Request for Proposal: Hardware-as-a-Service (HaaS)

Organization: [Leadership for Educational Equity (LEE)](#)
RFP Publication to Vendors: June 6, 2025
Deadline for Vendor Questions: June 16, 2025
Proposal Submission Deadline (Preferred): July 7, 2025

1. Introduction & Purpose

[LEE](#) is a nonpartisan network of leaders at all stages of life and career. We provide 1:1 coaching, meaningful member-to-member connections, and skill-building opportunities to support and inspire members to increase access and opportunity in their communities. LEE is seeking proposals from qualified Hardware-as-a-Service (HaaS) providers to replace its current hardware provisioning and management solution.

The objective of this RFP is to select a HaaS provider capable of delivering comprehensive hardware lifecycle management for laptops, mobile phones, and MiFi devices. This includes provisioning, maintenance, robust end-user support, and secure dispositioning. The transition to a new HaaS provider aims to enhance service quality, improve LEE's security posture in line with forthcoming recommendations, and ensure the selected provider is fully operational to support LEE staff by a target date of early October 2025.

This RFP provides detailed information about LEE's requirements, the scope of services, evaluation criteria, and submission guidelines. We invite experienced and innovative HaaS providers to submit their proposals.

2. Organizational Background

LEE is a national, nonpartisan, nonprofit organization. We support a diverse, national network of civic leaders. LEE has approximately 125 staff members with a majority working remotely. Our current hardware environment consists primarily of Dell Thinkpads and Mac laptops, Verizon mobile phones, and MiFi devices.

3. Project Objective & Timeline

- **Objective:** To secure and onboard a new HaaS provider to replace Designdata. The selected vendor must be capable of delivering comprehensive hardware lifecycle management, including provisioning, maintenance, support, and secure disposal, for laptops, mobile phones (Verizon), and MiFi devices. The transition aims to enhance service quality, improve security posture based on forthcoming recommendations, and ensure the new provider is fully operational and ready to support staff by a target date of early October 2025.

- **Key Timeline Milestones (Subject to Adjustment):**
  - RFP Publication: June 6, 2025
  - Vendor Q&A Period Ends: June 16, 2025
  - Vendor Proposals Due: July 7, 2025
  - Proposal Evaluation Complete: July 21, 2025
  - Vendor Interviews/Demos (if required): July 28, 2025
  - Vendor Selected: July 28, 2025
  - Contract Negotiation Complete: August 4, 2025
  - Contract Signed: August 4, 2025
  - Vendor Onboarding Begins: August 4, 2025 (Requires approx. 60-day runway)
  - Target Go-Live Date: October 3-5, 2025

4. Scope of Services Required

LEE requires a comprehensive HaaS solution covering the full lifecycle of end-user hardware. Proposals should detail the provider's approach to delivering the following services:

- **4.1. Core HaaS Definition:**
  - Procurement of hardware (laptops, specified Verizon mobile phones, MiFi devices) via a subscription model.
  - Full hardware lifecycle management by the provider, including maintenance, support, upgrades, and decommissioning.
- **4.2. Specific Services Required:**
  - **Hardware Provisioning:**
    - Supply of new, business-grade laptops (specify desired operating systems, e.g., Windows, macOS, or ability to support both). Include

options for different user profiles/tiers if applicable.
- Supply of specified Verizon mobile phones (models to be discussed, or provide standard options).
- Supply of MiFi devices compatible with Verizon.
- Process for ordering, configuring, and deploying new and replacement hardware to LEE staff nationwide.
  - **Maintenance & Management:**
    - Proactive hardware health monitoring.
    - Patch management and software updates (OS and potentially standard applications).
    - Troubleshooting and break/fix support for all covered hardware.
    - End-user support services with clearly defined Service Level Agreements (SLAs), including helpdesk access (phone, email, portal), hours of operation, and response/resolution times.
  - **Lifecycle Management:**
    - Defined hardware refresh cycles (e.g., 3-4 years for laptops).
    - Secure collection and decommissioning of retired assets.
    - Certified data destruction for all retired hardware, compliant with NIST 800-88 or similar standards, including provision of destruction certificates.
  - **Microsoft License Management:**
    - Capability to manage and/or bundle Microsoft 365 licenses (specify desired SKUs or needs, e.g., E3, E5).
  - **End-User Provisioning/Deprovisioning Support:**
    - Seamless integration with LEE's Joiner/Mover/Leaver (JML) workflow.
    - **Integration Method:** Vendors must describe their proposed method for data exchange, triggers for provisioning/deprovisioning.
  - **Reporting & Asset Management:**
    - Access to a portal or regular reports detailing asset inventory, status, support tickets, and SLA performance.
  - **Security Services:**
    - Vendors should describe their standard security practices for managed hardware, including endpoint protection, encryption, etc.
    - Flexibility to adapt to LEE-specific security requirements based on forthcoming recommendations.

5. Security Requirements & Vendor Vetting

Security is paramount to LEE. The selected HaaS provider must demonstrate a strong commitment to security throughout its operations and service delivery.

- **5.1. Security Recommendations:** Specific security requirements derived from an ongoing third-party assessment will be provided as an addendum or during later stages of the selection process. Vendors must be prepared to meet these requirements.
- **5.2. Standard RFP Security Requirements:** At a minimum, vendors must address the following in their proposals:
  - **Data Security & Privacy:** Policies and procedures for data encryption (at rest and in transit), access controls, data segregation (if multi-tenant), and protection of LEE data.
  - **Compliance & Certifications:** Evidence of relevant certifications (e.g., SOC 2 Type II, ISO 27001).
  - **Incident Response Plan:** Details of the vendor's incident response plan, including detection capabilities, response procedures, and notification timelines for security incidents affecting LEE assets or data.
  - **Supply Chain / Subprocessor Risk Management:** Processes for vetting and managing security risks associated with the vendor's own supply chain and any subprocessors involved in service delivery.
  - **Secure End-of-Life Procedures:** Detailed methods for data destruction and hardware sanitization, including types of certifications provided.
  - **Adherence to LEE Policies:** Willingness and ability to adhere to relevant LEE IT and security policies.
- **5.3. Vendor Evaluation - Security Focus:**
  - Vendors may be required to complete a security questionnaire (e.g., LEE custom questionnaire).
  - Security will be a significant criterion in the evaluation process.
  - LEE may request a review of vendor security policies, audit reports, and penetration test summaries.
- **5.4. Security as an Ongoing Process:** The selected vendor will be expected to maintain a strong security posture, with obligations embedded in the contract and SLA, subject to periodic reviews and ongoing monitoring.

6. Proposal Submission Requirements

Proposals must be submitted electronically in PDF format to techadmin@wearelee.org

by **July 7, 2025, 5:00 PM ET. All proposals submitted thereafter may be considered on a rolling basis until July 11th, 2025.**

Each proposal should include the following sections:

- **6.1. Cover Letter:** A brief introduction, signed by an authorized representative of the company.
- **6.2. Executive Summary:** An overview of the proposed solution and its key benefits to LEE.
- **6.3. Company Profile:**
  - Company name, address, and contact information.
  - Brief history of the company.
  - Overview of HaaS experience, particularly with non-profit organizations or organizations of similar size and complexity to LEE.
- **6.4. Understanding of Requirements:** Demonstrate a clear understanding of LEE's objectives and requirements as outlined in this RFP.
- **6.5. Proposed Solution & Service Delivery Model:**
  - Detailed description of how the vendor will meet each of the services outlined in Section 4.
  - Description of the proposed hardware (laptop models, mobile phone options, MiFi devices).
  - Details on the end-user support model, including helpdesk operations, ticketing system, and escalation procedures.
  - Approach to JML integration.
  - Plan for custom imaging and software deployment.
  - Asset management and reporting capabilities.
- **6.6. Security Plan:**
  - Detailed response to the security requirements outlined in Section 5.
  - Description of the vendor's overall security program and relevant certifications.
- **6.7. Transition & Implementation Plan:**
  - A proposed high-level plan and timeline for transitioning services from the incumbent provider and implementing the new HaaS solution, aiming for the October 7-9, 2025 go-live.
  - Description of the onboarding process for LEE and its staff.
  - Approach to inventory management and data transfer (if any) during the transition.
- **6.8. Service Level Agreement (SLA) Framework:**

- ○ Proposed SLAs for key services (e.g., hardware provisioning times, support response and resolution times, system uptime).
  - ○ Description of SLA monitoring and reporting.
  - ○ Remedies or service credits for SLA breaches.
- **6.9. Pricing Structure:**
  - ○ Detailed and transparent pricing for all services, including:
    - ■ Per-user or per-device monthly costs for laptops, mobile phones, and MiFi devices.
    - ■ Any one-time setup or transition fees.
    - ■ Costs for optional services or different service tiers.
    - ■ Clear explanation of what is included in the base price and what constitutes an additional charge.
    - ■ Pricing for Microsoft 365 licensing, if bundled.
- **6.10. References upon request:**
  - ○ Minimum of three (3) client references, preferably from organizations of similar size or sector, who can speak to the vendor's HaaS capabilities and service quality may be requested.
- **6.11. Value-Added Services (Optional):** Describe any additional services or innovations your company offers that could benefit LEE.
- **6.12. Acceptance of Terms:** A statement confirming the vendor's willingness to accept LEE's standard contract terms and conditions (a sample may be provided later).

7. Evaluation Criteria

Proposals will be evaluated based on a comprehensive assessment of the following criteria (not necessarily in order of importance):

- **Understanding of LEE's Needs and Objectives:** Demonstrated comprehension of the requirements and goals outlined in this RFP.
- **Completeness and Quality of Proposed Solution:** Thoroughness, feasibility, and suitability of the proposed HaaS solution to meet LEE's operational and technical requirements.
- **Technical Capability and Experience:** Vendor's demonstrated expertise, experience in providing HaaS, and qualifications of proposed personnel.
- **Security Posture:** Strength of the vendor's security practices, compliance, and ability to meet LEE's security requirements.

- **End-User Support Model:** Quality, accessibility, and responsiveness of the proposed end-user support services and SLAs.
- **Transition and Implementation Plan:** Realism and thoroughness of the proposed plan to ensure a smooth transition with minimal disruption.
- **Pricing and Value:** Competitiveness, clarity, and overall value of the proposed pricing structure.
- **Cultural Fit and Flexibility:** Ability to work collaboratively with LEE and adapt to evolving needs.

LEE reserves the right to:

- Waive any informalities or irregularities in proposals.
- Request clarification or additional information from any or all vendors.
- Conduct interviews, demonstrations, or site visits.
- Negotiate with one or more vendors.
- Reject any or all proposals without specifying reasons.
- Award a contract to the vendor whose proposal is deemed most advantageous to LEE, not necessarily the lowest priced.
- Monitor services provided by selected vendor in perpetuity.

8. RFP Timeline Summary

- RFP Publication to Vendors: June 6, 2025
- Deadline for Vendor Questions: June 16, 2025
- LEE Responds to Vendor Questions By: June 18, 2025
- Preferred Proposal Submission Deadline: July 7, 2025
- Final Rolling submission deadline: July 11th, 2025
- Proposal Evaluation & Shortlisting: July 7 - July 21, 2025
- Vendor Presentations/Demos (if required): July 21 - July 28, 2025
- Final Vendor Selection: July 28, 2025
- Contract Negotiations: July 28 - August 4, 2025
- Contract Award/Signed: August 4, 2025
- Transition/Onboarding Commences: August 4, 2025
- Target Go-Live: October 7-9, 2025

We look forward to receiving your proposal.