



World Learning Inc.

Request for Proposal

RFP #: WL-ETS-2026-001

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

Vendor Question Responses

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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Vendor Question I

Under vendor requirements you asked for experience in Nonprofit and Higher Education Organizations, but under references you asked for 3 clients under nonprofit. Can references also include Higher Education?

WORD LEARNING(WL) RESPONSE

References may include Higher Education institutions in addition to nonprofit organizations. We welcome examples that reflect relevant experience with either sector, particularly those that align with World Learning's scope and mission.

Vendor Question II

For scalability are you looking for a vendor with the ability to provide quotes on current hardware/software that you can expand your footprint on or are you looking for a vendor that can provide you future quotes with the ability of future expansion?

WL RESPONSE

World Learning is seeking a vendor capable of supporting both current procurement needs and future scalability. This includes the ability to provide quotes for existing hardware/software as well as future expansion as our technology environment evolves.

Vendor Question III

Can you provide more detail around what you need/want for Azure as it is based on consumption?

WL RESPONSE

World Learning anticipates 61 servers on Microsoft Azure VM. Please use the Microsoft Azure information below to provide a per unit cost.

Category	Product	Part Number	Region	Price per Unit
Microsoft	Azure VM with 2 vCPUs and 8 GiB memory - pay-as-you-go-model	Standard_D4as_v5	us-east-1 region	
Microsoft	Azure VM with 4 vCPUs and 16 GiB memory - pay-as-you-go-model	Standard_E4as_v5	us-east-1 region	
Microsoft	Azure VM with 8 vCPUs and 32 GiB memory - pay-as-you-go-model	Standard_D8as_v5	us-east-1 region	
Microsoft	Azure Memory-optimized VM with 2 vCPUs and 16 GiB memory - pay-as-you-go-model	Standard_D2as_v5	us-east-1 region	
Microsoft	Azure Memory-optimized VM with 4 vCPUs and 32 GiB memory - pay-as-you-go-model	Standard_E2as_v5	us-east-1 region	

Please include in your proposal:

- Your standard pricing approach
- Volume discount thresholds and corresponding discount levels
- How discounts would be structured (percentage off list, committed use discounts, etc.)
- Your approach to handling migration of pre-existing Azure resources

Vendor Question IV

How are you evaluating quotes/pricing? Typically, the first vendor in that gets deal registration will get the best price upfront? How will World Learning handle an even playing field for pricing evaluation on existing inventory?

WL RESPONSE

We recognize that certain manufacturers (such as Cisco and others) operate on a "first reseller to register gets best pricing" model, which can create different cost structures for resellers through no fault of their own.

Our fair evaluation approach:

- Equal opportunity: All vendors receive our RFP simultaneously, giving everyone an equal chance to register opportunities with manufacturers
- Price-to-us focused: We evaluate based on the final price quoted to us, not on your underlying costs or margins from the manufacturer
- No penalties: We will not penalize vendors who received less favorable manufacturer pricing due to registration timing
- Best value wins: The vendor offering the best overall value (pricing, service, delivery, support) to our organization will be selected

What we expect from you:

- Register deals promptly with relevant manufacturers upon receiving our RFP to secure the best available pricing
- Quote us your most competitive price based on whatever manufacturer pricing you're able to secure
- Focus on delivering the best total value proposition
- Bottom line: We're evaluating what you can offer us, not how you structure your margins. We understand market realities and will select based on the best overall value delivered to our organization.

Vendor Question V

When our Microsoft specialist was going through the list of Microsoft products that you are requesting, they think that they found accidental doubles and wanted me to reach out to see if this was an accidental double. The part numbers are R18-00095, AAD-38400, 9EA-00039, and LJ9-00001. Please let me know if this is intentional or not.

WL RESPONSE

The duplicate part numbers are intentional; WL is requesting quotes for both our current Microsoft licensing and a potential transition to A3 licensing.

Category	Product	Part Number	Cost Per Item	Quantity	Total	Notes
Microsoft	Microsoft Office 365 Pro Plus A - subscription license - 1 user	5XS-00001-12MO		1000		
Microsoft	Microsoft Intune - subscription license - 1 user	FYR-00001-12MO		1000		
Microsoft	Microsoft Azure Active Directory Premium - subscription license - 1 user	3R3-00001-12MO		1000		
Microsoft	Microsoft Windows Server - license & software assurance - 1 device CAL	R18-00095		1000		
Microsoft	Microsoft 365 A5 - subscription license - 1 user	AAD-38400-12MO		3		
Microsoft	Microsoft Windows Server Datacenter Edition - license & software assurance	9EA-00039-12MO		108		
Microsoft	Skype for Business PSTN Conferencing - subscription license (12 month)	LJ9-00001-12MO		20		

Category	Product	Part Number	Cost Per Item	Quantity	Total	Notes
Microsoft	Microsoft Office 365 A3 - subscription license - 1 user	AAD-38391-12mo		1000		
Microsoft	Microsoft Windows Server - license & software assurance - 1 device CAL	R18-00095		1000		
Microsoft	Microsoft 365 A5 - subscription license - 1 user	AAD-38400-12MO		3		
Microsoft	Microsoft Windows Server Datacenter Edition - license & software assurance	9EA-00039-12MO		108		
Microsoft	Skype for Business PSTN Conferencing - subscription license (12 month)	LJ9-00001-12MO		20		

Vendor Question VI

Please advise how to return our response to World Learning, Inc – via email or other platform so we can create our internal response timeline.

WL RESPONSE

All proposals must be submitted in writing by Wednesday, December 3, 2025, at 5:00 PM ET to:

- Deb Rose, Associate VP, Enterprise Technology Solutions: deb.rose@worldlearning.org
- CC: Melissa Reid, ETS Procurement & Budget Analyst II: melissa.reid@worldlearning.org

Vendor Question VII

Based on the skus for Microsoft (more questions about to follow), can you please confirm if you are currently under a Commercial or Educational agreement with Adobe?

WL RESPONSE

World Learning is currently under an Adobe for Enterprise agreement.

Vendor Question VIII

For the APC support, can you please provide the serial numbers and physical address for the units? I have confirmed that these cannot be quoted without that information.

WL RESPONSE

The APCs are located in Brattleboro, VT and Washington, DC. Specific locations and contract information will be shared under NDA with finalists during the evaluation phase.

Vendor Question IX

One part number was not found – can you please confirm that UPG4HR-UG-01 is correct?

WL RESPONSE

Please quote WUPG4HR-UG-01 in place of UPG4HR-UG-01

Current Hardware & Software Inventory List

Category	Product	Part Number	Cost Per Item	Quantity	Total	Notes
APC	APC by Schneider Electric On Site Service - 1 Year - Service	WUPG4HR-UG-01		1		

Vendor Question IX

Azure Networking:

Can we have more clarity on what type of Azure Networking you would like quoted? Typical options are included in the image below (image redacted)

Azure:

Product	Questions
Azure Networking	Can we have more clarity on what type of Azure Networking you would like quoted? Typical options are included in the image below
Azure Database	Which size and tier are you currently using and want quoted?
Azure Storage	What type of storage and the amount stored?
Azure Compute	What sort of compute and size instances?

WL RESPONSE

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Please include in your proposal:

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- How discounts would be structured (percentage off list, committed use discounts, etc.)
- Your approach to handling migration of pre-existing Azure resources

Vendor Question X

Laptops/Peripherals/Smart Phone:

Not all of the SKUs provided are currently available, as some have been designated

EOL/EOS. Would you like us to provide pricing for the replacement SKUs, or simply note in our RFP response that these items cannot be quoted?

WL RESPONSE

Please indicate when a product is EOL/EOS and quote the replacement.

Vendor Question XI

Microsoft:

For the items with the quantity of 1000, should those be Student Use or Faculty Use licenses?

WL RESPONSE

Please quote Faculty Use licenses.

Vendor Question XII

Microsoft:

Several items quoted are included in the Microsoft 365 A5 bundle and may not need to be licensed separately. Are we able to conduct a license optimization session to better understand and recommend future subscriptions that may provide cost savings for World Learning?

WL RESPONSE

At this stage of the RFP process, World Learning is not scheduling optimization sessions. However, World Learning may arrange this with our finalist vendors as part of the final evaluation phase. For the purposes of this RFP response, please quote the items as specified in our request. If you identify potential optimization opportunities or bundling efficiencies, you may note these in your proposal for future discussion.

Vendor Question XIII

Veeam:

Are you able to share the contract renewal number?

WL RESPONSE

Specific contract information will be shared under NDA with finalists during the evaluation phase.

Vendor Question XIV

Wasabi:

What storage capacity requirements should we include in our proposal?

WL RESPONSE

World Learning currently utilizes 20TB of Wasabi Timed Active Storage in the us-east-1 region. We anticipate this capacity will increase over time, please include scalable options in your proposal to accommodate future growth.

Vendor Question XV

Are there any compliance programs you need to adhere to within MRD/CrowdStrike? EX: CMMC or NIST

WL RESPONSE

At this time, World Learning does not have specific compliance requirements for CMMC or NIST that vendors must adhere to for this engagement.

If there are other compliance or security standards that may be relevant to our organization or this procurement, please include information about your certifications and compliance capabilities in your proposal.

Vendor Question XVI

What is your VIP agreement if you choose to go with [manufacturer name removed]?

WL RESPONSE

We do not currently have a VIP (Volume Incentive Program) agreement with [manufacturer name removed]. Please quote standard and any VIP pricing available to us (or %). If a VIP agreement would provide cost savings, please include information about eligibility requirements, potential benefits and cost saving opportunities in your proposal.

Vendor Question XVII

For azure what is your typical monthly price, please use the calculator for an estimate: If it's over a certain threshold we might be able to sharpen our pencil on pricing as a discount off list type of structure. Also, in some situations, pre-existing Azure resources may need to be migrated to an Azure CSP Partner. Our presales engineer would be glad to speak with them to provide further information.

WL RESPONSE

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Vendor Question XVIII

Could you please confirm the duration of support required? Are you anticipating a 3-year term, a 5-year term, or another timeframe?

WL RESPONSE

WL will consider proposals with a duration of support up to 5 years maximum.

Vendor Question XIX

Would it be acceptable to provide [Manufacturer name removed] -branded hardware in place of the currently specified brand, provided that the equipment meets or exceeds the required specifications and functionality?

WL RESPONSE

Yes. Please reference “Equivalent Products” on page 4 of the RFP.

Vendor Question XX

Could you please confirm whether the resulting award is intended to be sole-source or if multiple vendors may be selected under this solicitation?

WL RESPONSE

Please reference “Award Basis” on page 11 of the RFP.

Vendor Question XXI

Regarding the Procurement Onboarding Plan requirement – if our organizations currently maintain an active, direct business relationship, would submission of this component still be required, or may this step be considered fulfilled based on existing engagement?

WL RESPONSE

If a vendor has already fulfilled the WL Finance onboarding process no additional onboarding actions are required.

Vendor Question XXII

With respect to the specified CrowdStrike software, would the institution be open to evaluating equivalent or functionally comparable solutions from other providers (e.g., [Product name removed]) that meet or exceed the stated technical and security requirements?

WL RESPONSE

WL is not considering alternatives to CrowdStrike at this time.

Vendor Question XXIII

For submission purposes, could you please confirm whether the preferred method for delivering our response is via email to this address, or if an alternative submission portal or procedure should be used?

WL RESPONSE

All proposals must be submitted in writing by Wednesday, December 3, 2025, at 5:00 PM ET to:

- Deb Rose, Associate VP, Enterprise Technology Solutions: deb.rose@worldlearning.org
- CC: Melissa Reid, ETS Procurement & Budget Analyst II: melissa.reid@worldlearning.org