

IT HARDWARE & END USER DEVICE SOLUTIONS

Request for Proposal (RFP)

CARE | Plan International | Save the Children International | Mercy Corps

Item	Description
RFP title	IT Hardware & End User Device Solutions
Participating organizations	CARE Plan International Save the Children International Mercy Corps
Submission deadline	See Section 6.2 (Timetable)
Questions / clarifications	See Sections 6.1 and 6.2
Format for submission	Bidder Response Workbook

PART 1 – REQUEST FOR PROPOSAL

1. Background and Introduction

This Request for Proposal (RFP) is issued as part of a collaborative procurement initiative between CARE, Plan International, Save the Children International (SCI), and Mercy Corps (individually a “Party” and collectively the “Participating Organizations” or “Parties”).

The Parties seek to establish long-term framework agreements for the supply and delivery of IT hardware, accessories, and associated lifecycle services to support their global operations. The objective of this RFP is to identify qualified suppliers capable of delivering standardized, scalable, cost-effective, and sustainable end-user device solutions across diverse operating environments worldwide.

Collectively, the Parties have a combined annual expenditure estimated at approximately USD 10 million within the broader IT Hardware category, covering end-user devices, accessories, peripherals, and related services that support office, field, and program operations.

The Parties intend to establish non-exclusive framework agreements and reserve the right to award agreements to one or multiple suppliers, including global, regional, local, or hybrid supplier models. Participation in this RFP is voluntary and does not guarantee contract award. Any contracts resulting from this RFP will be executed separately by each Party.

2. Collaboration Structure

This RFP is being run as one joint procurement process rather than four separate procurement processes. Any bid submitted must apply in full to all four Parties for the purpose of collaborative evaluation, negotiation, and award recommendation. Contracting will be executed separately by each Party.

Stage	Collaboration Approach
Issue of RFP	All Parties together
Bid Evaluation	All Parties together
Supplier Presentations / Clarifications	All Parties together
Negotiation	All Parties together
Award Recommendation	All Parties together
Contracting	Each Party separately

3. Project Overview

Item	Description
Description of Goods / Services	Supply and delivery of laptops, monitors, docking stations, headsets, keyboards, mice, networking equipment, and related lifecycle services.
Optional / Value-Added Services	Warranty management, local break/fix support, device lifecycle management, certified data destruction, asset disposal, refurbishment, and recycling.
Award Model	Hybrid model. The Parties may award global, regional, and/or local framework agreements to one or more suppliers.
Outcome of RFP	The Parties intend to make a joint award recommendation. Contracts will be executed separately by each Party.
Framework Duration	Bidders should assume an initial three (3) year term with the possibility of two (2) one-year extensions.
Volume Commitment	No fixed or guaranteed minimum order volumes are offered as part of this RFP.

4. Award Criteria

All Parties are committed to running a fair and transparent RFP process and ensuring that all bidders are treated and assessed equally. Bidder responses will be evaluated against the weighted categories below. Essential Criteria are evaluated on a Pass/Fail basis.

Criteria	Weight	Scope of Assessment
Essential Criteria	Pass / Fail	Minimum requirements that bidders must meet in order to progress.
Sustainability & Responsible Business	10%	- OEM environmental credentials and reporting - Circularity and end-of-life outcomes - Bidder's own environmental practices - Gender-responsive procurement, including women in the workforce and in leadership positions, gender-focused programs, and wider social value
Geographic Coverage	25%	- Coverage mapped against the Parties' country list, distinguishing owned presence, partner network, and no coverage - Fulfillment lead times by territory - Consistency of SLA and warranty terms in hard-to-serve locations - Approach to locations where the Bidder has no route to market
Technical Capability	10%	Hardware sourcing, standardization, OEM relationships, supply chain resilience, product lifecycle planning, and reporting portals.
Service Capability	25%	Warranty management, break/fix support, lifecycle services, disposal, and reporting.
Commercial	30%	Fixed percentage discount off published list price, by category (laptops, monitors, peripherals, networking, etc.). Rate card for services: imaging, asset tagging, configuration, deployment, and disposal. Volume tiers or rebate structures. Payment Terms, invoicing granularity and cost transparency, cost plus model.

4.1 Essential Criteria (Pass / Fail)

- Legal registration and authorization to operate.
- Tax registration and ability to provide relevant tax documentation.
- Acceptance of the collaborative RFP model involving all four Parties.
- Compliance with applicable sanctions, export controls, and other applicable laws, and commitment to notify the Parties promptly of any change affecting that compliance.
- Evidence of financial stability and business continuity capacity.
- Ability to provide Authorized Reseller or Distributor Certification, or other evidence of legitimate supply channels, where applicable.
- Commitment to comply with the Parties' safeguarding, ethical conduct, anti-fraud, anti-bribery, and supplier codes of conduct where applicable.

4.2 Quality Scoring Methodology

Score	Description	Indicative Interpretation
0	No response / not addressed	No usable information provided.
1	Significant gaps	Response does not meet the requirement or contains major limitations.
2	Partially meets	Some capability is demonstrated, but important gaps remain.
3	Meets requirements	Requirement is adequately met with credible explanation.
4	Exceeds requirements	Requirement is met with strong evidence, broader coverage, or stronger service model.
5	Best practice / highly differentiated	Response demonstrates mature, proven, and clearly differentiated capability.

5. Sanctions, Export Controls, Supply Chain Integrity and Due Diligence

Successful bidders may be subject to due diligence, sanctions screening, enhanced vetting and review of key personnel prior to contract signature or order placement. If any information provided by the bidder is found to be inaccurate or misleading at any point in the process the award decision may be withdrawn.

5.1 Sanctions and restricted-party screening. Bidders, their parent companies, ultimate beneficial owners, directors, and proposed sub-suppliers must not be listed on, nor owned or controlled (directly or indirectly, individually or in aggregate, at or above the 50% threshold, or otherwise controlled) by any party listed on: the US OFAC Specially Designated Nationals and Consolidated Sanctions Lists; the US Department of Commerce (BIS) Entity List and Military End-User List, including affiliates captured under applicable ownership-based restrictions; the FCC Covered List (as amended from time to time); the UK OFSI Consolidated List and the UK debarment list under the Procurement Act 2023; the UN Security Council Consolidated List; and the EU Consolidated List. Screening applies at bid stage and on an ongoing basis for the duration of any agreement, and bidders must trace beneficial ownership to identify any restricted affiliate.

5.2 Section 889 (US NDAA) representation. Bidders must represent that they do not provide, and that supplied products and services do not incorporate as a substantial or essential component or as critical technology, any covered telecommunications or video surveillance equipment or services as defined under Section 889 of the US National Defense Authorization Act, including equipment or services produced or provided by Huawei, ZTE, Hytera, Hikvision, Dahua, or any of their subsidiaries or affiliates. This representation extends to embedded modules, imaging and camera components, and OEM-sourced parts within laptops, monitors, webcams, and peripherals, irrespective of the finished-product brand.

5.3 Export controls. Bidders must comply with all applicable export-control regimes, including the US Export Administration Regulations (EAR) and UK export-control law, and must disclose any supplied item that is subject to export licensing, controlled component content, or re-export restrictions relevant to the Parties' countries of operation.

5.4 Embargoed, sanctioned, and restricted jurisdictions. The Parties operate in countries and territories subject to sanctions, embargoes, export restrictions, or import controls, and the restrictions applicable to the Parties' US-based

and UK-based contracting entities are not identical. Nothing in this RFP obliges the Parties to place, or a Bidder to accept, any order that would breach applicable sanctions or export-control law. Bidders must:

- Identify, in the Geographic Coverage tab, every country the Bidder cannot serve, stating whether the reason is legal (sanctions, embargo, export control, import ban) or commercial, logistical, or internal policy;
- Confirm which licenses, exemptions, or authorizations the Bidder holds or can obtain to supply restricted jurisdictions, with indicative lead times, and describe any alternative route to market and its cost or lead-time impact;
- Confirm that the Bidder will not use any intermediary or re-export route that would circumvent applicable sanctions or export controls, and that this obligation flows down to OEMs, sub-suppliers, and authorized partners;
- Notify the Parties promptly if a country becomes restricted, or ceases to be restricted, during the term of any resulting agreement.

Inability to serve a sanctioned or embargoed jurisdiction will not, on its own, fail the Essential Criteria; it will be assessed under Geographic Coverage. Failure to disclose a known restriction will be treated more seriously than the restriction itself.

5.5 Emerging supply-chain restrictions (ICTS / foreign adversary). Bidders acknowledge that the Parties may be subject to information and communications technology and services (ICTS) supply-chain restrictions concerning transactions involving foreign adversary jurisdictions and must cooperate with reasonable additional screening or disclosure required to address such restrictions as they evolve during the term.

5.6 Forced labor and responsible sourcing. Bidders must warrant that supplied goods and their component inputs are not produced wholly or in part with forced labor, including compliance with the US Uyghur Forced Labor Prevention Act (UFLPA), and must be able to provide supply-chain traceability for high-risk inputs on request. Bidders must disclose their approach to conflict minerals (tin, tungsten, tantalum, and gold) consistent with recognized responsible-sourcing frameworks.

5.7 Ongoing disclosure, flow-down and audit. Bidders must promptly notify the Parties of any change affecting the representations in this Section. These obligations flow down to sub-suppliers, OEMs, and authorized partners. The Parties reserve the right to request evidence, conduct due diligence and screening, audit compliance, and reject any bid, withhold any order, or terminate any resulting agreement where a bidder is unable to satisfy these requirements or where any representation is found to be inaccurate or misleading at any time.

6. Bidder Instructions and Key Information

6.1 Point of Contact and Submission Details

All communication in connection with this RFP must be directed in writing to the single point of contact below. Bidders should not contact any other representative, employee, or focal point of the Participating Organizations in relation to this RFP. Any attempt to do so may result in the Bidder being excluded from the process.

Single point of contact	Manuel Gonzalez – Global Sourcing Manager, Supply Chain Transformation, CARE (IT Hardware Workstream Lead, on behalf of the Participating Organizations)
Email for questions and clarifications	manuel.gonzalez@care.org
Email for submission of proposals	manuel.gonzalez@care.org
Email subject line to be used	"IT Hardware & End User Device Solutions – RFP" followed by the Bidder's name
Deadline for questions	As set out in Section 6.2
Deadline for submission of proposals	As set out in Section 6.2
Language of the process	English

Questions and clarification requests

- Questions must be submitted in writing by the deadline stated in Section 6.2, quoting the relevant section of this RFP or the relevant tab and question reference of the Bidder Response Workbook.

- Where a bidder considers a question to be genuinely commercially confidential, this should be stated clearly. The Parties reserve the right to decline to answer, or to answer only in general terms, where a confidential response would prejudice the equal treatment of bidders.
- Questions received after the deadline may not be answered.

Submission of proposals

- Proposals must be submitted by email to the submission address above, by the deadline stated in Section 6.2.
- Bidders are responsible for ensuring that their submission is received in full and on time. Late or incomplete submissions may be rejected. Bidders should request confirmation of receipt if none is received within one working day.
- All documents must be submitted in English.

6.2 Timetable

Activity	Date
Issue of RFP to bidders	August 19, 2026
Deadline for bidder questions and clarification requests	September 1, 2026
Consolidated responses to bidder questions issued	September 4, 2026
Deadline for Intention to Bid confirmation	September 10, 2026
Deadline for submission of proposals	September 18, 2026
Shortlist notification to bidders	October 12, 2026
Bidder presentations	Week commencing October 19, 2026
Award notification to bidders	October 30, 2026
Contract negotiations commence	November 2, 2026 (TBC)

The dates above cover the stages that require action by, or notification to, bidders. Internal evaluation milestones are managed separately by the Parties. The Parties reserve the right to amend this timetable; any change will be notified in writing to all participating bidders.

The Intention to Bid confirmation is requested after the consolidated responses to bidder questions have been issued, so that bidders can confirm their participation with full visibility of the clarifications. The confirmation is not binding and does not commit the bidder to submit a proposal, but bidders who do not confirm may not receive further process correspondence.

6.3 Submission Format

- Bidders must submit a completed Bidder Response Workbook in the format provided.
- Bidders may submit supporting documents where requested or where helpful to substantiate responses.
- All attached documents should be clearly labeled so that the Parties can identify what each file relates to.
- Proposals must remain valid and open for acceptance for a minimum of 90 days from the deadline for submission of proposals.
- The Parties may request clarifications, presentations, and/or revised commercial submissions during the evaluation and negotiation process.

PART 2 – CORE REQUIREMENTS & SPECIFICATIONS

1. Scope of the RFP

This RFP seeks to establish long-term framework agreements for the supply and delivery of IT hardware, accessories, and associated lifecycle services. The scope covers end-user device solutions and approved networking equipment required to support office, remote, field, and program operations.

Category	Included in Scope	Notes
Laptops - Global Series Models	Yes	Standard User and Power User functional categories.
Monitors	Yes	24 to 27 inch category, with equivalent or enhanced options permitted.
Docking Stations	Yes	USB-C universal compatibility preferred.
Headsets	Yes	USB or wireless, UC certified preferred.
Keyboards	Yes	Wireless preferred; ergonomic options may be proposed.
Mice	Yes	Wireless preferred; ergonomic options may be proposed.
Software Licensing	Out of scope for base bid	Bidders may describe capabilities, but pricing is not required unless requested.
Networking Equipment	Yes	Approved manufacturers and models are listed in the Bidder Response Workbook. Pricing is required.

2. Key Priorities

Priority	Description
Standardization	Ability to provide globally standardized device categories, comparable specifications, and controlled configuration options without requiring a specific OEM at this stage of the RFP.
Scalability	Ability to support multi-country orders, recurring demand, project deployments, and local office requirements.
Service Excellence	Consistent warranty, break/fix, escalation, reporting, and post-sales support experience across the supplier's coverage footprint.
Cost Effectiveness	Lifecycle value, transparent pricing, discount structures, regional commercial flexibility, and reduced total cost of ownership.
Sustainability	Circular economy, responsible end-of-life management, refurbishment, recycling, and carbon reporting where available.

3. Geographical Footprint

The Parties operate across a wide global footprint, including Africa, Asia, the Middle East, Latin America, Eastern Europe, and other regions. No country will be treated as a mandatory country for bidder eligibility. Instead, bidders will be evaluated based on the breadth, reliability, and quality of their delivery and support coverage.

Bidders must complete the Geographic Coverage tab in the Bidder Response Workbook, indicating capability by country for delivery, warranty management, local break/fix support, and disposal. Bidders should distinguish between direct capability, authorized partner capability, regional support, and unsupported countries.

4. Hardware Categories and Functional Specifications

The specifications below are functional minimum expectations designed to support standardized evaluation. Bidders may propose equivalent or enhanced solutions. The Parties do not intend to prescribe specific OEM brands or models in this RFP.

Category	Functional Specification	Additional Notes
A. Standard User Laptop	Intel Core Ultra 5 equivalent or better; 16GB RAM; 512GB SSD; TPM; integrated webcam; Wi-Fi 6 or higher; Windows 11 Pro or equivalent enterprise-ready OS licensing.	Designed for general productivity, office applications, collaboration tools, and standard business use.
B. Power User Laptop	Intel Core Ultra 7 equivalent or better; 32GB RAM; 1TB SSD; TPM; enhanced processing capacity;	Designed for advanced analytics, heavier workloads, power users, and technical roles.

	dedicated graphics optional depending on use case.	
C. Monitor	24 to 27 inches; IPS or equivalent panel; Full HD or higher; HDMI/DisplayPort/USB-C options; adjustable stand preferred.	Bidders may include energy-efficient models and standardization recommendations.
D. Docking Station	USB-C connectivity; multi-monitor support; network and peripheral connectivity; universal compatibility preferred.	Should support standardized laptop deployment and hot-desking where applicable.
E. Headset	USB or wireless; noise-cancelling microphone; UC certified preferred.	Designed for remote collaboration and call quality.
F. Keyboard & Mouse	Wireless preferred; enterprise-grade; ergonomic options available.	Bidders may offer bundled and standalone pricing.

Networking Equipment

The Parties have defined a standardized catalog of approved networking equipment. The list of approved manufacturers and models is provided in the Bidder Response Workbook.

Networking equipment is within the scope of this RFP. Bidders must confirm their ability to supply and support the approved equipment within their proposed geographic coverage, and must provide pricing and applicable discounts in the pricing tabs of the workbook on the same basis as end-user devices.

5. Delivery and Logistics Requirements

- Ability to supply and deliver hardware to multiple global destinations.
- Ability to offer local purchase options through authorized partners or dealers where appropriate.
- Ability to provide realistic lead times from order to delivery by country or region.
- Ability to support import, customs, export, and compliance documentation where applicable.
- Ability to identify alternative delivery models for countries affected by restrictions, sanctions, access limitations, or complex logistics environments.

Please describe your inventory management and stock-holding capabilities for IT hardware products. Detail:

- Dedicated stock-holding capability.
- Ability to support forecasted and unforecasted demand.
- Minimum and maximum stock levels that can be maintained.
- Warehouse locations and resilience measures.
- Historical performance against fulfillment SLAs.
- Any value-added services such as buffer stock, consignment stock, or reserved inventory.

Responses will be evaluated based on demonstrated capability, scalability, resilience, and evidence of successful delivery for comparable customers.

6. Warranty and Break/Fix Support Requirements

Bidders must clearly identify and separate, for every warranty and support option proposed, whether the coverage is provided by the manufacturer and resold or administered by the Bidder, or is provided by the Bidder itself in addition to or in place of manufacturer coverage. Where an option combines both, the Bidder must state which elements originate from each. Bidders must also state, for each element, which party carries the contractual obligation to perform and which party the Parties would look to in the event of failure. Options presented without this distinction may be disregarded for evaluation purposes.

Requirement Area	Bidder Response Should Address
Warranty options	Standard and extended warranty terms available for each manufacturer offered, stated separately for manufacturer-provided coverage and for any Bidder-provided coverage.
International and multi-territory coverage	Which manufacturer warranties are honored internationally and which are territory-bound; the process for supporting a device purchased in one country and

	deployed in another; and identification of manufacturers or product ranges where international coverage is unavailable or restricted.
Warranty administration and entitlement accuracy	Registration of devices at point of supply; ability to align warranty commencement with deployment rather than with invoice or shipment date, and the mechanism for correcting warranty start and end dates where devices are held in stock, in transit or in customs; provision of entitlement records to each Party; and proactive notification of approaching warranty expiry.
Repair authorisation	Whether the Bidder is an Authorized Service Provider and for which manufacturers; whether the Bidder operates or has access to Authorized Service Centers, and in which territories; confirmation that repairs performed by the Bidder or by its partners do not invalidate manufacturer warranty.
Local Break/Fix Support	In-country support availability; onsite versus carry-in service; partner networks; and response times.
Escalation and Governance	Account management structure and named contacts; technical escalation path, including escalation to the manufacturer; issue tracking and visibility for each Party; service governance root cause analysis.
Service Levels and remedies	The Bidder's own service level commitments, stated separately from manufacturer service levels, covering acknowledgement and logging, triage and diagnosis, dispatch or engineer attendance, resolution or replacement, and escalation trigger points. Bidders must state which commitments are their own contractual obligation and which are passed through from the manufacturer. Service levels are to be given by geographic tier, with the Bidder defining the tiers proposed and mapping them to the Geographic Coverage tab of the Bidder Response Workbook, with business-hours definitions and coverage windows, and must identify locations where the standard levels cannot be met. Bidders should describe the measurement methodology, the points at which the clock starts and stops, permitted exclusions, and the service credit or other remedy regime applying to failure, including whether credits are automatic or claim-based.

7. Supply Chain Resilience

- OEM and distributor relationships.
- Authorized supply channels and anti-counterfeit controls.
- Inventory and availability management.
- Alternative sourcing routes in case of shortages or restricted territories.
- Business continuity planning and risk management.
- Supply chain transparency.
- Multi-sourcing capability.

8. Sustainability Requirements

Bidders should provide information on environmental management, carbon reporting, responsible sourcing, packaging reduction, energy-efficient equipment, circular economy initiatives, and end-of-life management. Bidders may also include information on social impact, labor practices, safeguarding, and ethical conduct relevant to the humanitarian sector.

Disposal and recycling. Bidders should describe their capability to collect, process, and dispose of end-of-life IT equipment, including equipment not originally supplied by the Bidder.

9. Commercial Requirements

Bidders are required to provide both unit pricing and discount structures. No minimum volume commitment is provided. Pricing should be transparent and should clearly identify all assumptions, exclusions, taxes, duties, delivery charges, warranty costs, service costs, and regional variations.

Commercial Component	Requirement
Unit Pricing	Provide unit pricing for each hardware category requested in the Bidder Response Workbook.
Discount Structure	Provide discounts against published catalog, MSRP, or equivalent reference pricing where available.

Volume Tiers	Provide scalable discount tiers or incentives based on aggregated demand where possible.
Regional Pricing	Identify any regional pricing differences and applicable currencies.
Service Pricing	Provide pricing for warranty management, break/fix, lifecycle services, data destruction, disposal, and recycling where applicable.
Commercial Flexibility	Describe rebates, price review mechanisms, promotional pricing, stock clearance opportunities, and continuous improvement savings models.

10. Contracting Approach

The Parties intend to establish non-exclusive framework agreements with one or more suppliers. The award may include global, regional, local, and/or hybrid supplier models. Each Party will enter into its own contract with selected supplier(s), and the final terms may vary by Party.

The Parties' contracting entities are based in the United Kingdom and the United States. Bidders should confirm the currencies in which they are able to quote and invoice, specifically whether they can transact in GBP, USD, or both. Bidders should also confirm whether their bid applies to contracting with UK-based entities, US-based entities, or both. Bids covering only one jurisdiction are welcome and will be evaluated on their merits. Where terms differ between the two, bidders should set out the applicable pricing or commercial differences separately.

PART 3 – BIDDER RESPONSE INSTRUCTIONS

1. Response Workbook

Bidders are required to complete all applicable sections of the Bidder Response Workbook. The workbook has been designed to support equal and consistent evaluation of bidder responses across Essential, Geographic Coverage, Technical Capability, Service Capability, Sustainability, and Commercial criteria.

- Bidders must complete all mandatory fields unless clear instruction is provided otherwise.
- If a bidder is unable to complete any element, the bidder should request clarification before the question deadline.
- Additional supporting documentation is permitted where relevant, but should be concise and clearly referenced to the relevant workbook section.
- Bidders may submit alternative solutions or enhanced service models, provided the base bid is completed first.
- By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

2. Supporting Evidence

- Business registration certificate.
- Tax registration certificate or equivalent.
- Manufacturer authorization letter, official dealership certificate, distributor certificate, or evidence of authorized supply channels where applicable.
- Financial statements or evidence of financial stability where requested.
- Customer references.
- Sustainability, recycling, or asset disposal certifications where available.
- Data destruction or information security certifications where applicable.

3. Supplier Presentations and Clarifications

The Parties may invite shortlisted bidders to participate in clarification meetings and/or supplier presentations.

Presentations may be used to validate service models, geographic coverage, technical capability, commercial flexibility, and the bidder's ability to partner with the Parties over the duration of the framework agreements.

4. Alternative Bids

Where a bidder believes there is an alternative specification, delivery model, service model, or commercial model that would provide additional value, the bidder may submit an alternative response. The base bid must still be completed in full. Alternative bids will be evaluated at the discretion of the Parties.

PART 4 – BIDDER SUBMISSION CHECKLIST

No.	Section / Document	Bidder Tick
1	Completed Bidder Response Workbook	
2	Supplier Profile	
3	Essential Criteria Evidence	
4	Geographic Coverage Matrix	
5	Technical Capability Responses	
6	Service Capability Responses	
7	Sustainability Responses	
8	Hardware Pricing Matrix	
9	Service Pricing Matrix	
10	Discount Structure	
11	Customer References	
12	Signed Bidder Declaration	
13	Supporting Documentation	

Bidder Declaration

We confirm that the Parties may, in their consideration of our offer and subsequently, rely on the statements made herein.

Field	Response
Signature	
Name	
Title	
Company	
Date	