



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 as a result 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. BAT serves 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 the Department of Veteran's Affairs Blind Rehabilitation Service Program. While our account management team ensures BROS and VIST Coordinators are able to equip our Veterans with the appropriate technology, our specialized, in-house technicians ensure each veteran is able to fully utilize the device to attain their goals.

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 according to our client needs and expectations is exceptional. An estimated 80% of account growth has originated by word of mouth, recommendation, or special request. We maintain contracts with major state and local agencies for the provision of low vision, blindness, and other disability related IT equipment and services. In our mission to support our Veterans, BAT manages hundreds of cases monthly while maintaining a 95% same-day case-resolution rate. References are available upon request.

Differentiators

BAT is best suited to the needs of the VA and VA BRC locations because our business was designed around their needs. Specifically, our solutions are more comprehensive and 20-30% more affordable than our nearest competitor and we ship faster/arrive sooner (our SLA is 3-5 business days whereas competitors are often 2-3 weeks.) In addition, we offer superior support services with expanded support hours, more live support technicians, and expert-level capacity to address any software, service, and device related issues Veterans may have. We will even support products we haven't provided so long as it resides on a system we have provided.

We feel privileged to grow our relationship with your team and look forward to empowering Veterans with the very best IT products, services, support, and warranty services available. Never hesitate to reach out to us with any needs. BAT stands ready to deliver!

Regards and respects,

A handwritten signature in black ink, appearing to read 'Dennis Moulton', is written over a white background.

Dennis Moulton

Boundless AT

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(P) 1-866-606-8551

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www.BoundlessAT.com



Company Information

DUNS: 965430320

Business Size: Small Business

NAICS Codes: 333314, 334111, 334210, 423430, 423450, 541511, 541512, 541519, 811212

PSC Codes: 6515, U099

CAGE Code: 67QA6

Accepted Methods of Payment: Credit Card, Payment Card, Purchase Order, Check, Direct Deposit

GSA Schedule Contract Number: GS-35F-526BA

Other Federal Contract Vehicles: SEWP V (via partnership)

Website: www.BoundlessAT.com/Veterans

GSA Site: <http://gsa.boundlessat.com>

Primary Contact: Dennis Moulton

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Secondary Phone (Cell): 1-503-544-9978

Email: Dennis@BoundlessAT.com

VA Order Response Time SLA Overview

**VET & VA:
Product
Delivery**

**VET:
Support
Service
Request**

**VA:
Contract
Inquiries**

**VA:
Billing
Inquiries**

ClientEdge
Registered
Products:

1-5 Business
Days ARO

During Regular Business Hours:

Immediate Support
9am - 11pm EST, M-F

After Business Hours:

FIFO Case Queue
Resolution not to Exceed 10 Business Hours

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