

Request for Proposal

RFP #: WL-ETS-2026-001

Computer Equipment, Related Hardware, Software, Services, and Support

In Support of

WORLD LEARNING

1 KIPLING ROAD

BRATTLEBORO, VT 05302

Submission Deadline: Wednesday, December 3, 2025 by 5:00 PM Eastern Time

World Learning

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I. ORGANIZATION OVERVIEW

World Learning Inc. (WL) is a Vermont-based 501(c)(3) international nonprofit dedicated to creating a more sustainable, peaceful, and just world through international education, cultural exchange, and sustainable development. WL encompasses World Learning global development programs, The Experiment in International Living youth exchanges, and the School for International Training's global academic programs. WL has approximately 600 employees across 40+ countries, with around 200 in the U.S.

II. PROJECT BACKGROUND AND CONTEXT

Through this Request for Proposals (RFP), WL invites competitive proposals from qualified, experienced vendors to provide comprehensive solutions for computer hardware, software, software as a service (SaaS), and maintenance agreements. Our goal is to procure technology resources that enhance the operational capacity of WL, enabling efficient service delivery, robust data management, and streamlined workflows.

Key objectives include ensuring that:

- **Hardware:** Devices and equipment are reliable, scalable, and meet current and future demands.
- **Software:** Applications and tools address the diverse needs of WL staff, volunteers, and stakeholders while integrating seamlessly into our IT infrastructure.
- **Affordability:** As a nonprofit, we prioritize cost-effective solutions that deliver long-term value without compromising quality.
- **Mission Alignment:** Vendors demonstrate an understanding of WL's mission and values, offering solutions that support our commitment to global learning and development.

III. CURRENT TECHNOLOGY ENVIRONMENT

WL's infrastructure environment includes:

- Microsoft Windows operating systems and Office productivity suite
- Azure virtual environment
- Cisco unified communications environment
- Diverse hardware fleet including laptops, servers, networking equipment, and peripherals
- Annual technology procurement spend in the range of \$1.6 million

Note: Infrastructure modernization initiatives are managed through separate consulting partnerships.

IV. PURPOSE/SCOPE OF WORK

The selected vendor will provide comprehensive support for World Learning's technology needs, ensuring seamless integration, functionality, and long-term sustainability of all procured hardware and software. The scope of work includes, but is not limited to, the following:

Hardware Procurement & Management

PROCUREMENT ASSISTANCE:

- Provide expert recommendations and competitive pricing for laptops, servers, networking equipment, and peripherals, including monitors, docking stations, and adapters.
- Assist in selecting energy-efficient and sustainable products, where feasible, to align with World Learning's commitment to environmental responsibility.

DELIVERY & INSTALLATION:

- Deliver all purchased hardware to designated locations in a timely manner.
- Conduct quality assurance tests to verify functionality and compatibility with current infrastructure.

ONGOING HARDWARE SUPPORT:

- Provide warranty support and maintenance agreements for all hardware, ensuring minimal downtime and operational disruption.

EQUIVALENT PRODUCTS:

- Vendors may propose equivalent hardware and peripheral products that meet or exceed the specifications and performance standards outlined in this RFP. All proposed equivalents must:
 - Be clearly identified and labeled as equivalent or substitute products in the proposal
 - Include documentation demonstrating compatibility with World Learning's Microsoft-centric infrastructure
 - Comply with energy efficiency and accessibility requirements (Section 508, WCAG 2.1)
 - Provide comparable or superior performance, warranty terms, and support services
 - World Learning reserves the right to evaluate and accept or reject proposed equivalents based on technical merit, cost-effectiveness, and alignment with organizational needs.

OPTIONAL INTERNATIONAL DELIVERY PROPOSAL:

- Vendors are invited to optionally include pricing and logistics information for international delivery of hardware and peripherals to World Learning's global offices. Proposals should specify supported regions, estimated delivery timelines, applicable import/export considerations, and any additional costs or service limitations. While not required, inclusion of international delivery capabilities may be considered favorably in the evaluation process, particularly for vendors with proven experience supporting distributed nonprofit operations.

SOFTWARE PROCUREMENT & LICENSING MANAGEMENT

PROCUREMENT ASSISTANCE:

- Recommend and source licenses for operating systems, productivity software (e.g., Microsoft Office, Adobe), security applications, nonprofit-specific software, and other necessary tools.
- Provide expertise in Microsoft volume licensing programs and optimization strategies.
- Advise on cost-effective licensing models, including bulk or multi-year agreements.

LICENSE MANAGEMENT:

- Provide proactive support for license renewals and updates to prevent lapses in coverage.

SUSTAINABILITY & ALIGNMENT WITH MISSION

- Propose solutions that align with World Learning's mission, values, and budgetary constraints, offering innovative ways to maximize operational efficiency while minimizing costs.
- Prioritize products and services that contribute to environmental sustainability, such as energy-efficient hardware and recycling initiatives.

REPORTING & COMMUNICATION

- Provide regular reports detailing procurement status, license compliance, system performance, and support activities.
- Maintain clear and open communication with World Learning's IT team and other stakeholders, ensuring alignment throughout the contract period.
- Provide a clear Service Level Agreement (SLA) and communication process detailing response times for quotes and other communications, timely notifications on order status or delays, and escalation procedures to ensure transparency and efficiency.

SCOPE BOUNDARIES

This engagement focuses on procurement, licensing management, and vendor coordination services. Implementation services, infrastructure migrations, and technical consulting are handled separately through other partnerships.

Accessibility Compliance

All hardware and software must comply with applicable accessibility standards (e.g., Section 508, WCAG 2.1), ensuring usability for all WL staff and participants.

V. VENDOR REQUIREMENTS

To be considered for this request for proposal, vendors must meet the following requirements:

- Experience with Nonprofit and/or Higher Educational Organizations: Proven track record in providing computer hardware and software solutions, understanding the unique constraints and challenges faced by nonprofit entities and higher educational organizations.
- Cost-effective Solutions: Ability to provide budget-friendly options while ensuring reliability, scalability, and performance. Proposals should include options that are within WL's budget.
- Technical Expertise: Proven knowledge of and experience working with the specific hardware and software technologies requested in this RFP.
- Microsoft Partnership: Strong Microsoft partnership level and relevant certifications for licensing optimization.
- References: A minimum of 3 client references from nonprofit organizations of similar size and scope.
- Scalability: Ability to support future growth in terms of hardware upgrades and software solutions.

VI. PROPOSAL FORMAT AND REQUIREMENTS

REQUIREMENTS

The bidder's proposal must provide a detailed response and supporting documentation, where requested, to each of the following areas:

- Cover Page: Please include the name of your business, address, authorizing official's name, title, and contact information.

- Vendor Profile: Overview of the vendor, including history, capabilities, and experience working with nonprofit, nonprofit higher education organizations.
- Service Offering: Detailed description of the hardware and software solutions being proposed, including any options for customization and accessibility compliance.
- Microsoft Licensing Expertise: Documentation of partnership level and licensing optimization capabilities.
- Cost Breakdown: A detailed pricing model for hardware, software, installation, and ongoing support. Include any discounts, nonprofit pricing, or special offers.
- Procurement Onboarding Plan: A timeline for access, setup, and any necessary training.
- Support Services: Information on the support services available, including response times, hours of operation, and contact details for support.
- Service Level Agreement (SLA): Outline of the response times for procurement requests.
- Training: Description of training options for staff, if applicable, and any costs associated with training.

REFERENCES

References: Provide references with contact information from a minimum of three clients who currently use your services. At least one of the clients must speak to the performance with nonprofits, higher education institutions, and/or federally funded entities. Please list, by name, three largest social services or nonprofit accounts; or list three largest accounts whose operations you believe are most similar in scope to WL's.

ISSUES AND OPPORTUNITIES

WL encourages creative and innovative thinking that enhances operational and financial performance. While this RFP has been designed to gather a wide range of information, there may be other issues and opportunities you wish to identify as being particularly important and relevant. We encourage you to identify such issues and opportunities, the potential impacts they would have on our organization, and how you would help WL manage them.

VII. EVALUATION OF PROPOSALS

Proposals will be evaluated by a cross-functional team from World Learning's Enterprise Technology Solutions, Finance and Compliance departments. All proposals meeting the minimum requirements outlined in Section V will be scored according to the criteria below. World Learning reserves the right to request clarifications, conduct vendor interviews, or request best and final offers from top-ranked vendors before making a final selection.

Evaluation Criteria:

Cost-effectiveness and Pricing Strategy (25%) Proposals will be assessed on overall value, competitive pricing, nonprofit discounts, transparent cost structures, and total cost of ownership. Vendors should demonstrate how their pricing model delivers long-term value while fitting within World Learning's budget constraints.

Microsoft Licensing Expertise (20%) Vendors must demonstrate deep knowledge of Microsoft volume licensing programs, optimization strategies, and cost-saving opportunities. Partnership level, relevant certifications, and proven track record in managing complex Microsoft licensing environments will be evaluated.

Hardware Procurement Excellence (15%) Assessment of the vendor's ability to source, deliver, and support reliable hardware that meets World Learning's specifications. Consideration will be given to product quality, delivery timelines, warranty terms, and optional international delivery capabilities.

Nonprofit/Education Sector Experience (15%) Demonstrated understanding of the unique operational, budgetary, and mission-driven challenges faced by nonprofit and higher education organizations. Experience with organizations of similar size, scope, and global footprint will be prioritized.

Account Management and Support Quality (15%) Evaluation of proposed Service Level Agreements, response times, escalation procedures, communication protocols, and dedicated account management structure. Quality of ongoing relationship management and proactive support will be considered.

Implementation and Onboarding Plan (5%) Clarity and feasibility of the proposed onboarding timeline, procurement setup process, and integration with World Learning's existing systems and workflows.

References (5%) Quality and relevance of client references, with particular weight given to feedback from nonprofit, higher education, or federally funded organizations with similar technology needs and organizational complexity

Criterion	Weight
Cost-effectiveness and Pricing Strategy	25%
Microsoft Licensing Expertise	20%
Hardware Procurement Excellence	15%
Nonprofit/Education Sector Experience	15%
Account Management and Support Quality	15%
Implementation and Onboarding Plan	5%
References	5%

VIII. RFP PROCESS SCHEDULE

Important Note Regarding Inquiries: WL will not engage in individual correspondence or outreach regarding this solicitation, other than to announce that the RFP has been issued and is open for review. All inquiries must be submitted during the designated Question and Answer period outlined below.

Please note it is our best intent to comply with the below timeline, but unavoidable delays may occur.

Activity	Date
RFP Released	October 27, 2025
Questions accepted in writing	November 3, 2025, by 5:00 PM Eastern Time
Submit Questions to:	Deb Rose, Associate VP, Enterprise Technology Solutions at deb.rose@worldlearning.org and cc Melissa Reid, Enterprise Technology Solutions Procurement & Budget Analyst II at melissa.reid@worldlearning.org
Answers posted	November 10, 2025
Proposals due	December 3rd, 2025, by 5:00 PM Eastern Time
Vendor Selected and Notified	January 30, 2026

Please note it is our best intent to comply with the above timeline, but unavoidable delays may occur.

IX. OTHER TERMS AND CONDITIONS

Withdrawal of RFP

Proposals may be withdrawn before the RFP submittal deadline by submitting a written request to the Contact Person. Re-submittal before the RFP submittal deadline can be made; however, they may not be re-submitted after the deadline.

RFP Costs

All costs incurred in the preparation and presentation of proposals to the RFP shall be completely absorbed by the responding party to the RFP. All documents submitted as part of the RFP will become property of WL. Requests for specific material to be returned will be considered. Any material submitted that is confidential must be clearly marked as such.

Award Basis

At the option of WL, finalists for the Vendor designation may be selected for a final round of interviews and negotiations. However, applicants are encouraged to present their best offers with their initial submission. WL reserves the right to accept or reject any and all proposals, to waive any irregularities in any proposal process, and to make an award of contract in any manner in which WL, acting in the sole and exclusive exercise of its discretion, deems to be in WL's best interest.

Ethical Behavior

As a core value to help achieve our mission, WL embraces a culture of honesty, integrity, and ethical business practices and expects its business partners to do the same. Specifically, our procurement processes are fair and open and allow all vendors/consultants equal opportunity to win our business. WL staff shall purchase goods and services that are compliant with federal and state laws and aligned with the organization's best business practices. Goods and services must be obtained in an effective manner and in compliance with WL's Purchasing Policy, Code of Conduct, and any applicable donor provisions. We will not tolerate fraud or corruption, including kickbacks, bribes, undisclosed familial or close personal relationships between vendors and WL employees, or other unethical practices. If you experience or suspect unethical behavior by a WL employee, please contact WL's Ethics and Compliance Hotline through:

- Website: www.lighthouse-services.com/worldlearning
- Email: reports@lighthouse-services.com (must include "World Learning" in subject line)
- Toll-Free Telephone:
 - English Speaking USA & Canada: 833-400-0039
 - Spanish Speaking USA & Canada: 800-216-1288
 - All other countries: 800 31 26 4002 (must dial country access code first – codes and instructions are available via the link below): [Universal-Toll-Free-Dialing-Guide.pdf](#)

Any vendor/consultant who attempts to engage, or engages, in corrupt practices with WL will have their proposal disqualified and will not be solicited for future work.

X. ATTACHMENTS

Current Hardware & Software Inventory List