

B&H Foto and Electronics

# CIESC:

## CENTRAL INDIANA EDUCATIONAL SERVICE CENTER

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**Date:**  
August 2025

**Request for Proposal:**  
Audio Visual Supplies  
and Services

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Prepared By:  
Dominique Costa

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Dear CIESC Board Members,

Subject: CIESC: Audio Visual Supplies and Services

Thank you for the opportunity to submit our proposal for Audio Visual Supplies and Services. B&H Photo is honored to support CIESC members with high-quality audio-visual solutions.

We respectfully invite the evaluation board to review our proposal to understand the depth of our experience, industry value, and commitment to excellence. B&H is fully aligned with the contract requirements and confident in our ability to deliver outstanding service in marketing, inventory management, and customer support.

We appreciate your consideration and look forward to the opportunity to continue serving CIESC members.

Sincerely,



Dominique Costa

Senior Contract & Proposal Manager

Government, Universities & Cooperatives

# B&H PHOTO

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*YOUR TRUSTED PARTNER FOR CREATIVE TECHNOLOGY*

B&H Photo's story began in 1973 as a mom-and-pop camera store in New York City. Fueled by a passion for photography and a commitment to exceptional service, we've grown into a world-renowned leader in creative technology products.

We serve corporations, government agencies, and educational institutions alongside our high-tech consumer customers. Our B2B division is dedicated to providing exceptional service, competitive pricing, and a vast selection to meet all your procurement needs.

### Proven Experience Serving Your

Needs: B&H Photo has a long history of successful partnerships with educational institutions, government agencies, healthcare providers, and Fortune 2000 companies. We understand the unique procurement needs of these sectors and are committed to exceeding expectations.



### Trusted Partner in Education & Government:

We hold contracts with various Group Purchasing Organizations (GPOs) and cooperatives, ensuring seamless procurement for K-12 schools, higher education institutions, and state/local governments.

### Serving the Biggest Names:

B&H Photo supplies 98% of the Fortune 2000 companies, including industry leaders like The Walt Disney Company, Google, Apple, and Microsoft. This experience translates to exceptional service and competitive pricing for all our customers.

### Commitment to Continuous Growth:

Over the past 15 years, we've consistently grown our B2B customer base. This growth is a testament to our unwavering dedication to providing the best products, exceptional service, and the most competitive prices in the industry.

## SECTION 3: \_\_\_\_\_

1. Dominique Costa, 212-239-7500 b2bcontracts@bhphoto.com

2. Description of company:

- a. **Company Size/History:** 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. **US Market Share for Solutions Related to This Solicitation:** 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.
- c. **Scope of Clients Served:** 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.
- d. **Annual Dollar Amount of Current Contracts Negotiated:** 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.
- e. **Industry Longevity Related to the Scope of This Solicitation:** 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.
- f. **Headquarters' Physical Address:** 420 Ninth Avenue, New York, NY 10001

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3. 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:

a. **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.

b. **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.

c. **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.

d. **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.

e. **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.

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4. 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. 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. 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. References

Perdue University Suzi Manns: Category Analyst sjmanns@perdue.edu	Frontier School Coop Thomas McFadden tjmcfadden@frontier.k12.in.us	Cypress-Fairbanks ISD Thomas Draper thomas.draper@cfisd.net
Fort Worth ISD Skip Gerrard skip.gerrard@fwisd.org	Klein ISD Cindy LeBrun clebrun@kleinisd.net	Monroe County Comm. School Corp Michelle Clendening <a href="mailto:mdclende@mccsc.edu">mdclende@mccsc.edu</a>

8. B&H Photo's proposal is for goods only.

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## **Products and Services Pricing:**

### **1.Detailed Description of Products, Equipment, and Services**

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.Exclusions**

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

### **3.Warranty Terms**

**a. Time Frame of Warranty:** B&H provides products with manufacturer USA warranties and offers extended warranties at an additional cost for qualified items.

**b. Lead Time on Warranty Issues:** Replacement of damaged or lost items occurs promptly, and issues escalated are addressed by team leaders to ensure timely resolutions.

**c. Availability of Replacement Parts:** B&H stocks a wide range of products to facilitate quick replacements.

### **4.Pricing Proposal**

**a. Discounts on Products:** Discounts range from 0.5% to 25% off MSRP, based on product margin, with free shipping included under 50 pounds.

**b. Discounts on Services/Installation:** N/A

**c. Comparison to Other Contracts:** Our pricing structure is competitive and aligns with our agreements in other cooperative purchasing contracts.

**d. Additional Volume Discounts/Rebate Programs:** Volume discounts for orders over \$5,000 or when a customer purchased 10 or more of the same product.

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## **5.Pricing Guarantee**

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

## **6.Additional Fees**

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.Shipping, Delivery, and Freight Charges**

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.Additional Information**

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.

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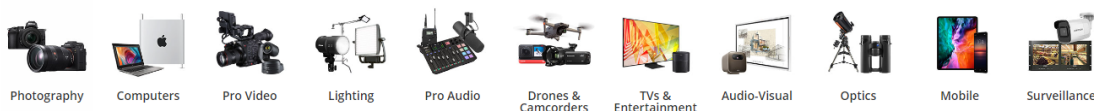
Our website features an extensive database of information, including technical specifications, customer reviews, and recommended accessories for all products. B&H also boasts the fastest delivery in the industry, with average delivery times of two to three business days within the United States, provided 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. Marketing Strategy for Contract Promotion:**

**a. Differentiation:** 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.

**b. Sales Integration:** 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. Transition for Current CIESC Accounts:**

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.

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### **3.E-Procurement System Integration:**

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



### **4. Addition and Pricing of Products and Services:**

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. Ensuring Contract Pricing and Reporting:**

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

4. 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.

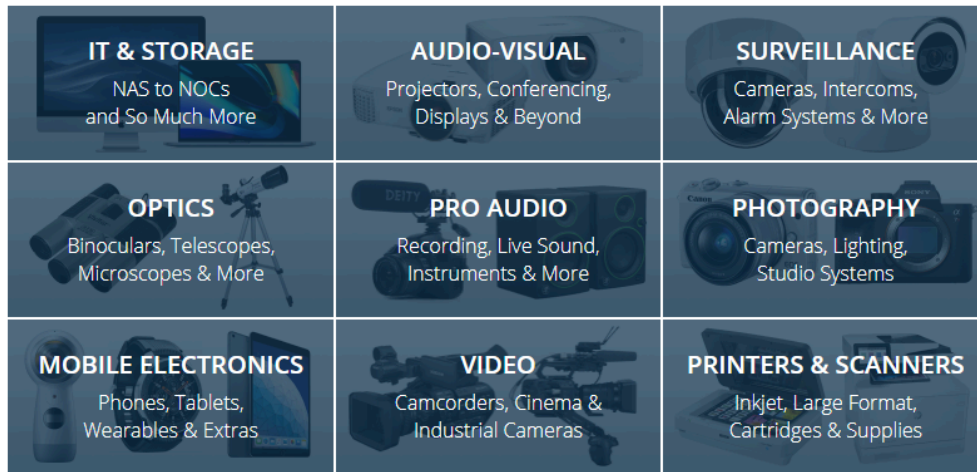
5. B&H provides exceptional customer service with a focus on problem resolution during business hours, including Sundays. Customers can reach us via phone, email, or live chat for inquiries related to order status, shipping, or product selection. Our representatives are trained to prioritize customer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

6. 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.

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7. 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. 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. 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. 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. 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.

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