



Proposal for ACCS Joint Purchasing Agreement for Technology Equipment

Letter of Transmittal

Letter of Transmittal

A. Submitting Organization:

**Arey Jones Educational Solutions
3675-C Government Blvd
Mobile, AL 36693**

B. Authorized Contract Signer:

**Madeline Scarpella
Director of Contracts**

**Phone: 800-998-9199
Cell: 858-335-9254
Fax: 800-403-9828
E-Mail: Madeline@areyjones.com**

C. Authorized Contract Negotiator:

**Peter P. Scarpella
State Marketing Manager**

**Phone: 800-998-9199
Cell: 205-807-2515
Fax: 800-403-8828
E-Mail: peter@areyjones.com**

D. Clarification Contact:

**Peter P. Scarpella
State Marketing Manager**

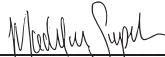
**Phone: 800-998-9199
Cell: 205-807-2515
Fax: 800-403-8828
E-Mail: peter@areyjones.com**

E. Acceptance of Conditions:

Arey Jones Educational Solutions accepts all of the terms and conditions governing the procurement. Please see “Response to General Requirements and Specifications” section of our bid for sequence acceptance to ITB.

F. Authorized Signature:

Arey Jones Educational Solutions accepts all of the terms and conditions governing this procurement.



Madeline Scarpella
Director of Contracts

2-11-22

Date

G. Receipt of Amendments to RFB:

Arey Jones Educational Solutions has received and is in agreement to Addendum #1.

6.5 Appendix E - Evaluation Submission Form

The purpose of this form is to provide a single summary document per submitting vendor that references required materials. This document is intended to assist the Evaluation Committee easily find specific items of information during the evaluation process and to assist participating agency personnel in locating specific vendor information after the award of the bid.

Vendor Contact Information

This will be published for participating agencies to streamline the vendor contact process. Vendors may not have all of these departments/positions/titles. Please complete this information as accurately as possible. If the information below changes, please send a revised version of this page to jpa-notification@accs.edu

Vendor Name: Arey Jones Educational Solutions

Date: 2-11-22

Website Address: www.areyjones.com

	Name(s)	Phone Number(s)	E-Mail Address(s)
Primary Contract Executive(s)	Sydney Bensinger	800-998-9199 Sydney.Bensinger@areyjones.com	
Senior Account/Sales Manager(s) (by region if necessary)	Peter Scarpella	800-998-9199	Peter@areyjones.com
Account/Sales Manager(s) (by region if necessary)	N/A		
Technical Support	Erik Pitti	800-998-9199	Erik.Pitti@areyjones.com

BID INFORMATION INDEX

Please complete the following form to assist the Evaluation Committee in finding specific information as related to your bid response.

	Document Name	Page Number(s)
Product and Services Delivery Overview	Product and Services Delivery Overview	24-28
Geographic Coverage	Product and Services Delivery Overview	24-28
Availability of Technical Support	Product and Services Delivery Overview	24-28
Problem Resolution	Product and Services Delivery Overview	24-28
Customer Satisfaction	Product and Services Delivery Overview	24-28
Value Added Services	Product and Services Delivery Overview	24-28
Reporting	About Arey Jones	24-28
Electronic Commerce	About Arey Jones	29-47
Breadth of Offering	Pricing Level Guarantee	48
Primary Account Representative	About Arey Jones	29-47
References	About Arey Jones	29-47
Pricing Level and Guarantee	Pricing Level Guarantee	48

Bid Summary

Arey Jones Educational Solutions and Lenovo have teamed together to offer a complete and competitive response to the Alabama College System Joint Purchasing Agreement Bid. Together we have offered a complete line of Lenovo products with local support and delivery.

We feel we have presented this information in a neat and organized fashion as requested by the procurement department.

We appreciate the opportunity to submit this proposal and would welcome a presentation to the committee.

Thank you,

A handwritten signature in black ink, appearing to read "Madeline Scarpella".

Madeline Scarpella

Product and Services Delivery Overview:

Broadway Typewriters Company “DBA” Arey Jones Educational Solutions is a privately held corporation that has been in business since 1897, and under the current ownership for over 45 years. The company was originally started as an office stationary business in 1897 has transitioned through the years to be a premier LENOVO Business Partner today. Arey Jones Educational Solutions is proud to be an “Education Only Reseller”. This focus on just the education marketplace allows us the ability to offer service & support that is unmatched in the State.

Arey Jones Educational Solutions is proud to be 1 of 65 “Premier” Lenovo Business Partners nationwide. This “Premier” status allows us to buy directly from Lenovo. Additionally This “Premier” status gives us the ability to procure product immediately as it is built by Lenovo and pricing that is the lowest available. Lenovo has been recognized as a world leader in computer technology, e-business and services. Lenovo’s Government & Education division focuses just on these marketplaces. Lenovo has focused on education for over 20 years. Education is not a new business to Lenovo, it is a business they have a large amount of experience in for many years.

Arey Jones has supplied services to schools in Alabama, with offices located throughout the state. The relationships we have built are long standing relationships with school systems in the state, as listed in our references. These long standing relationships demonstrate our commitment to the education marketplace, providing quality products, exceptional personalized service at competitive prices. Because Arey Jones Educational Solutions works exclusively with schools our technicians, installers, delivery teams and sales personnel are very familiar with the uniqueness of working with schools. Our delivery people, installers and technicians are sensitive to the classroom environment and the limitation schools have when receiving equipment. Our team of employees are in schools and administrative office every day, and conduct themselves in a courteous professional manner. Arey Jones WILL NOT subcontract any portion of this contract.

Arey Jones has configuration centers in Alabama and California. Computers can be shipped directly to the school sites or warehoused in our warehouse in Mobile, AL.

Arey Jones has staff of Microsoft and Novell trained & certified technicians and engineers. Our PC technicians are manufacture certified by Lenovo, per our dealership agreement. Your designated account managers for your district will be Peter Scarpella and Jessica Gorence. Peter is the State manager for Alabama and has over 20 years working with schools. Peter has been trained by Lenovo in educational marketing. One of the benefits of working with Peter Scarpella is he is part of the ownership of the company, this will allow for immediate attention to any time sensitive matters or resolution to any problems that may occur. Peter has the authority to make

decisions on behalf of the company without obtaining time consuming approval from upper management.

Sydney Bensinger has been part of the Arey Jones Sales team for over 5 years and has extensive training in the Lenovo Product line. Sydney's exceptional customer service and quick attention to customers' needs, makes her an excellent candidate to support those using the Alabama State Joint Purchasing Agreement.

Product Offerings:

Arey Jones and Lenovo have teamed together to offer the entire Lenovo product line including, PC's, ThinkPad laptops, Monitors, Servers, and options. These offerings are presented in ESS portion of our response.

Geographic Coverage:

Arey Jones Educational Solutions supports the entire State of Alabama with company employed Marketing Representatives, Service technicians, Systems Engineers and Installers. As displayed in the included map we support the State from 2 areas. We offer a 24 hour response to service requests and they are structured in the following way.

Northern Alabama and Southern Alabama are all supported by our Out bound Marketing Representatives, Service Technicians, System Engineers, and Installers. The Marketing Representatives are responsible for their territory and also have inside sales representative back-ups. They all report to the State Marketing Manager and are very experienced in Lenovo products & services. Service Technicians, Systems Engineers and Installers live in the geographic area they are responsible and are dispatched throughout the day from our Service Management Team. The technicians are supplied with a parts inventory of frequently replaced items and obtain non stock replacement parts from our parts facilities in each region. Lenovo offers 24 hour overnight shipping of all replacement parts. Our Systems Engineers support larger territories based on projects that are being implemented at the time.

We have provided this type of State Wide Service to Reading Alabama for over 5 years to support the over 3000 computers they have implemented.

Technical/Marketing:

Arey Jones currently offers our support to the State of Alabama with 3 Marketing Representatives, 2 Inside Marketing Support Representatives, 10 Service Technicians and 4 System engineers. Our team of Marketing and Technical people offer support that is unmatched in the State. They are responsible for specific geographic coverage as listed above. Please see our organizational structure for further clarification. We also have the ability for larger needed products to pull people from our other Southeast service areas.

Problem Resolution:

Customer Satisfaction is our top priority. Having worked exclusively in the education community we are very conscious of the word of mouth that travels among educators. We are proud of our reputation in the State that has been built on our ability to provide prompt problem resolution.

The Alabama College System accounts will be managed by Peter Scarpella as part of the ownership of the company he can offer immediate resolution to any problems that may arise. Peter has the ability to authorize RMA's for any products that are not performing to the end users satisfaction. Peter is easily accessible by Cell Phone and voice mail pager if he is not in the office.

Customer Satisfaction:

Arey Jones and Lenovo team together to offer service that is recognized by our customers as second to none. Lenovo has a customer satisfaction program in place to survey customers on service provided by Arey Jones and other Business Partners throughout the country. Lenovo will contact end users and ask them to rate the level of service they received on their warranty service, regarding downtime, parts replacement efficiency, courteousness, technical expertise and overall satisfaction. This is an ongoing program that has been in place for over 10 years.

Arey Jones is recognized as among the top Lenovo service providers in the United States. This status has been earned by receiving 90% or better in above mentioned categories by our customers. Please see documentation provided in this section.

Value Added Services:

Arey Jones is pleased to offer a wide variety of Value added services. Some of these offerings are listed on the following pages.

Custom Hard Drive Imaging:

Arey Jones Educational Solutions will offer hard drive imaging to your requirements as requested. We will inventory separate computer images based on your requirements and ship all orders with the requested image:

Arey Jones Educational Solutions will provide pre-configured hardware ready for images. Arey Jones will either deliver the equipment via company personnel, or ship the computers to a designated site, this is based on the college system's choice. If requested Arey Jones will have a technician on site to assist in the creation of this image. This will include but NOT be limited to the following:

- 1) Student WorkStations- Many Districts will load a classroom image based on grade level software and include all drivers and software for connectivity to the network.
- 2) Teacher WorkStations- Many Districts will load a Teacher image based on productivity software and include all drivers and software for connectivity to the network.

- 3) Administration WorkStations- Many Districts will load an Administration image based on productivity software and include all drivers and software for connectivity to the network.

Arey Jones can inventory these images and any additional images, the district can reference these images on purchase orders and the computers will be delivered as requested pre-configured.

As models change Arey Jones will update the image and if needed provide new models for imaging.

Arey Jones has worked with many school districts throughout the State of Alabama providing these services. Please see Attachment I for pricing.

Computer Hardware and Software Set-ups:

Arey Jones will provide on-site set-up of computers as required. Arey Jones has a staff of over 8 trained installers providing unboxing, installation and connections of all peripheral devices. Arey Jones will install all computers and remove all boxes and packing material from site. Upon request Arey Jones will also at the time of set-up, install additional devices as required. Please see Attachment I for pricing.

Asset Management:

Arey Jones Educational Solutions offers Asset Management solutions to Universities and Districts throughout the State of Alabama.

We can at the time of configuration of your computers apply asset tags to the CPU and a matching asset tag number to the outside of the box. This barcode then can be scanned with the serial number at the time of shipping and be entered into a database that can provide asset reporting back to the district.

We can provide reports based on criteria that is designated by the school system. When this feature is combined with our on site installation. We can provide a database for orders that identify, Asset number, serial number, date purchased, ship to location, room location at site, contact name, and more.

This service can be customized by the school system based on their needs.

The following is a sample of the asset report that we provide to Mobile County Public Schools. We can customize our reporting based on the needs of the college. We would welcome the opportunity to discuss this exciting offering.

asset tag	date	asset description	asset	Ship To / Site Name	code	quantity	asset	pa #	Cost Center Site Name	manufacture	model #	serial #	vendor number	vendor name	funding source
40007454	*****	Lenovo Entry Level PC	271	CONSTRUCTION/PLANNING	9102	1	\$1,079.00	FA201536	CONSTRUCTION/PLANNING	IBM	31P3392A6E	5MJA67M	005309	Arej Jones	9198
40007455	*****	Lenovo Entry Level PC	271	CONSTRUCTION/PLANNING	9102	1	\$1,079.00	FA201536	CONSTRUCTION/PLANNING	IBM	31P3392A6E	5MJA67M	005309	Arej Jones	9190
40007520	*****	Lenovo Mid Level Laptop	269	GRIGGS ELEMENTARY SCHOOL	0350	1	\$1,187.00	T1306405	GRIGGS ELEMENTARY SCHOOL	IBM	31P24XIAL3	5R8Y9TM1	005309	Arej Jones	4110
40007521	*****	Lenovo Mid Level Laptop	269	GRIGGS ELEMENTARY SCHOOL	0350	1	\$1,187.00	T1306405	GRIGGS ELEMENTARY SCHOOL	IBM	31P24XIAL3	5R8Y9TM3	005309	Arej Jones	4110
40007235	*****	Samsung Entry Level Tablet	269	FLORENCE HOWARD ELEMENTARY SCH	0385	1	\$738.00	T1308267	FLORENCE HOWARD ELEMENTARY SCH	IBM	TP5113T5YKAR	R12D304A3	005309	Arej Jones	4110
40007236	*****	Samsung Entry Level Tablet	269	FLORENCE HOWARD ELEMENTARY SCH	0385	1	\$738.00	T1308267	FLORENCE HOWARD ELEMENTARY SCH	IBM	TP5113T5YKAR	R12D304A3	005309	Arej Jones	4110
40007237	*****	Lenovo High Level Laptop	269	CRANFORD BURNS MIDDLE SCHOOL	0130	1	\$1,465.00	BR120438	CRANFORD BURNS MIDDLE SCHOOL	IBM	31P2394B38	5R526NT8	005309	Arej Jones	7101
40007238	*****	Lenovo Entry Level Desktop	271	CRANFORD BURNS MIDDLE SCHOOL	0130	1	\$1,161.00	BR120438	CRANFORD BURNS MIDDLE SCHOOL	IBM	31P2322A04	5MJA5E69	005309	Arej Jones	7101
40007010	*****	Lenovo Entry Level Tablet	269	INSTRUCTION TECH/MICRO COMPUTER	8662	1	\$735.00	GP307748	INSTRUCTION TECH/MICRO COMPUTER	IBM	31P368228U	5R528SGE	005309	Arej Jones	6001
40007011	*****	Lenovo Entry Level Tablet	269	INSTRUCTION TECH/MICRO COMPUTER	8662	1	\$735.00	GP307748	INSTRUCTION TECH/MICRO COMPUTER	IBM	31P368228U	5R528SGN	005309	Arej Jones	6001
40007755	*****	Lenovo High Level Desktop	271	FEDERAL PROGRAMS	0121	1	\$1,447.00	GP308095	FEDERAL PROGRAMS	IBM	31P3340D9U	5MJA97Z2	005309	Arej Jones	4130
40007900	*****	Lenovo High Level Desktop	271	BAKER HIGH SCHOOL	0100	1	\$1,345.00	BH132030	BAKER HIGH SCHOOL	IBM	31P3212A04	5MJA7TD0	005309	Arej Jones	7101
40007263	*****	Lenovo Entry Level Laptop	269	CONSTRUCTION/PLANNING	9102	1	\$735.00	FA300422	CONSTRUCTION/PLANNING	IBM	31P368228U	5R52PK00	005309	Arej Jones	9197
40007264	*****	Lenovo Entry Level Laptop	269	CONSTRUCTION/PLANNING	9102	1	\$735.00	FA300422	CONSTRUCTION/PLANNING	IBM	31P368228U	5R52PKCW	005309	Arej Jones	9197

Arej Jones' Custom Etching:

Laptops can be engraved using the LaserPro EXPLORER etching machines per current District or University minimum specification requirements. These machines are the most technologically advanced laser engraver in the market. They allow 4 to 6 laptops to be engraved in approximately 8 minutes. The laptops are setup inside the etching machine on a fixed location allowing multiple units to be etched simultaneously. Once the laptops are in place the machine operator sets up the machine to run the preset District approved 3.25" x 9" logo to etch onto each laptop. Please see Attachment I for pricing.

Arej Jones LAN Support:

Arej Jones provides the following LAN Support services if requested. Please see Attachment I for pricing.

- **Problem Determination** in Network, Software, Hardware, and Environment.
- **Customization** of Network Operating System and Software
- **Install Updates** to Network Operating System and Software as required.
- **Install Additional Software** when requested
- **Consultation** on planning and modification to LAN, WAN, Internet, Intranet
- **Project Management** on specific projects upon request.

Arej Jones Data Migration:

Arej Jones provides the following Data Migration services if requested. Please see Attachment I for pricing.

- **Backup Data** and user profiles to Network Drive or USB Hard Drive
- **Re-image PC** to the required Windows OS
- **Install District's/University's Anti Virus**
- **Join PC** to District domain
- **Transfer** profiles to PC
- **Transfer Data** from network drive or USB drive back to PC
- **Install** network Printer
- **Install** Microsoft Remote Assistant update

About Arey Jones -

We're a leading provider of K-12 Technology Solutions. Our experience in successful partnerships with Districts nationwide means that we understand the challenges you face, and deliver products and services to aid you in reaching your goals.

Headquartered in San Diego, California, Arey Jones was founded in 1897 to serve the stationary and administrative needs of the local educational market. In 1972, Arey Jones was purchased by Broadway Typewriter Company, owned by the Scarpella Family. Since that time, the Scarpella Family has operated and expanded the business as Arey Jones Educational Solutions.



Arey Jones first location in San Diego, CA

Today, Arey Jones Educational Solutions is the premier nationwide provider of technology solutions dedicated to working exclusively with K-12 educational market. Arey Jones Educational Solutions has been involved with this business from the very beginning in the early 1990's providing hardware, software, integration, configuration, service and support. This dedication to working exclusively with the K-12 marketplace offers Arey Jones a unique qualification to meet the technology needs of Districts nationwide. Every employee within the Arey Jones company has experience working with the hundreds of School Districts around the county we have contracts with.

Experience and Capabilities

Company Name: Broadway Typewriter CO. Inc. "dba" Arey Jones Educational Solutions

Sales Representative: Sydney Bensinger

Phone: 800-998-9199

Email: Sydney.Bensinger@areyjones.com

Technical Advisor: Erik Pitti

Phone: 800-998-9199

Email: Erik.Pitti@areyjones.com

Please see the following pages for history, knowledge, and experience

Arey Jones maintains all product, we do not use business partners unless requested by the District.

Arey Jones maintains a support call-in center for problems. Hours are M-F, 7 am EST - 8 pm EST. WE also maintain a website for customers to access technical support and documentation.

Arey Jones maintains current certifications for the hardware and software being proposed.

Corporate Name: Broadway Typewriter Co. Inc. "dba" Arey Jones Educational Solutions

Arey Jones Contact Information -

Main Point of Contact for RFP - Madeline Scarpella, Director of Contracts

Cell - (858) 335-9254

Office - (800) 998-9199

Email - Madeline@areyjones.com

Address: 1055 6th Ave. #101, San Diego, CA 92101

Additional Points of Contact:

Michael Scarpella, Managing Principal, Michael@areyjones.com

Peter Scarpella, VP Sales and Marketing, Peter@areyjones.com

Mattie Scarpella, Director of Services, Mattie@areyjones.com

Erik Pitti, Solutions Architect, Erik.Pitti@areyjones.com

Phone: (800) 998-9199

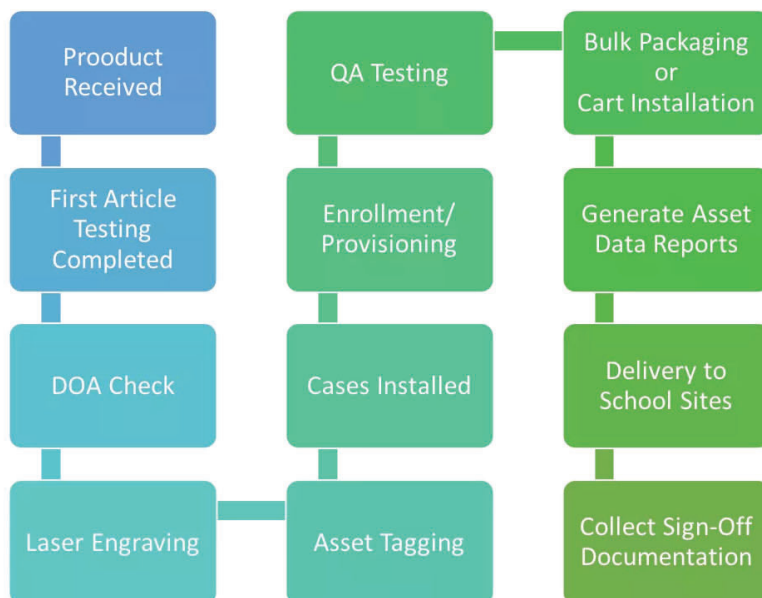
Address: 1055 6th Ave. #101, San Diego, CA 92101

Arey Jones Corporate Headquarters -

1055 6th Ave. #101, San Diego, CA 92101

Throughout the years, Arey Jones has developed a streamlined the Order --> Deployment process. This allows for a optimized flow of product through all stages from receiving to configuration to customer delivery.

The visual below shows our signature process that allows for our streamlined deployment.



Our streamlined order fulfillment allows us to have lower shipping and delivery costs, extend our reach, increase employee collaboration, communicate status easily, identify bottlenecks, and ultimately focus on the customer.

Timely acquisition, deployment, and implementation are all requirements of a standard Arey Jones process. We understand that Districts need to limit the amount of classroom disturbance and that their staffs time is very valuable. We strive to make our turn key solutions as seamless as possible. Many of our project managers and integration managers have years of experience making sure that projects are planned and deployed in the timely manner.

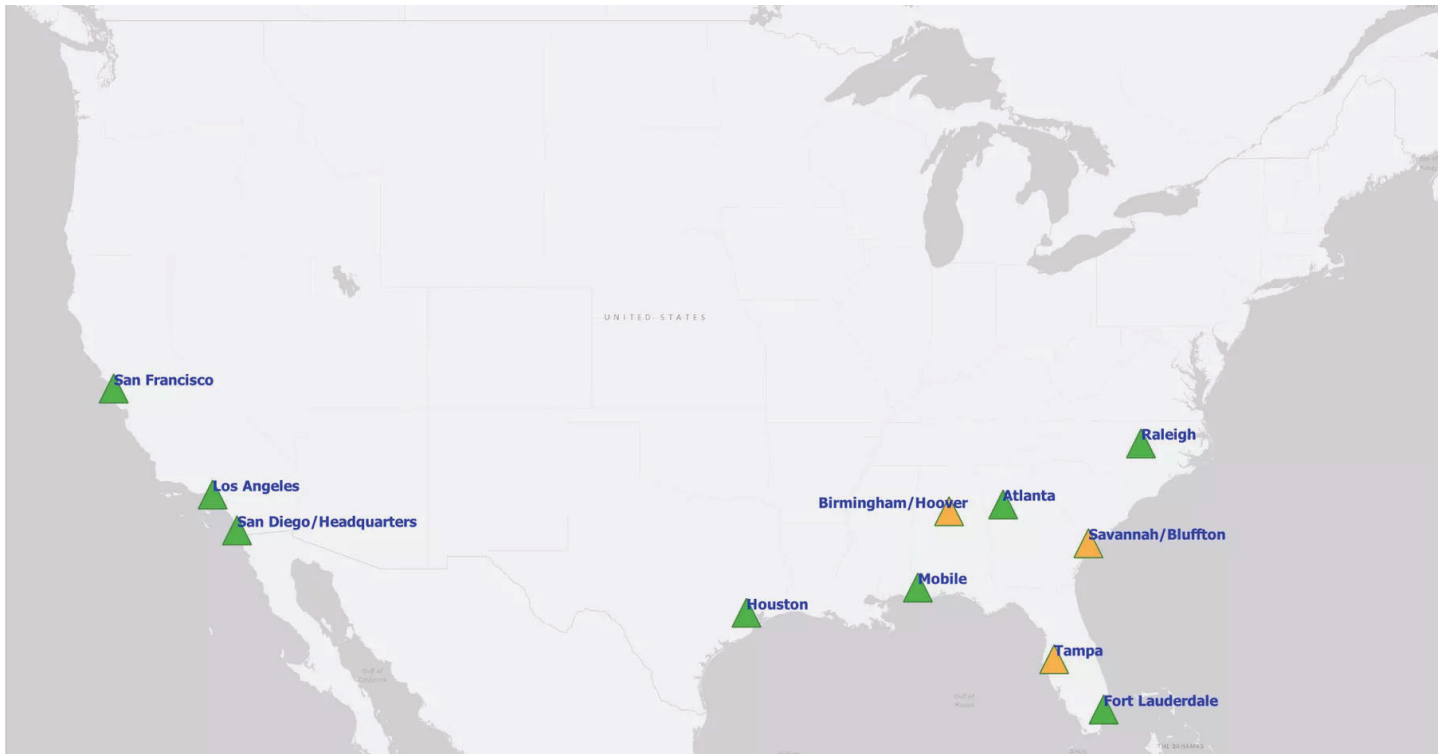
In this section, we have illustrated our understanding of the project scope and services required, as well as giving detailed descriptions of Arey Jones ability to perform.

Arey Jones has partnered with Lenovo to offer a broad selection of computing devices, printers, and servers that meet or exceed all district specifications for computing systems. We have paid careful attention to all requirements .

PROJECT TEAM	
Michael Scarpella	Managing Principal - 35+ years of experience
Peter Scarpella	VP Sales/Marketing - 30+ years of experience
Mattie Scarpella	Director of Services - 20+ years of experience
Erik Pitti	Solutions Architect - 15+ years of experience
Shawn Splitt	Project Manager - 15+ years of experience
Erica Eichmann	Sales Manager - 12+ years of experience
Madeline Scarpella	Contracts Manager - 10+ years of experience
Sydney Bensinger	Account Manager - 8+ years of experience
Jennifer Suhl	Inside Support - 20+ years of experience
Evan Wadginski	Inside Support - 5+ years of experience

Arey Jones' Nationwide Fulfillment Network

Arey Jones has a substantial number of regional configuration and distribution centers. These regional centers are located strategically to support customers across the United States and each facility can dispatch certified engineers and service staff throughout local school systems and surrounding school districts daily.



Project Planning: How we accomplish RFP requirements

Arey Jones Educational Solutions works exclusively with schools and our delivery teams, installers, certified technicians, and network/systems engineers are familiar with the special circumstances of working within schools. Arey Jones' staff is sensitive to the classroom environment and the limitation schools have when receiving equipment and services. The teams of employees are in schools and administrative offices every day, and conduct themselves in a courteous, professional manner.

In addition to the representatives and managers for your District, a specific project manager is assigned to large deployment related projects. The project manager will work together with the account representatives to ensure completeness of project. We will also assign a lead installer who will be present onsite throughout each rollout to verify all services have been complete. Arey Jones will work directly with the District, our suppliers and manufacturer partners to forecast large quantity purchase orders to ensure standard or expedited lead times on all orders. Product can be secured at the time a purchase order is received from the District.

At Arey Jones we are committed to providing cost-effective, right-sized solutions that meet your District's educational and technological goals. We also understand the occasional need to leverage and existing installed-base of equipment and are well versed with technologies such as virtual desktops (VDI) and thin-client solutions that allow the District to maximize the efficiency of their purchasing dollar. We also provide a full portfolio of server, network, and wireless solutions and can schedule sessions with our sales engineers and vendor partners, such as Intel, Lenovo, Dell, HP and others to assist the District in assembling cost-effective solutions that meet the district's needs.

All manufacturers each offer product roadmaps and information on new and upcoming models prior to manufacturer build or release date with a signed Non-Disclosure Agreement. Arey Jones works directly with the manufacturers to ensure that product roadmaps and new product releases are presented as these are available. Arey Jones also provides resources to assist the District in testing the exciting new and upcoming products within the District's specific environment.

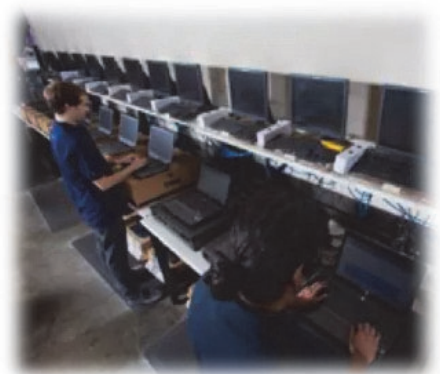
The Executive Team and Scarpella Family believe in the value that is created in having a strong workforce that focuses on putting the customer first. Our team's commitment to our customers is responsible for the success we have in meeting the differing needs of school Districts nationwide.

Arey Jones strongly believes in the idea having qualified and well trained employees on all aspects of our business that can provide the best possibly customer service to the District at every level.

Arey Jones has a strict policy regard all background checks on employees and keeps current all necessary fingerprinting or registration for employees. We understand the importance of having trustworthy employees working with schools.

Our senior staff not only includes the executive team, but also all of our management team have been with us for over 10 years. The Scarpella family makes up the executive team, and Michael, Peter, and Mattie Scarpella have all worked in the K-12 education technology market since the late 1980's. The other members of the senior staff have between 10-20 years in K-12, and work closely with the Scarpella family in all facets of the business.

Part of Arey Jones extensive training for new candidates is included in our 90-day introduction organizational training all employees are required to take. This is an extensive training process that involves all departments of our organization. Experience has proven that investing in our employees training results in maintaining a high level of customer satisfaction and employee retention. Additional training provided by our partner manufacturers Lenovo, HP, Dell, Apple and many more is part of an on-going training program. This ensures that all managers and team members have the same base knowledge and are able to work together well.



Many of the managers/supervisors have all been promoted from within, and some have even been with Arey Jones since the beginning of their K-12 journey. The managers all have at least five years of experience in working with customers and suppliers in educational technology, some even having upwards of 25 years of experience. Each of the manager's teams are trained broadly, as well as specifically to their area of work. Our technicians and engineers working service and repair all have the necessary manufacturer (HP, Dell, Lenovo, Apple, and so on) certifications required to perform work. Arey Jones also requires our technicians and engineers to have other technical certifications such as A+ Certified, N+ Certified, Google for Education and Microsoft Office Certified.

From 7 am PST - 8 am PST : Arey Jones 800 number is always answered by a live personnel. We do not believe in automated systems when it comes to phone calls. At Arey Jones, you will never be directed to voicemail unless requested after speaking to our live operator. This is the service we have been holding strict to for over 50 years.

Districts we work with are offered cell phones of all department managers and staff they interact with.

Information Sharing and Data Reporting Strategy -

Arey Jones can offer countless methods of inventory and data reporting. These methods include but are not exclusive to excel, OneDrive, Google Docs, and SharePoint. Data collected can include anything the District requests. We have also written custom integrations into our customers asset management systems and can proactively upload data where an API is available.

Arey Jones also has on board Asset Management Specialists who consolidate all collected serialized asset data and upload it into the management database or produce the scheduled reporting after asset data validation. Arey Jones can provide all data via hard copy, CD-ROM, secure web site, and/or e-mailed as needed by the district. We are also able to produce custom asset labels to meet District requirements.

In addition to the above, Arey Jones can provide the following reporting:

Quarterly:

- New product information
- Price sheets showing price decreases, increases, or discontinued equipment
- Detail of all devices purchased, to include serial number, purchase date, make, model, and school/department number in xlsx or csv format. (See Asset Data Reporting below)

Annually:

- Summary of all devices purchased, grouped by department number, make/model, and purchase date.

At the District's request:

- System upgrades
- Current pricing and product lists
- Special sales and promotions

As necessary:

- Critical system or software updates
- Team updates

Asset Data Reports

Asset reporting can be provided in several ways. We can produce MS Excel-based reports that are emailed to key stakeholders on a scheduled basis that cover all installed assets during the last reporting period (month, quarter, semester, year, order) which can be any date range the district specifies. Optionally, the district may add our online asset portal service, Asset Locker to the asset management service.

Arey Jones also has on board Asset Management Specialists who consolidate all collected serialized asset data and upload it into the optional Asset Locker web portal or produce scheduled reporting after asset data validation. Arey Jones can provide all data via hard copy, CD-ROM, secure web site, and or e-mailed as needed by the district. We are also able to produce custom asset labels to meet Districts requirements.

All reports for the District can have at a minimum: Asset tag number, Serial number, PO number, manufacturer/reseller order number, order date, device model, school/individual assigned to device. Other fields of the District's choosing can be incorporated into the reports as well.

New Products, Special Discounts and Purchase History Reporting

The District purchasing department will be notified of change of any special discounts, rebates, and other applicable credits via email as they become available from the hardware manufacturers. We also hope to forecast these updates via regular cadence meetings with key District stakeholders, Intel, Dell, and other partners.

Documentation of Costs, Discounts, Rebates

Arey Jones maintains all backup documentation for how pricing was derived for each order for the lifetime of the contract plus any applicable statutory retention periods. Full documentation on how each price was derived is available to the District upon request.

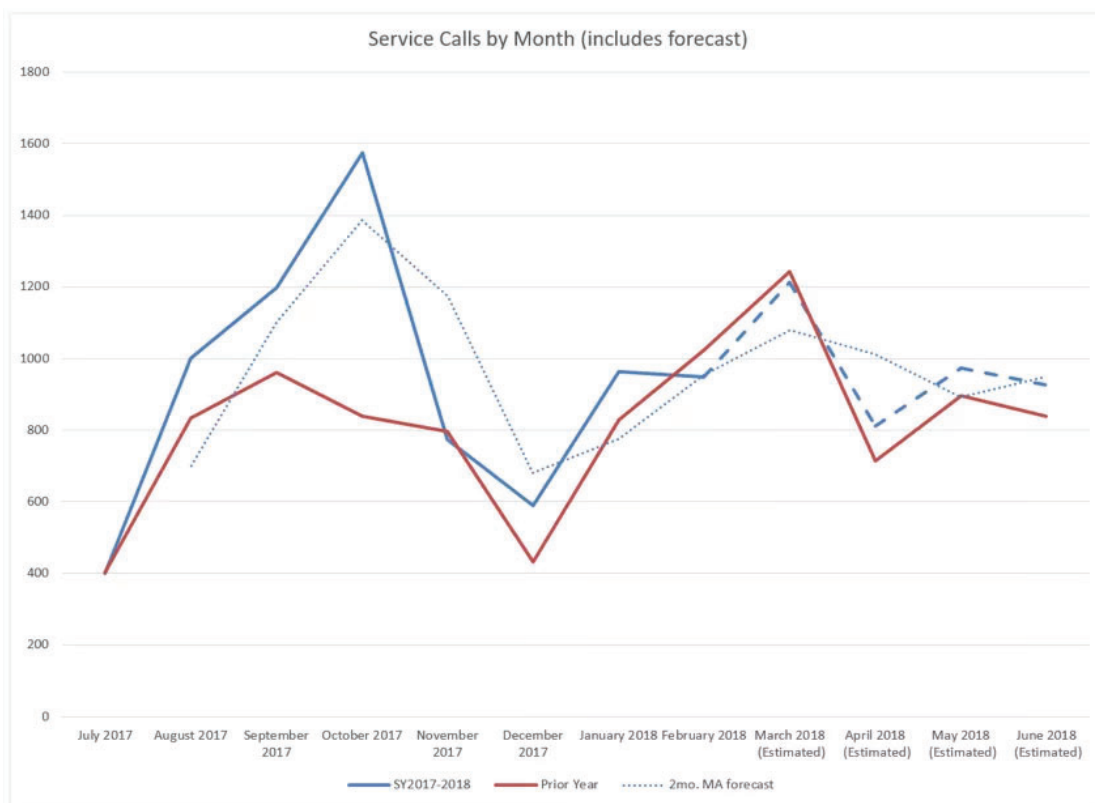
Purchase Reporting

Using our online customer portal, the District's designated personnel can access purchase history reporting including percentage of devices purchased per site, average monthly and annual contract spend by department or location, make/model, etc.

Warranty Service Report Options

Should the District select the Lenovo/Arey Jones partnership as its warranty service provider, we can provide reporting on service calls and resolutions using a variety of metrics, including calls by month (includes forecasting based on your service call history and customers of similar size and scope), SLA compliance, Service Calls by Manufacturer, Service Calls by Part Replaced, School Site, etc.

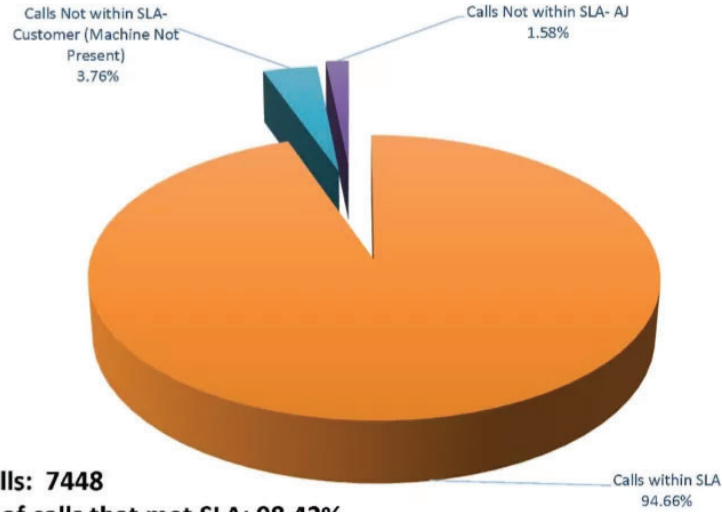
Sample Reports:



SLA Performance

7/1/2017 - 2/28/2018

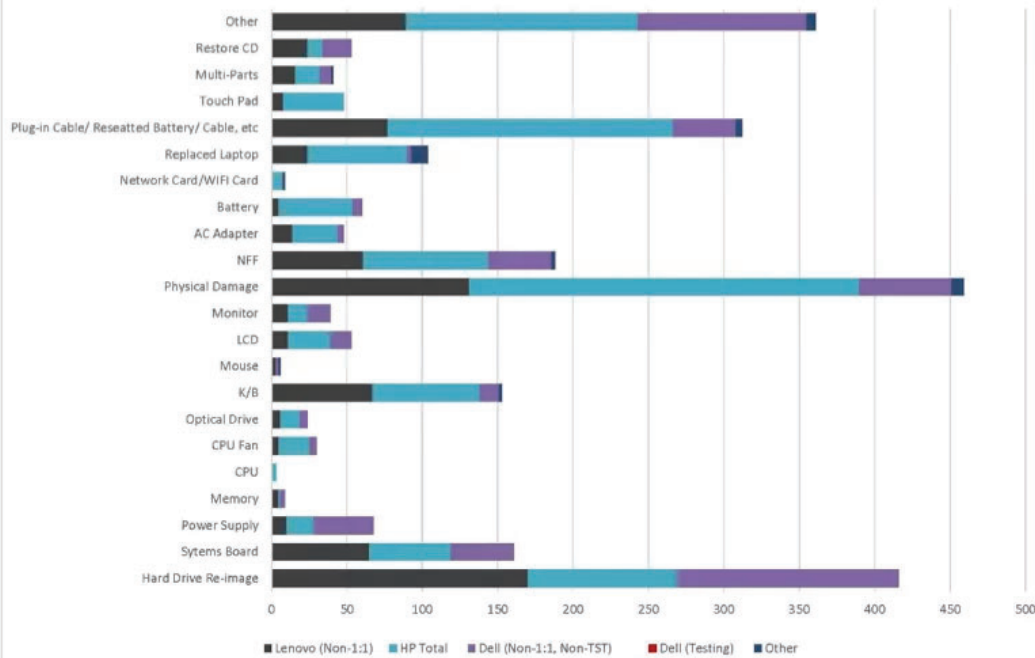
Total: 7448 (1:1 Calls: 3700, Non-1:1 Calls: 3748)



Total Calls: 7448

Percent of calls that met SLA: 98.42%

Non-1:1 Hardware Service Calls 7/1/2017 - 2/28/2018



Electronic Commerce:

Arey Jones Educational Solutions will maintain an Internet web site that contains the complete ESS as well as product specifications and options. In addition Arey Jones will also provide enhanced options such as product selection, reporting and the ability to process purchase orders electronically.

Current Web site capability:

Arey Jones Educational Solutions maintains a comprehensive e-commerce web site that allows Educational Institutions the ability to transact business digitally with our organization. The following describes many of the e-commerce capabilities offered at our dedicated web site www.areyjones.com

Arey Jones Educational Solutions Home Page:

Educational customers can access all areas of interest on the many products Arey Jones Educational provides Schools. Company information, hardware & software products, network integration services and customer contact information are all accessed from this site.

Lenovo Educational Pricing:

As a National Lenovo Education Business Partner Arey Jones has a dedicated Lenovo e-commerce web site that educational customers can access to obtain up to the minute information on any product Arey Jones markets to schools. Lenovo updates this dedicated web site continually with all product announcements and pricing actions across all products. All price actions announced by Lenovo are automatically implemented throughout our web site. As a Lenovo e-commerce site, this dedicated site is connected directly to Lenovo's worldwide product information database and updated continually.

Arey Jones e-commerce capabilities:

Our dedicated e-commerce site allows schools the ability to electronically access up to the minute products and pricing information. Upon entering our e-commerce site end users are encouraged to register themselves to transact business electronically at our site. After registration is complete customers can shop electronically for all products. As end users browse our site they add products to their "shopping cart" from any product family they choose. This "shopping cart" capability is specific to the contractual relationship that exists with the specific educational institution. At completion the customer can transmit an order to Arey Jones electronically for immediate processing.

Manufacturer Relationships

Our proven track record of providing high quality service and product can be seen with our references, many of our customers have been working with us for 10-25 years. We provide them with service and support and utilize top-tier manufactures. Our relationship with these top tier manufactures allow for us to provide the District with the best options in terms of cost, and also allows for visibility into future models.

Affordability is a top concern of many Districts and at Arey Jones we make it a top priority to provide the best option for you district keeping cost in mind. Our close relationship with manufactures allow for us to have the latest technology and competitive pricing.

Our custom deployment, integration, and warranty support are tailored to meet the needs of a District both large and small. The following shows our relationship the tip-tier manufacturers.

PARTNER AND RELATIONSHIP	PARTNERSHIP LEVEL
Google for Education	Premier Level
Intel - Relationship Since 2000	Technology Provider - Platinum Level
HP - Relationship Since 1988 (as Compaq)	HP Inc. - Platinum Partner, Hewlett Packard Enterprise - Silver Partner
Lenovo - Relationship Since 1988 (as IBM)	Platinum Level
Dell - Relationship since 1989	Premier Partner: Client, Preferred Partner: Servers; Networking/Storage

Customer References and Other Notable Experience Detail

Nothing is more important to us than the satisfaction of the Districts we work with. Included below is our customer references in detail and a few other notable Districts we provide solutions for.

1. Savannah Chatham County Public School System - GA

Arey Jones has partnered with SCCPSS for over five years and provides a turn-key solution on all desktops, laptops and Chromebooks purchased throughout the District. All Chromebooks, Desktops and Laptops are configured, asset tagged, etched, and white-glove delivered. The District also purchases Bretford carts and the deployment services we offer for carts including wiring, installation of devices, and delivery. We also have provided their warranty support for the past 3 years on both existing product and new product purchased. One of our large most recent projects was a quick deployment of 14, 000 Chromebooks.

2. Fulton County Schools - GA

Arey Jones provided Fulton County Schools with a variety of Dell systems including Desktops, Laptops, Tablets and All-In-One systems as well as their associated accessories. Custom Services for Fulton County Schools include: Imaging with custom district-provided Windows image, asset tagging and management (for large rollouts), domain join, delivery, installation and onsite warranty service.

We have worked with FCS for over 5 years and were just awarded their Teacher and Student Device bid for another contract period.

3. Wake County Public School System - NC

Arey Jones provided Wake County Public School System with a variety of services on their systems. Custom Services for the District included include: Chrome enrollment, asset tagging, engraving and management (for large rollouts), delivery, installation and onsite warranty service. Arey Jones has worked with Wake County Public Schools Systems for just over a year. In the summer of 2020 we provided services on over 50,000 Chrome devices in just 3 weeks.

4. The School District of Manatee County - FL

Arey Jones provides School District of Manatee County with a variety of HP systems including Desktops, Chromebook Laptops, Tablets and All-In-One systems as well as their associated accessories. We have worked with The School District of Manatee County for about 2 years.

Professional Service Performed: Chrome Integration Services and Delivery, Warranty Repair, Active Directory Domain Design Validation, System Center Configuration Manager Design Validation, Remote Distribution Point Setup, Chrome Management Initial Setup, On-going SCCM Support.

5. Miami Dade County Public Schools - FL

Arey Jones was awarded MDCPS Mobile Device and Services Bid with Lenovo product. Arey Jones Services has performed turn-key services for the District for over 3 years. We have deployed approximately 50,000 devices prior to this year with an additional 12,000 currently. These are Lenovo devices with full services and cart provisioning. We created a Custom SCCM-Based System imaging according to imaging specifications, includes hosting a remote SCCM DP in our configuration center via VPN.

6. Baldwin County Board of Education - AL

Arey Jones has worked with the Baldwin County Board of Education for 15 years. We have provided Lenovo and HP computers and servers to schools throughout their district with pre-configured, pre-imaged computers. We also provide the un-boxing and set-up of the computers for desktops and laptops.

1:1 Chromebook Deployment

Arey Jones has completed three phased deployment of 23,000 Lenovo Chromebook systems into the Baldwin County Public Schools. Each student in the Baldwin schools will receive a Chromebook as their personal device to use throughout the school year. These Chromebooks include full Accidental Damage Protection and are replacing an aging fleet of MacBook Air systems that are no longer under warranty or are coming off-lease. Baldwin County Public Schools expects significant multi-year cost savings from switching to the Chromebook platform.

7. Mobile County Public Schools - AL

Arey Jones is working to transition the largest school district in the state of Alabama, with 57,000 students to a 1:1 computing model based on Lenovo Chromebooks. Mobile County Schools ordered from and tasked Arey Jones to provision and deploy 35,000 Chromebook systems to be available to students in a 2 month period. Prior to this Chromebook deployment Mobile County Schools was running a Windows (primarily) and Mac (where necessary) installed base consisting of laptops, desktops, thin clients and tablets of various sorts, with a goal of achieving full 1:1 computing through BYOD. However, the rapid onset of COVID caused a paradigm shift and necessitated rapidly deploying devices for students and the district chose Arey Jones to meet that need.

8. San Diego Unified School District - CA

Arey Jones has worked with the San Diego Unified School District for over 35 years. The San Diego Unified School District (SDUSD) serves over 75,000 students, and has marked more than 150 years of service to San Diego's children. Arey Jones currently provides integration services (Acquisition, Warehousing, Delivery/Installation, Asset Tagging and Imaging) and maintenance support on all procured equipment.

Over the past year we have deployed over 40,000 new devices to the District, some with deadlines of only weeks in advance. In June 2020, San Diego Unified trusted Arey Jones to collect the remaining carts and devices, clean and bulk-package them for delivery to each school site in order to facilitate a transition to full on-line learning in at the beginning of the 2020-2021 school year. When the project concludes on 7/31/2020, Arey Jones will have collected, cleaned with lint-free cloths and 70% isopropyl alcohol and re-distributed 3,900 carts and over 60,000 devices.

9. Los Angeles Unified School District - CA

Arey Jones has worked with the Los Angeles Unified School District for over 18 years. We currently provide Dell, HP, Lenovo, Samsung, Microsoft Surface (desktops, laptops, servers, Chromebooks, tablets) warranty service for the 750+ the schools.

July 2020 - October 2021 - 280,000 devices configured, integrated and deployed

Notable Project - May 2020 -Deploy 75,000 new Chromebooks and 101,000 new iPads for 1:1 Learning in 6 weeks.

With the on-set of the COVID-19 Pandemic, LAUSD accelerated it's 1:1 digital learning initiative and purchased 75,000 new HP and Lenovo Chromebooks and 101,000 iPads. Arey Jones provided hardware, configuration/laser engraving, cleaning and deployment services for the Chromebook devices. For the iPads, Arey Jones worked with Apple to rapidly develop a deployment strategy and workflow and provision, configure, case and deploy all 101,000 iPads in 6 weeks. Arey Jones also provides next business day support for all LAUSD systems and has been doing so for 25 years

10. San Francisco Unified School District - CA

Arey Jones has partnered with San Francisco School District for the last two years and provides a turn-key solution on all desktops, laptops and Chromebooks purchased throughout the District. Arey Jones also provides the integration services on the Apple devices as well. All Chromebooks and Laptops are configured, asset tagged and tested prior to delivery.

Phase 1 and 2 Deployment Notable Project

Phase 1 - QTY 19,500 Devices Provisioned, integrated into carts, and delivered in 35 days

Phase 2 - QTY 15,000 Current

Customer References

Below is a list of Arey Jones customers references available. If needed, additional available upon request.

Wake County Public School System

Contact Information:

Kathy White, Director, Inventory Management

Office: 919-694-0135

Email: Kwhite2@wcpss.net

The School District of Manatee County

Contact Information:

Scott A. Hansen, CTO

Office: (941) 708-8770 x41062

Email: hansen2s@manateeschools.net

Mobile County Public School System

Contact Information:

David Akridge, Executive Manager of Information Technology

1 Magnum Pass, Mobile, AL 36618

Phone: 251-221-5142 ext. 6204

Pricing Level and Guarantee

The discount off baseline pricing for our response is as follows:

Lenovo Product:	Baseline Price:	Discount from Baseline Price:
End-User Devices (Configurable commercial (non-consumer) end user devices including but not limited to Desktops, Notebooks, Workstations, Tablets, and convertibles)	Web/List Price	-24%
Enhanced Warranty Services (Services that enhance Lenovo's standard Warranty, including but not limited to, Premier Support, Warranty Extensions, Warranty Upgrades, Post Warranties, Accidental Damage Protection, Keep Your Drive)	Web/List Price	-14%
Lenovo branded Peripherals and Accessories	Web/List Price	-14%
Monitors/Displays	Web/List Price	-9%
Lenovo branded Software	Web/List Price	-9%
Spare Parts	Web/List Price	-4%
3rd Party Products and Software	Web/List Price	-4%
Non-Discountable Products & Services (Top Seller Models)	Web/List Price	-0%
Servers and Storage (Configurable commercial servers including but not limited to Standard Rack, Tower, Edge, Blade, High-Density, High-Performance Computing, and Mission Critical)	Web/List Price	-24%
Enhanced Services (Includes but not limited to Premier Support, Warranty Extensions, Warranty Upgrades, Post Warranties, YourDrive, YourData, Installation, Deployment, Migration, Asset Recovery)	Web/List Price	-14%
Lenovo branded Networking and Switches	Web/List Price	-14%
Lenovo branded Software Defined Infrastructure and Services	Web/List Price	-14%

The baseline prices are available at the manufacturers' websites.

Professional Services:

Basic Installation	\$39.00 each
Enhanced Installation	\$59.00 each
Custom Imaging	\$17.00 each
Custom Etching	\$19.00 each
Asset Management	\$3.00 each
Base Technician Support	\$59.00/hour
LAN Support	\$99.00/hour