



Request for Proposal: Computer Hardware and Services Bid #2021-1A

Brief Project Overview:

Noble Education Initiative (NEI) operates and manages over four non-profit schools in the state of Tennessee. Over the course of the next 3 – 4 years, Noble Education Initiative will order over 5,000 individual pieces of equipment in the course of normal operations, as well in response to COVID-19 and utilizing ESSER funds, which will include (but not be limited to), the broad categories and expected minimum quantities below:

Type	Desktops	Laptops	iPads	Printers	AV ¹	Carts ²	TV Carts & Mounting Equipment	Display Panels
Quantity	1,000+	4,000+	3,500+	70+	200+	180+	500+	500+

1: AV includes Document Cameras & Projectors

2: Carts include Laptops and iPad versions

The objective of this RFP is to highlight NEI's baseline requirements and enable respondents to provide their 'best value' response and highlight their ability to meet our supply requirements in a high-demand environment due to the COVID-19 pandemic and the effects that it has had on manufacturing, shipping, and overall consumer demand, based upon the scope of work. This RFP will not result in an 'all or nothing' award. NEI understands that vendors have particular strengths and NEI wants to optimize its investment.

General Information:

- Proposal Issued: August 19, 2021
- Contract Length: September 7, 2021 through September 6, 2023
- Sites/Locations: See Appendix-A
- Proposals Due: September 3, 2021 @ 5:00 PM EST
- Please submit any Proposal Responses and/or Questions to:

Louis Delgado

Senior Account Manager

E: louis@nobleeducationinitiative.com

P: 786-303-4209

- NEI reserves the right to reject or disqualify any proposals submitted.
- Vendors are not required to submit a bid for every device category to be considered.

Vendor Minimum Requirements:

Respondents must meet the following minimum requirements in order to be considered for this project:

1. *(Prior to project commencement)* Must have the capacity to receive products from various OEMs, configure them to NEI's specifications, and distribute them to NEI's schools, in an appropriate timely manner. This includes (but is not limited to) the following:
 - a. Application of NEI's Windows 10 image (via InTune), wireless credentials/WPA Key(s), domain authorization (AD), etc.
 - b. Provide inventory management support capabilities (Asset Tagging / Labeling).
 - c. Complete aforementioned services and be able to ship product(s) within 72 hours of equipment arrival at respondent's location.
2. Must be able to demonstrate the ability of performing these services, on premise, for at least five years.
 - a. Provide three customer references that reflect your ability to support the size & scope highlighted in this RFP.
3. Must have multiple OEM partners with models meeting NEI's minimum technical specifications (Page 3). However, to ensure we have ability to sustain equipment in our current environment, we are limiting the OEMs to the following:
 - a. Laptops and Desktops are limited to HP, Lenovo, and Dell
 - b. Printers are locked to HP
 - c. Tablets are locked to Apple's iPad product line
4. Manufacturers proposed by respondent must have the capability of providing a self-maintainer program for NEI's employees to repair their respective units (computers only).

Relationship Management

NEI is seeking a strong partnership with the awarded vendor.

- Please explain the account/relationship management approach you would offer in your proposal.
- Provide detailed information on your support services, i.e., name and contact information for the dedicated account manager and inside sales support team, hours of operations and office locations.
- Outline the roles and responsibilities of the dedicated account manager and the inside sales support team, along with SLA response times and escalation procedures.
- Describe the processes in place to provide ongoing product updates, and strategic planning to ensure NEI is kept up to date on products and service offerings (road maps, briefing sessions, etc.)
- Goods delivered to NEI that passed the Respondent's QA check, that are found to be damaged, or in unacceptable condition upon arrival and inspection (Ops check) may (at the discretion of the NEI) be returned to the Respondent at the Respondent's expense within 30 days of receipt.
 - a. Credit for returned goods, or full refund, shall be made immediately upon receipt of the damaged goods (unless replacement products are provided.)
- The Respondent shall provide NEI a single local point of contact (Contract Manager) to handle questions and resolve problems issues that may arise throughout the course of this arrangement.

Desktop and Laptop Computer Minimum Requirements:

Category	Teacher	Testing	Student	Desktop	Leadership
Processor	Intel i5 10 th Gen (or newer)	Intel i5 10 th Gen (or newer)	Intel Pentium ³	Intel i5 10 th Gen (or newer)	Intel i5 10 th Gen (or newer)
Hard-Drive	256GB SSD	256GB SSD	128GB SSD ³	128GB SSD	256GB SSD
Memory (RAM)	8GB	8GB	4GB ³	8GB	16GB
Screen/Display	14" / 720p	13" / 720p	11" / 720p	21" / 720p	14" / 720p
Battery Life	8 Hours	8 Hours	8 Hours	N/A	8 Hours
LAN	Gigabit				
WLAN (WiFi)	802.11ac 2x2, Built In				
OS	Windows 10				
Connectivity	3.5mm Aux Output RJ45 (Ethernet) ² 2+ USB 3.0 HDMI 1.4+ VGA ²	3.5mm Aux Output RJ45 (Ethernet) ² 2+ USB 3.0	3.5mm Aux Output RJ45 (Ethernet) ² 1+ USB 3.0	3.5mm Aux Output RJ45 (Ethernet) ² 3+ USB 3.0 Touch ¹	3.5mm Aux Output RJ45 (Ethernet) ² 2+ USB 3.0 Front-Facing Camera Docking ⁴
TPM Security	Yes				
Warranty	3 Years Minimum (Depot)				

1: Desktop must have touch capabilities available upon request, either internally (AIO) or via an external monitor.

2: While Onboard is preferred, a proprietary dongle is an acceptable substitute.

3: NEI is eligible for Microsoft's "Shape the Future" discount program.

4: Capable of connecting to docking station/port replicator via a proprietary port or universal port (i.e. USB 3, USB C).

Supplemental Device Requirements:

Category	Specifications
Display Panels	<p>All Models must support the following:</p> <ul style="list-style-type: none"> • 4k capability • Ability to connect with a wide-array of devices (Apple and Windows) for both in-person and remote instruction
Printers (HP)	<p>Respondent must provide a printer model that fits the following criteria:</p> <ol style="list-style-type: none"> 1. Color Laser for a centralized office environment 2. B&W Laser MFP (Copy/Scan/Fax) that can scan documents at >15 ppm 3. B&W Laser Workgroup Printer that can handle various print jobs at once <p>All Models must support the following:</p> <ul style="list-style-type: none"> • Connectivity: USB, RJ45 (Ethernet) and Wireless (802.11n+) • Full Duplex (Double Sided) Printing • Driver support for Windows 10/2012 Server & MacOS High Sierra (10.13.x)
Document Camera	<p>Respondent must provide a document camera model that fits the following criteria:</p> <ul style="list-style-type: none"> • ≥ 5MP Camera • Supports 1080p @ 30 FPS • Fully USB powered (USB 2.0 or higher) • LED lightning for documents shown on camera
Laptop Carts	<p>Respondent must provide a laptop cart model that fits the following criteria:</p> <ul style="list-style-type: none"> • Capacity to hold thirty full-size (13/14”) laptops • Ability to recharge all laptops to full via overnight hours • Ease of replacing the electrical parts of the cart for repair services • Warranty: ≥ 5 Years for Chassis & Electrical parts • Can be easily maneuvered through doors and hallways by an adult
iPad Carts	<p>Respondent must provide a cart model that fits the following criteria:</p> <ul style="list-style-type: none"> • Capacity to hold 30 full-size iPads (5th Generator or Newer) • Ability to charge 30 devices simultaneously (Syncing not required) • Ease of replacing the electrical parts of the cart for repair services • Warranty: ≥ 5 Years for Chassis & Electrical parts • Can be easily maneuvered through a classroom door and halls by an adult • If pre-wired, provided cables must be MFi (Made for iPad) certified • Locking Mechanism to Prevent theft of devices (Keys Included, if applicable)
iPads (Apple)	<p>Respondent must be able to provide services for the following device types:</p> <ul style="list-style-type: none"> • Apple iPad (8th Generation or Newer) • Apple iPad Pro (4th Generation or Newer) <p>Services include but not limited to:</p> <ul style="list-style-type: none"> • Asset Tagging • Cloud Management • Device Enrollment (MDM) via Mosyle • Application/adhesion of protective cases on the device • Installation/placement of devices within the designated cart (listed above)

Hardware Pricing/Model Availability:

Vendors responding to this request agree to the following terms:

- Prices must be fixed for the length of the contract agreement (See General Information).
- Due to the impacts of COVID-19 on manufacturing, shipping, and demand, vendors must demonstrate an ability to fill orders within a reasonable timeframe, which should be within 90 days from the date an order is placed, at a maximum.
- In the event that a particular model is being discontinued (EOL), or revised (new generation):
 - a. NEI must be alerted at least 90 days prior to product transition
 - b. If model(s) are being discontinued, Vendor (or Manufacturer) must provide a similar unit at (or lower than) the price originally provided until the end of the contract term
 - c. If model(s) are being transitioned to a new generation/revision, Vendor (or Manufacturer) must honor original price until the end of the contract term
 - d. Demo units of new model or revision/generation must be sent to NEI's Support Center for review prior to additional orders being placed

Service Delivery and Shipping Requirements

Respondents must be able to perform all the required tasks listed below:

- The capacity to preload and configure all applicable devices with a NEI-provided image at its primary imaging facility using Microsoft Intune
- Must have knowledge of Intune task sequence development and assist NEI as needed
- Must have the ability to host a Intune distribution point on premise for NEI's use
 - a. Must have the capability to have aforementioned Intune distribution point linked with our internal network via VPN.
- Must have the ability to affix customized NEI asset tag(s) to all devices to our numbering schema
- Perform quality control to ensure image is functioning properly and prevent any dead-on-arrival (DOA) units from being delivered to NEI's schools
- The capacity store/warehouse and inventory equipment as needed to facilitate large summer orders and stage deliveries based on NEI-provided deployment timetable
- The ability to coordinate on-time deliveries with various on-site points of contact
- The capability to ship via Freight to the state in which NEI operates (See Appendix A)
- Responsibility and liability for loss and/or damage shall remain with awarded respondent until arrival to the school
- All carts (Laptops and iPads) must be delivered completely wired with pre-determined devices & quantities installed within the cart.
 - a. Carts (and the devices within them) must be properly secured and protected so they arrive intact upon delivery
- All Deliveries are to be sent to the location specified on the NEI-provided purchase order unless otherwise directed by NEI.
- All Deliveries must include inside delivery with lift-gate capabilities (as necessary)
- Delivery drivers are subject to a background check via the school's Raptor system prior to entering the building
- Upon delivery, provide a bill of lading (or similar) document which includes the following:
 - a. School/Site name and address
 - b. NEI's Purchase Order number
 - c. Full name of the employee signing receipt of goods and/or services
 - d. Item descriptions along with quantity ordered and delivered
 - e. Back order items and dates of their availability (if applicable)

Financial Terms

Respondents must have the financial flexibility with the terms outlined below.

- Ability to accept Net 30/60 terms for payment
- Ability to extend credit to allow all purchases to continue without delays
- Ability to provide Non-Profit/Educational pricing on products and services for our school
- NEI schools are non-profit entities and therefore not subject to taxes on equipment.
Respondent will ensure that delivery methods and interfaces with OEMs do not result in taxes applied to equipment purchases or deliveries.

Appendix A

Acronym	Complete School Name	Street Address	City	State	Zip
KAMS	Knowledge Academy Middle School	5320 Hickory Hollow Pkwy	Antioch	TN	37013
KAHS	Knowledge Academy High School	5320 Hickory Hollow Pkwy	Antioch	TN	37013
KAXC	Knowledge Academy at the Crossings	5320 Hickory Hollow Pkwy	Antioch	TN	37013
NCP	Nashville Collegiate Prep	1638 Bell Road	Nashville	TN	37211