

# IT Hardware Collaborative Sourcing

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## Request for Information (RFI)

CARE | Plan International | Save the Children | Mercy Corps

Submission deadline: TBC

Questions / clarifications: [manuel.gonzalez@care.org](mailto:manuel.gonzalez@care.org)

Format for submission: Responder Workbook

## PART 1 – REQUEST FOR INFORMATION

### 1. BACKGROUND AND INTRODUCTION

This Request for Information (RFI) is issued as part of a collaborative engagement between CARE, Plan International, Save the Children International, and Mercy Corps (the “participating organizations”). Through this collaborative engagement, the organizations aim to better understand the supplier landscape, available delivery models, and service capabilities that could support consistent, reliable, and scalable IT hardware provisioning across multiple regions.

This exercise forms part of an ongoing market assessment to better understand supplier capabilities and inform a potential future sourcing approach. The participating organizations intend to establish framework arrangements on a non-exclusive basis, maintaining flexibility in supplier engagement, and therefore reserve the right not to award a contract as a result of this process or to award agreements to multiple suppliers.

Collectively, the participating organizations have a combined annual expenditure of approximately USD 10 million within the wider IT Hardware category, covering a range of hardware needs, including end-user devices, accessories, peripherals, and networking equipment that support office, field, and program operations. Accordingly, this collaborative engagement presents a compelling opportunity to generate substantial efficiencies in the supply relationship—for both the participating organizations and the supplier(s)—through optimized and streamlined procurement processes, which enable the participating organizations to deliver additional value and output for their operations.

Together, CARE, Plan International, Save the Children, and Mercy Corps operate in a large number of countries and support a wide range of programs in diverse and often challenging operating environments.

This RFI is intended as a market engagement exercise and does not constitute a request for proposals or a commitment to procure. Responders are not being asked to submit

commercial offers. Following the RFI, the participating organizations intend to establish framework arrangements on a non-exclusive basis, maintaining flexibility in supplier engagement, and therefore reserve the right not to award a contract as a result of this process or to award agreements to multiple suppliers. The information collected through this RFI will be used to assess supplier capabilities, identify potential delivery models, and inform the structure of any future sourcing activity. Participation in this RFI is completely voluntary, and any future procurement process may be conducted jointly or individually by the participating organizations. To the extent you have an existing agreement with any of the participating organizations, that will remain unchanged absent further agreement.

## 2. COLLABORATION STRUCTURE

As described above, the tender process following this RFI may be run as one joint procurement process rather than four separate procurement processes. Under that arrangement, any bid submitted would apply in full to all four participating organizations and would be evaluated collectively. Again, your participation in this RFI and the subsequent tender are completely voluntary and, should you wish to not share information with all four participating organizations, please do not submit a response to this RFI.

Stage	Collaboration approach
<b>RFI</b>	All Parties together
<b>Capability Review</b>	All Parties together
<b>Strategy Development</b>	All Parties together
<b>Future RFP (if applicable)</b>	All Parties together
<b>Contracting</b>	Each Party separately

## 3. PROJECT OVERVIEW

Item	Description
<b>Description of Requirement</b>	Supply of IT hardware, accessories, and optional services
<b>Objective of RFI</b>	Understand supplier capability and delivery models
<b>Outcome of RFI</b>	Inform sourcing strategy and potential RFP
<b>Commercial Response Required</b>	No – capability information only
<b>Duration</b>	Market engagement exercise

## 6. RESPONDER INSTRUCTIONS

Activity	Date
<b>Issue RFI</b>	<b>05/22/2026</b>
<b>Deadline for questions</b>	<b>05/29/2026</b>
<b>Submission deadline</b>	<b>06/12/2026</b>
<b>Review of responses</b>	<b>06/19/2026</b>

## **PART 2 – SCOPE**

### **1. SCOPE OF RFI**

This RFI seeks to understand responder capability to support the supply and delivery of IT hardware and related services across the global operations of the participating organizations. The scope includes laptops for standard and power users, associated accessories, warranty support, and optional value-added services such as imaging, asset tagging, deployment, and lifecycle management.

Responders may also indicate capability to provide software licensing and networking equipment where applicable, including the ability to bundle these with hardware supply. The intention of this RFI is to understand the breadth of services responders can offer, their delivery models, and their ability to support multi-country operations, including in-country delivery and post-sales support.

Responders are not required to support all elements of the scope and may indicate capability for one or more areas.

#### **1.1 KEY PRIORITIES**

The participating organizations are seeking to understand responder capabilities aligned with several key priority areas. These priorities focus on the ability to deliver standardized hardware solutions, provide flexible delivery models across multiple countries, and offer reliable in-country support and post-sales services. Responders are also encouraged to indicate value-added capabilities such as deployment services, lifecycle management, software licensing, and networking equipment where applicable.

In addition, responders should outline their ability to support scalable delivery, leverage authorized partner networks, and provide consistent service levels across regions. The information gathered will help identify responders that can support either hardware-only delivery models or broader full-service offerings depending on operational needs.

### **2. GEOGRAPHICAL FOOTPRINT**

The participating organizations operate across a wide global footprint, with country offices in multiple regions including Africa, Asia, Middle East, Latin America, and Eastern Europe. The purpose of this section is to understand responders' ability to deliver hardware and provide post-sales support within countries of operation, either directly or through authorized partners.

Responders are requested to indicate their capability for in-country delivery, in-country technical support, warranty handling, and availability of local partners for each country listed

on the Responder Workbook. This information will help assess the feasibility of different delivery models and the ability to provide consistent service levels across regions.

### **3. DETAILED REQUIREMENTS**

The following table outlines the baseline laptop configurations currently under consideration for standard and power users across the participating organizations. These specifications are intended to provide responders with an indicative view of the expected device categories and performance levels. Responders should indicate their ability to supply configurations aligned with these requirements and may propose equivalent or enhanced alternatives where appropriate.

These configurations are not intended to be prescriptive at this stage but rather to support the assessment of supplier capability, standardization potential, and global supply models. Responders should also indicate any recommended adjustments based on availability, lifecycle considerations, or industry best practices.

## **PART 3 – RESPONSE INSTRUCTIONS**

### **1. INSTRUCTIONS**

Responders are requested to complete all applicable sections of this RFI and provide information describing their capabilities, delivery models, and service offerings.

All responses should be completed in the accompanying Responder Workbook (Excel file), which includes structured tabs covering Supplier Profile, Capability Assessment, and Geographical Coverage. Responders are expected to complete each tab to the extent applicable, providing clear and concise information, and adding comments where further clarification is helpful.

The geographical footprint should be completed within the dedicated tab of the Responder Workbook to indicate delivery and in-country support capability by country.

This RFI is intended as a market engagement exercise and does not request commercial offers or pricing. Responders are therefore encouraged to focus on describing their capabilities, service models, geographic coverage, and value-added offerings. Optional supporting materials, such as capability presentations or additional documentation, may be submitted where relevant.

Completed responses, including the filled Responder Workbook, should be submitted electronically by the deadline indicated in this document. Any questions or clarification requests should be directed to the contact listed in Part 1.

## 2. GENERAL CONDITIONS:

The enclosed document is not an offer to contract, but a solicitation of information and expressions of interest from potential suppliers for all four participating organizations. Responses to this RFI do not constitute commercial offers, and acceptance of a response to this RFI does not commit the participating organizations to award a contract for any or all products and services to any responder. Your participation in this RFI and a subsequent tender are completely voluntary and, should you wish to not share information with all four participating organizations, please do not submit a response to this RFI.

The participating organizations reserve the right to make the following decisions as part of this RFI process:

- To determine whether the information provided does or does not substantially comply with the requirements of the RFI
- To contact any respondent after RFI submission for clarification of any information provided
- To enter into agreements with parties that did not respond to this RFI
- To request, at their sole discretion, selected responders to provide more detailed information or presentations
- To not share the results of the RFI with other responders and to make decisions based on what is considered to be in the best interest of the participating organizations

Any material statements made orally or in writing in response to this RFI, or in response to requests for additional information, may be taken into consideration in future contracting processes and should be reflected in any subsequent agreement.