contract of this size, B&H is excited to extend our offering to the states looking to be included in this contract. History speaks volumes and B&H continues to successfully execute contracts of this degree. B&H is confident in our ability to exceed in the requirements stated in each section of the scope of work and we are happy to extend our proposal to participating states nationwide. We are hopeful that the State of Alaska and Naspo ValuePoint see the value in partnering with B&H.

Area Grouping and Categories

B&H is happy to be submitting a proposal for all categories on a nationwide basis. This would make us a "Group One Supplier". The categories we are responding to include 38 brands in category 1- Audio Equipment, 42 brands in category 2- Video Equipment, 20 Brands in category 3- Projection Equipment, 37 brands in category 4- Photographic Equipment, 17 brands in category 5- Screens/Displays and 145 brands in category 6-Peripherals/Accessories. B&H will also be responding to Category 7- Value Added Services.

Performance Requirements

Our slogan, "The Professional's Source," didn't only come out of our vast stock and shipping capabilities, it came from knowing our product and our customer, and the ability to match the two. Our goal is to never carry product our customer would later regret buying. We design our website, sales, customer service and marketing all towards developing the customer's experience to perfection.

1. B&H's standard shipping time is 3-7 days after receiving the order. Orders placed before 4 PM EST are shipped out same day (if the item is in stock). Once an order is processed the customer will receive an email with the most up-to-date shipping times and tracking numbers. If an item is backordered or a special-order item, B&H will notify the customer of the projected delivery date. B&H understands that government offices are closed on all the State holidays or any other day declared by the President of the United States or Governor of that State.

2. A contract manager will be assigned to each participating state to help resolve any contract-related issues that may arise.

3. B&H will send hard copies of our catalog to any entity that requests it and a price list for all awarded items.

Shipping and Delivery

B&H is one of the largest suppliers of technology equipment and accessories in the U.S. We have unrivaled in-stock availability, best practice process infrastructure and with our 600,000+ sq./ft. state-of-the-art warehouse, we make quick delivery a breeze. Orders processed before 4 PM Eastern time will ship same day and most orders are received within 2-4 business days from being submitted. B&H is Fedex's largest customer in the Northeast and ships between 35,000 to 65,000 packages per day.

1. On this contract, all standard deliveries will be FOB destination including Alaska and Hawaii with all transportation charges paid for by B&H. Expedited deliveries or special delivery requests other than those mentioned in this solicitation will be offered at an additional price.

2. B&H is willing to accept the free "inside delivery" requirement as designated by the representative of the purchasing entity.

4.10 – Scope of Work – Page 2

3. B&H does not charge extra for the packaging, labeling and storing of cartons. All cartons will be in good condition and made of durable construction. Each shipment carton will be marked with the commodity/item, brand, quantity, item code and PO number submitted by the purchasing entity.

Ordering/ Invoicing

1. B&H has no minimum or maximum order requirements for all government customers and we will extend this to all participating entities on the NASPO ValuePoint contract.

2. The B&H sales team can handle orders via telephone, fax, email, or electronically through the designated NASPO portal. We accept both purchase orders and P-cards through any of the methods of ordering. Standard NET terms are NET 30. An order conformation and receipt arrive via email shortly after the order is placed. B&H accepts check, EFT, and P-card and the handling fees associated with the credit card are not extended to the customer.

Other Documents

B&H sells quality products with manufacturer's USA warranties. We also offer additional extended manufacturer and third party 2-5 year warranties available for a minimal cost. A written warranty and instruction manual for each item will be provided in the carton (this is standard with all manufacturers B&H represents).

Guarantee of Equipment

B&H guarantees that all equipment sold on this contract will be new, first-quality manufacture, workmanship and finish. All items in the B&H catalog are UL certified, and meet all federal, state and local standards for quality and safety.

Products furnished under the terms of this contract will be guaranteed against any defect due to faulty material and/or workmanship.

B&H is rated A+ with the Better Business Bureau and has amazing third-party reviews on sites like Trustpilot.com and ResellerRatings.com. Bhphoto.com is a hacker safe certified website meeting the rigorous Hacker Safe standards. Upon contract award, B&H will train its employees on how to best implement the NASPO ValuePoint contract. Our teams utilize a variety of contract vehicles and are very familiar with the nuances of government purchasing.

Important Contact Info:

Contract Manager- Government and Education
Israel Mamann
212-239-7500 ext. 2266
israelm@bhphoto.com

4.10 – Scope of Work – Page 3

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ATTACHMENT C - SUBMITTAL FORM E

Offeror's Company Name: B&H Foto and Electronics Corp. DBA B&H Photo Video

Section 4.11 – Marketing of NASPO ValuePoint MA (50 Points)

SPECIAL REQUIREMENTS: The Offeror's company name must be filled in on each Submittal Form included in the Technical Proposal. This Submittal Form must not exceed the 2-page limit (Reference RFP Section 4.2). If an Offeror exceeds a page limit, the information that is in excess of the limit will be removed by the Procurement Officer prior to the proposal evaluation and will not be evaluated.

1. B&H's marketing and business development team are constantly trained to stay up to date with our latest contract marketing initiatives. They have successfully marketed cooperative contracts to over \$100 million dollars in annual sales and have the procedures set in place to market any cooperative contract post award. B&H sees NASPO ValuePoint fit perfectly into our current cooperative offering. We currently have not partnered with a cooperative to service the State government and we see NASPO ValuePoint as the best cooperative to do so. B&H is extremely careful as to who we choose to partner with in specific verticals. We currently have the E&I contract to help us with our higher education contract and we currently have OMNIA to help us with local government and K-12s. B&H will work with NASPO to help CPO's adopt the contract and once a PA is signed, B&H will invest heavily in marketing to the state. This will include having representatives visit clients on behalf of the ValuePoint contract, attend tradeshow, send marketing material to NASPO members and send email blasts notifying the NASPO members that B&H is now a NASPO ValuePoint supplier. B&H understands the value of a state contract and because NASPO is such a powerful contract vehicle, we anticipate heavy adoptions of the contract across the participating states. Our hope is to work with over 40 states on adopting this contract and making it a highly utilized contract. B&H is the correct partner for NASPO as we have experience with marketing a contract of this capacity, but we still have the personal feeling similar to that of a local reseller.

Upon award, B&H will train our sales representatives and customer service agents on the details of the award, the key features of the master agreement and the benefits of using the NASPO ValuePoint cooperative contract. We will train them how to apply the correct pricing, methods of ordering, the benefits of this contract and how to market this contract correctly. B&H has the endorsement of its executives to market this contract.

In the first 60 days B&H will:

- Create a dedicated portal that will have access to contract pricing and B&H's B2B interface
- Train a dedicated account management team to help implement this contract effectively
- Update marketing peripherals accordingly to be used at relevant trade shows and events
- Create an NASPO ValuePoint landing page that will direct customers to the contract

B&H will position this contract as one of our primary offerings to state agencies, public agencies and K-12s nationwide and will continue to work with NASPO ValuePoint to communicate to customers about the ValuePoint offering. Also, B&H will provide Valuepoint with its logo for use in its marketing materials or website.

2. Once permission is granted in a specific state, B&H will send representatives to that state to attend local tradeshow and conferences and visit NASPO ValuePoint members statewide. B&H will send marketing material statewide notifying NASPO Valuepoint members about the CPO's adoption of the contract. B&H will also work with NASPO to implement a marketing plan that NASPO feels will work best in that given state.

3. B&H sees the collaboration between NASPO Valuepoint and B&H as an opportunity to best promote the master agreement in a given state. B&H has a seasoned marketing and business development team that has much experience in marketing cooperative contracts. B&H is excited to have our teams work together to implement the best plan of action.

4. B&H participates in the E&I and OMNIA cooperative. B&H does not see this as an impedance to marketing the NASPO ValuePoint contract. There are no restrictions in either of our contracts restricting B&H from participating with NASPO ValuePoint. NASPO ValuePoint will be a highly valued cooperative at B&H and we will offer this contract as an option to any of our state, local, K-12s or higher education customers. We anticipate this contract to be as successful as our other cooperative contracts. We look forward to working with NASPO, CPOs and government agencies nationwide.

4.11 – Marketing of NASPO ValuePoint MA – Page 2

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ATTACHMENT C - SUBMITTAL FORM C2

Client Reference Form

Offeror Information

Company Name (Offeror): <u>B&H Photo and Electronics Corp</u>	Company (Offeror) Address: <u>420 Ninth Ave</u> <u>New York NY</u> <u>10001</u>
Name of Project: <u>Audio Video Equipment and supplies</u>	

Client Information

Organization Name (Client): <u>Utah Valley University</u>	Organization Address: <u>800 W University Pkwy</u>
Person Providing the Reference: <u>Jeana Miner</u>	Title: <u>Associate Director of Materials Mgmt</u>
Phone Number: <u>801-863-8429</u>	Email address: <u>Minerje@uvu.edu</u>
Reference Signature & Date: <u>Jeana Miner</u> <u>6/5/2019</u>	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the products received by the company identified above.

We have purchased thousands of audiovisual and photographic components from B & H Photo.
the last 10 years or so. Shure, Mid Atlantic, J.G. RED, Canon, Sharp, more than I can name

2. Rate each of the following concerning this company's performance using the ratings below:

S - Strongly Agree/Very Positive
A - Agree/Positive
N - Neutral
D - Disagree/Negative
F - Failed

Rating

- S A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- S B. Ordered products were received well packaged, with proper labeling for ease of identity.
- S C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- S D. Backordered products were shipped with no additional cost to us.
- S E. This company provided open, timely communications, and was responsive to our needs and requirements.
- S F. I recommend this company and would choose to work with this company again.

Additional Comments:

I have enjoyed working with B&H and would benefit from a NASPO contract

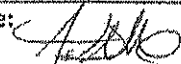
ATTACHMENT C - SUBMITTAL FORM C2

Client Reference Form

Offeror Information

Company Name (Offeror): <u>B&H Photo and Electronics</u>	Company (Offeror) Address: <u>420 Ninth Ave</u> <u>New York N.Y.</u> <u>10001</u>
Name of Project: <u>Audio Video equipment and supplies</u>	

Client Information

Organization Name (Client): <u>Arizona State University</u>	Organization Address: <u>555 N. Central Ave, suite 500 Phoenix, AZ</u>
Person Providing the Reference: <u>Ian MacSpadden</u>	Title: <u>CTO</u>
Phone Number: <u>602 496 1774</u>	Email address: <u>ian.macspadden@asu.edu</u>
Reference Signature & Date: <u> 6-5-2019</u>	

The person providing the reference, as identified above, must provide the following information. This person must be a responsible party of the organization for which the work was performed. This person should have comprehensive knowledge about the project and the company's (Offeror) role and responsibilities within the project.

1. Briefly describe the products received by the company identified above.

B&H is our primary provider for broadcast & professional video gear.
Their prices are the best, shipping is fast and you get a dedicated team.

2. Rate each of the following concerning this company's performance using the ratings below:

- S - Strongly Agree/Very Positive
- A - Agree/Positive
- N - Neutral
- D - Disagree/Negative
- F - Failed

Rating

- S A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- A B. Ordered products were received well packaged, with proper labeling for ease of identity.
- A C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- S D. Backordered products were shipped with no additional cost to us.
- S E. This company provided open, timely communications, and was responsive to our needs and requirements.
- S F. I recommend this company and would choose to work with this company again.

Additional Comments:

Absolutely no complaints about products & services.


ATTACHMENT C - SUBMITTAL FORM C2

Client Reference Form

Offeror Information

Company Name (Offeror): B&H Foto and Electronics Corp	Company (Offeror) Address: 420 N. 14th Ave New York NY 10001
Name of Project: Audio Video Equipment and Supplies	

Client Information

Organization Name (Client): Foothill - De Anza Community College District	Organization Address: 12345 El Monte Rd. Los Altos Hills, CA 94022
Person Providing the Reference: John Pham	Title: Senior Buyer
Phone Number: 650-949-6162	Email address: phamjohn@fhda.edu
Reference Signature & Date: 	<small>Digitally signed by member: 12144C64-DB08-424B-9206-BF0A266CC00F CAC198F6-DF2F-463D-A875-38C9F72143A6 DN: o=member, 12144C64-DB08-424B-9206-BF0A266CC00F CAC198F6-DF2F-463D-A875-38C9F72143A6 Date: 2019.06.05 09:54:13 -0700</small>

The person providing the reference, as identified at organization for which the work was performed. TI (Offeror) role and responsibilities within the project.

Signature of the person providing the reference must be a responsible party of the project and the company's knowledge about the project and the company's

1. Briefly describe the products received by the company identified above.

Photography equipment & supplies

2. Rate each of the following concerning this company's performance using the ratings below:

- S - Strongly Agree/Very Positive
- A - Agree/Positive
- N - Neutral
- D - Disagree/ Negative
- F - Failed

Rating

- s A. This company ensured the project deliverables were shipped/received on time and within the agreed budget.
- s B. Ordered products were received well packaged, with proper labeling for ease of identity.
- s C. Product returns went smoothly at the contractor's expense, with no restocking charges, and were replaced by the contractor with specified products, or we were credited/refunded for the full purchase price.
- s D. Backordered products were shipped with no additional cost to us.
- s E. This company provided open, timely communications, and was responsive to our needs and requirements.
- s F. I recommend this company and would choose to work with this company again.

Additional Comments: