

Summary

Name **Respond to Questions**

Vendor **B&H Foto & Electronics Corp.**

Status **Submitted**

Response

Information About the Organization

1. Please provide the name, address, phone number, and email address for the authorized agent submitting the proposal.

Shmuel Lewis 420 9th Ave New York, NY 10001 (212)239-7500 ext 2337 govedbids@bhphoto.com

2. Description of organization including: a) Company size/history, b) US Market Share for solutions related to this solicitation, c) Scope of clients serviced, d) Annual dollar amount of current contracts negotiated, e) Industry longevity related to scope of this solicitation, f) Head Quarter's physical address.

B&H Photo Video, originally a small mom-and-pop camera store in New York City, has grown into a leading supplier of creative technology products in the U.S. Established in 1973, B&H now employs over 2,000 people, operating a large superstore in New York and a state-of-the-art warehouse in Florence, New Jersey. Our commitment to customer service, product knowledge, and inventory availability has supported our growth into a trusted source for technology solutions across various sectors. B&H is a major player in the technology product sector, offering over 500,000 items from more than 500 brands. Our extensive inventory and competitive pricing contribute to our significant market share in the U.S., particularly in audio, video, and photographic equipment. B&H serves a diverse range of clients, including government, education, corporate, healthcare, and non-profit sectors. We maintain contracts with numerous universities, school districts, and governmental agencies, and are actively involved with cooperatives like E&I and OMNIA. B&H has successfully marketed cooperative contracts that contribute to over \$100 million in annual sales. Our experience with high-volume contracts positions us well for ongoing and future partnerships. With over 40 years of experience, B&H has established itself as a leading supplier in the technology and creative product markets. Our expertise spans various product categories, including audio, video, and IT equipment, making us a reliable partner for meeting diverse client needs.

We are located at 420 9th Ave, New York, NY 10001

3. Please provide information demonstrating your organization's capacity to provide products/services to all participating entities in the United States including the following: a) Sales team, b) Distribution system, c) Customer service team d) Number and location of support

centers in USA, e) Any areas in the United States where your organization's products/services cannot be offered.

B&H is fully equipped to provide products and services to all participating entities in the United States. Here's how we address each of the requested areas:

Sales Team: Our sales team is well-trained and experienced in marketing cooperative contracts. They have driven over \$100 million in annual sales and are ready to market the CIESC contract effectively across the states. Each account is supported by a dedicated sales team, including business development representatives and product specialists, ensuring personalized service.

Distribution System: B&H offers a robust distribution system, with most products stocked in our New Jersey warehouse for quick delivery. We use a combination of direct and reseller channels to ensure timely and efficient distribution nationwide.

Customer Service Team: B&H is renowned for its exceptional customer service, available via phone, email, or live chat. Our "start well, end well" policy prioritizes customer satisfaction, and our team is trained to handle issues promptly and effectively. We have a high customer retention rate, emphasizing our commitment to service excellence.

Number and Location of Support/Distribution Centers in the USA: Our state-of-the-art warehouse is located in Florence, New Jersey, and spans over 600,000 square feet. This facility supports our national distribution strategy, ensuring that we can meet the needs of customers across the country swiftly.

Areas in the United States Where Products/Services Cannot Be Offered: Currently, we do not have any restrictions on providing products and services within the United States. We aim to serve all states with our offerings and do not foresee any limitations in our ability to do so.

4. Please provide information regarding required licenses and certifications held by your organization.

B&H holds several licenses and certifications necessary for our operations, including being a certified reseller of over 500 brands. We are compliant with all insurance requirements as outlined in our agreements and provide required documentation to state authorities within 30 days of executing a Master Agreement.

5. Please list any state, GSA, or cooperative purchasing contract your organization holds as well as its current expiration date.

B&H participates in various cooperative purchasing contracts, including the E&I and OMNIA cooperatives. Our E&I contract, identified as EI00147-2022RFP, covers Photographic Equipment, Supplies, and Service. The current expiration date for this contract is September 2023.

6. What differentiates your organization from your competitors in the K12 school market?

B&H stands out in the K12 school market due to our exceptional customer service, extensive product selection, and commitment to fast delivery. We have a reputation for honesty and integrity, which is reflected in our numerous customer service awards. Our dedicated B2B team ensures that K12 schools receive personalized service, competitive pricing, and access to over 500,000 technology products. Our ability to offer same-day shipping and a liberal return policy further differentiates us from competitors.

7. Please list at least 3 school districts that can be contacted as references. Include the following information: Organization Name, Address, Contact Name, Contact Email, Contact Phone Number.

Cypress-Fairbanks ISD Thomas Draper thomas.draper@cfisd.net 10300 Jones Road Houston TX 77065 281-897-4063

Fort Worth ISD Skip Gerrard skip.gerrard@fwisd.org 100 N. University Fort Worth, TX 76107 817-871-2156

Klein ISD Cindy LeBrun clebrun@kleinisd.net 7200 Spring Cypress Road Klein, TX 77379 832-249-4000

8. Please indicate if your organization's proposal is for goods only, services only, or both goods and services.

B&H Photo's proposal is for goods only

Products & Services/Pricing

1. Please provide a description of the products, equipment and services included in your proposal.

B&H offers a comprehensive range of over 500,000 technology products from more than 5,500 brands, including computer hardware and software, IT networking equipment, printers, mobile technology, TVs, peripherals, projectors, and more. We pride ourselves on maintaining an extensive inventory, most of which is stocked in our New Jersey warehouse for quick delivery. Our services include system design and integration, pre and post-sales support, and e-procurement solutions tailored to meet the needs of educational, corporate, government, healthcare, and non-profit sectors.

2. Please specify any products, equipment, and services that are excluded from your proposal.

Our proposal excludes gift cards, kits, used items, and products subject to unilateral pricing policies, which are not eligible for discounts

3. Please describe your organization's warranty terms in as much detail as possible, including: a) Time frame of warranty, b) Lead time on warranty issues, c) Availability of replacement parts.

B&H provides products with manufacturer USA warranties and offers extended warranties at an additional cost for qualified items. Replacement of damaged or lost items occurs promptly, and issues escalated are addressed by team leaders to ensure timely resolutions.

B&H stocks a wide range of products to facilitate quick replacements.

4. Please provide information regarding your organization's pricing proposal including: a) Discounts on products, b) Discounts on services/installation, c) How the proposed discount/pricing structure compares to other cooperative purchasing contract your organization currently holds, d) Additional volume discounts or rebate programs offered.

Discounts range from 0.5% to 25% off MSRP, based on product margin, with free shipping included under 50 pounds. Our pricing structure is competitive and aligns with our agreements in other cooperative purchasing contracts.

Volume discounts for orders over \$5,000 or when a customer purchased 10 or more of the same product.

5. Will this pricing structure be guaranteed for the term of the contract?

The proposed pricing structure will be guaranteed for the term of the contract, ensuring stability and predictability for participating entities.

6. Please identify any additional fees that are not included in your proposed pricing and how those fees are determined.

Any additional fees not included in the proposed pricing will be determined based on the nature of the service required, such as expedited shipping for oversized items.

7. Please outline any shipping, delivery, and freight charges associated with delivery to participating entities.

Standard ground shipping is complimentary for eligible items. Oversized, overweight, or non-standard items may incur additional shipping fees, determined by the carrier's classification.

8. Provide any additional information relevant to this section.

B&H brings exceptional value to an Audio Visual contract due to our corporate size, allowing us to purchase hundreds of millions of dollars in stock from our manufacturers. This enables us to secure the best possible discounts, which we then pass on to our customers. Additionally, having held this contract for the past ten years, we grasp its nuances and have established a platform that ensures its success. The B&H and County of Bergen website is already operational, and with a few quick modifications, the contract can be utilized from day one. Beyond the highly competitive discount we offered in this solicitation, B&H provides a unique price review system that no other reseller offers. With just a click in our web portal, public agency customers can have their quotes reviewed to ensure they are receiving the best discount available.

Our website features an extensive database of information, including technical specifications, customer reviews, and recommended accessories for all products. B&H also boasts the fastest delivery in the industry, with average delivery times of two to three business days within the United States, provided the item is in stock. Orders placed before 4 PM EST are shipped out the same day. B&H has received multiple awards for our outstanding customer service, 24/7 online order tracking, and pre- and post-sales support. Our sales staff is trained across all categories to guarantee that our customers receive the right products. Renowned worldwide, B&H takes pride in having the most knowledgeable staff. Many of our employees are accomplished experts who have spent years in their respective fields before joining us. We have recruited specialists in photography, pro audio, and pro video, many of whom remain active in industry groups through B&H and independently. We offer their expertise to you based on years of experience in their specific fields. The B&H catalog features over 500,000 products from 5,000 different brands, boasting the highest in-stock availability in the industry. Our warehouse spans over 500,000 square feet and incorporates the latest warehouse technology to ensure efficient order fulfillment. B&H is dedicated to supporting the U.S. government's Go Green initiatives and providing customers with a wide range of green-compliant products. We collaborate with major certifications such as Energy Star, EPEAT, RoHS, and more to help customers easily find these products. Additionally, we have created a Go Green product showcase on our website.

Contract Implementation

1. Describe your organization's marketing strategy to promote this contract to eligible entities across the United States including: a) How will your organization differentiate this contract from other contracts held with other cooperative purchasing agencies, b) How your sales team will incorporate this contract as part of their sales process.

B&H will distinguish the CIESC contract from other cooperative agreements by emphasizing its unique benefits tailored specifically for the educational system. With no current partnerships targeting education within the state of Indiana, CIESC will be our sole focus in this vertical. We will leverage our successful track record with other cooperatives, which serve higher education and local government sectors, respectively. Highlighting our personalized service approach, to that of a local reseller, combined with our national reach, will set this contract apart.

Upon award, our sales and customer service representatives will undergo detailed training on the CIESC contract specifics. This includes understanding the master agreement, pricing applications, ordering methods, and promotional strategies. Our team will be equipped to seamlessly incorporate this contract into their sales processes, ensuring clients understand the benefits and efficiencies it offers. Within the first 60 days, we'll establish a dedicated portal and a landing page to facilitate easy access to contract details and pricing.

2. Please outline how the current CIESC accounts would be transitioned onto this new contract. What will the user experience be in the transition?

B&H will ensure a smooth transition for existing CIESC accounts to the new contract by collaborating closely with CIESC members. We will send representatives to engage directly with stakeholders at local shows and through visits, providing comprehensive marketing materials about the contract's adoption. The transition plan will emphasize clear communication and support to ensure users experience minimal disruption and are well-informed about the new contract benefits.

3. Describe your organization's ability to integrate with an e-procurement system for participating entities to utilize if they choose.

B&H is committed to integrating with various e-procurement systems, offering flexibility for participating entities. Our internal team specializes in managing contract and eprocurement enablement. We already partner with multiple systems like Ariba, SciQuest, Oracle, and others, ensuring seamless integration for entities choosing to utilize these platforms.

4. Describe how additional products and services will be added and priced to align with this contract.

B&H will continuously evaluate and add new products to the contract, ensuring they align with the overall objectives, awarded categories and pricing structures. Our approach will be to maintain competitive pricing while offering a wide selection of items that meet the diverse needs of our customers.

5. Describe how your organization will ensure participating entities receive contract pricing and that sales made through this contract will be reported to Edge Public as requested.

B&H will guarantee that all participating entities receive the agreed contract pricing by training our sales and support teams extensively on contract terms. Additionally, we will provide detailed sales reporting to Edge Public as required, with a designated point of contact to handle all reporting correspondence and ensure accuracy and timeliness in our submissions.

Logistics

1. Describe how participating entities will place orders for products and services with your organization, including the role of your website,

and/or local distributors if applicable.

Participating entities can place orders with B&H through our dedicated online portal, which provides access to contract pricing and a comprehensive B2B interface. Orders can also be facilitated through local distributors if applicable. Our user-friendly website enables seamless ordering, ensuring entities have the necessary resources to execute transactions efficiently.

2. Explain your organization's shipping structure/pricing including if there is a minimum order amount.

B&H's shipping structure is designed for cost-effectiveness and efficiency. We offer free standard shipping on most catalog items, with delivery times typically ranging from 1 to 5 business days. Expedited shipping options, such as overnight delivery, are available for orders placed before 4:00 PM for an additional fee. There is no minimum order amount required.

3. What are your organization's current order fill rates?

B&H boasts a high order fill rate, consistently exceeding 95%, ensuring that the majority of orders are fulfilled accurately and promptly.

4. What is your organization's average lead time and on time delivery rates?

Our average lead time for orders is typically 1-5 business days, with an on-time delivery rate of over 97%. This ensures timely receipt of products by our customers.

5. Describe your organization's customer service/problem resolution process, including hours of operation.

B&H provides exceptional customer service with a focus on problem resolution during business hours, including Sundays. Customers can reach us via phone, email, or live chat for inquiries related to order status, shipping, or product selection. Our representatives are trained to prioritize customer satisfaction, and if necessary, issues are escalated to supervisors for further assistance.

6. What is your organization's policy on product returns? Please include any fees associated with this process.

If your original item included free items, you must return all associated items in order to receive a full refund; the retail value of any free items you keep, as well as any shipping charges, will be deducted from your refund. B&H can only refund your original purchase price—shipping fees are nonrefundable.

7. Does your organization provide customers with any training or instructional materials?

We provide customers with comprehensive training and instructional materials, including free educational videos, lessons, and workshops, ensuring they maximize the value of their purchases.

8. Describe the warranties offered by your organization including: a) Products/parts covered, b) Length of warranty, c) Cost of warranty, d) Warranty repair lead time.

B&H offers warranties on products with the following details:

- a. Coverage includes most products and parts.
- b. Warranties typically last for one year, with options for extended coverage at an additional cost.
- c. The cost of an extended warranty varies based on the product.
- d. Warranty repair lead times are generally within 2-3 weeks.

9. Describe in detail your organization's method for tracking: a) Orders, b) Deliveries, c) Invoices.

Our order tracking system is robust, offering detailed tracking for orders, deliveries, and invoices through our online portal, accessible by customers at any time.

10. Describe your organization's payment terms as well as the different types of payment accepted including, but not limited to: a) Purchase orders, b) Procurement card, c) Credit card/Debit card.

B&H accepts various payment forms, including purchase orders, procurement cards, and credit/debit cards. Our payment terms are flexible, with net terms available upon approval. We do

not impose additional fees for using different payment types.

11. Does your organization have any additional charges for customers for using different types of payment forms (i.e., credit card fees)?

There are no additional charges for customers using different payment forms, such as credit card fees. We are committed to providing transparent and straightforward payment processing.