



Boundless Assistive Technology Capabilities Statement

As an established industry leader in the Assistive Technology and Access Technology (AT) field, Boundless Assistive Technology (BAT) proudly offers IT supply, support, warranty, and configuration services to the Department of Veterans Affairs and the veterans whom they serve. With BAT, customers large and small have a technology partner that offers products and services addressing their needs and goals. Having earned a reputation for responsive and friendly delivery of all product and support services, we acknowledge that we have grown to where we are today because of our strong relationships with our customers.

Core Competencies

Since 2010, BAT has supplied clients throughout the United States with PCs, Macs, iPhones, iPads, accessible hardware, software, and related devices. We serve the VA with a customized, exclusive support package called ClientEdge. The ClientEdge Program is dedicated to the nationwide procurement, setup, delivery, and on-going support of IT equipment for VA. While our account management team ensures VA healthcare professionals can equip veterans with the best technology, our specialized, in-house technicians provide remote support to ensure veterans fully utilize devices to attain their goals. Adding to our remote technical support abilities, we recently introduced our own application, BAT Agent. This exciting new tool is designed to provide the most efficient and effective support for problems that would have previously required in-person support.

Past Performance

BAT has and continues to support thousands of devices for nearly one hundred VA locations under the ClientEdge Program. Our ability to perform has been exceptional. So much so that an estimated 80% of account growth has originated by word of mouth, recommendation, or by special request. We maintain contracts with major state and local agencies for the provision of low vision, blindness, and other disability-related equipment and services. In our mission to support our nation's Veterans, we manage hundreds of technical support cases monthly. This continued connection to our clients' needs gives us a wealth of experience to draw from when developing solutions. References are available upon request.

Differentiators

BAT is best suited to the needs of the VA and its BRC locations because our business was designed around their needs. Our solutions comprehensively address these needs more efficiently than alternative solutions while also providing a long-term cost savings. In addition, we offer superior support services with expanded support hours, more live support technicians, and expert-level capacity to address any software and device related issues veterans encounter. We feel privileged to grow our relationship with your team and look forward to empowering veterans with the very best products, services, support, and warranty services available. Never

Regards and respects,

A handwritten signature in black ink, appearing to read 'Dennis Moulton', is positioned above the printed name.

Dennis Moulton

Boundless AT

7490 SW Bridgeport Rd. Portland, OR 97224

(P) 1-866-606-8551

(F) 1-503-821-6355

www.BoundlessAT.com