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Rich’s Products Corporation

Request for Proposal (RFP)

IT Hardware Procurement | Managed Services

|  |  |
| --- | --- |
| **Version:** | 1.0 |
| **Date:** | 06/25/2025 |

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# General Overview

# Overview

Rich Products Corporation is a global leader in food products and services with a strong focus on innovation, quality, and operational excellence. As part of its continued investment in technological infrastructure, the organization is initiating a strategic procurement of IT hardware and associated technical support services to standardize and optimize workplace computing environments across its business operations.

This Request for Proposal (RFP) invites qualified and experienced suppliers to participate in a competitive bidding process for the provision and installation of IT hardware, including but not limited to laptops, desktops, and workstations, as well as the necessary post-installation technical support.

The objective of this RFP is twofold:

1. To provide potential suppliers with sufficient detail to understand the scope, specifications, and expectations associated with this sourcing engagement.
2. To establish a consistent response format that allows for meaningful comparison and evaluation of vendor proposals based on technical capability, service quality, and commercial competitiveness.

Through this engagement, Rich Products Corporation seeks to build a strategic relationship with a reliable supplier that can ensure timely delivery, compliance with technical standards, and a scalable support structure aligned with future expansion and upgrades.

# Definitions

The standard terms used throughout this RFP document shall be defined as:

|  |  |
| --- | --- |
| **Affiliate** | Any entity that directly or indirectly controls, is controlled by, or is under common control with Rich Products Corporation. |
| **Agreement/ Contract** | Legal document executed by Rich Products Corporation and Supplier that specifies the terms and conditions governing the required work to be provided by the Supplier and the relationship between Rich Products and Supplier. |
| **Deliverable** | The work Supplier is engaged to produce. In a multi-phase endeavor, deliverables will typically be associated with each phase and will indicate progress toward the end-state goal of the work (*e.g., final report, training materials, and business case*). |
| **Respondent** | A company invited to submit a quotation pursuant to this RFP. |
| **Supplier** | The Respondent ultimately chosen to provide the services identified in this RFP. |

# Binding Offer

By submitting a proposal, the Respondent confirms that their response constitutes a firm and binding offer valid for a period of 180 days from the date of submission. Rich Products Corporation reserves the right to accept all, part, or none of the proposal unless explicitly stated otherwise by the Respondent.

The Respondent also affirms its capability and intent to deliver the requested goods and services as proposed and agrees to be bound by the terms outlined in its response, subject to any mutually agreed written modifications.

# Costs

All costs incurred by the Respondent in preparing and submitting a response to this RFP are the sole responsibility of the Respondent. Rich Products Corporation will not reimburse any expenses related to proposal development, submission, clarification requests, or participation in subsequent discussions or presentations.

# Right to Terminate RFP

Rich Products Corporation reserves the right to terminate the RFP process at any time prior to awarding the contract and makes no commitments, either implied or explicit, that this process will result in a business transaction with any Respondent.

Rich Products Corporation further reserves the right, at its sole discretion, to accept any proposal in whole or in part, negotiate with any Respondent, or cancel this RFP (in full or in part) if it determines such action to be in the company’s best interest.

# Authorized Person

If Respondent is a corporation, an authorized corporate officer must provide acknowledgement of the quotation by signing, e-signature, or email submission from the appropriate e-mail address. All quotations must state that the person submitting the quotation is authorized to bind Respondent to the response.

# Confidentiality

Rich Products Corporation operates in a competitive and confidential business environment. All information shared through this RFP, including attachments and related materials, is considered confidential and is provided solely for the purpose of proposal preparation.

By accepting this RFP, the Respondent agrees to treat all information contained herein as confidential and to use it exclusively for responding to this solicitation. The Respondent shall not disclose, reproduce, or share any part of this document or related communications with third parties without prior written consent from Rich Products Corporation.

Upon request, all documents and materials provided by Rich Products Corporation must be returned or destroyed. This confidentiality obligation remains in effect even if the Respondent is not awarded the contract.

# Project Timeline

# The timeline below represents Rich Products’ estimated schedule for the RFP process:

|  |  |
| --- | --- |
| **Activity** | **Date** |
| RFP Issued | June 25,2025 |
| **Vendor Q&A Due** | June 28,2025 |
| Answers to Q&A provided | June 30,2025 |
| **Proposals submission Due** | July 01,2025 |
| Proposals Review | July 02 – July 28 |
| Preferred Panel Selection | July 30 2025 |

# Pre-Submittal Communication

* + - During the process, all requests for clarification or questions on this RFP shall be directed to the person specified below to facilitate and ensure fair distribution and record- keeping of information. Failure to comply with this requirement may be the cause for disqualification.
    - Any extensions will be explicitly noted. If no extensions are indicated, all quotations are due at the time and date originally specified.

|  |  |
| --- | --- |
| **Rich Products Corporation Partner Contact Information** | |
| ***Name*** | *Aaditya Siddharth M* |
| ***E-mail*** | *Aaditya.m@gep.com* |

# Response Instructions & Submission

* + - **Please provide your pricing details in the RFP Excel worksheet included in the package.**
    - Respondents should provide their most aggressive pricing.
    - Respondents are requested to share any additional/other details in a supplementary document.

An electronic copy of your response in Microsoft Word and/or Excel must be submitted by **01/07/2025** via email to *Aaditya Siddharth M* at *Aaditya.m@gep.com ,* all responses must be submitted in their entirety at the time of initial submission and be self- explanatory.

# Thank You

Rich Products Corporation thanks each Respondent for submitting a response to this RFP. Rich Products Corporation appreciates the complexity of this work and is eager to review all quotations submitted.

# Purpose and Requirements of the Preferred Supplier Program

**2.1 Purpose of the IT Hardware procurement Program**

The IT Hardware Procurement aims to establish strategic partnerships with select IT hardware vendors who offer consistent quality, competitive pricing, and reliable support. Through this initiative, Rich Products Corporation seeks to streamline procurement, standardize equipment, and drive long-term value through committed supplier relationships.

**2.1.1 Program Objectives**

If selected as a Preferred Supplier, Rich Products Corporation will route a significant portion of future IT hardware procurement through these partners. The program is designed to foster long-term, mutually beneficial relationships with suppliers who offer the most competitive commercial terms, demonstrate strong service reliability, and support cost-optimization initiatives.

This initiative will also enable more accurate planning and budgeting by establishing standardized pricing and service expectations. All pricing structures, service levels, and incentives agreed upon through this RFP will supersede any previous arrangements and serve as the baseline for all future IT hardware engagements across the organization.

**Geographic Scope:**

The Managed Services Project will be implemented across the following regions:

* Americas (North America)

**2.1.2 Benefits for Selected Suppliers**

Suppliers selected through this RFP process will gain:

* **Contractual Engagement:** Opportunity to supply IT hardware and services for a defined procurement cycle.
* **Increased Visibility:** Exposure to future sourcing opportunities based on performance and compliance.

This engagement reflects Rich Products Corporation’s commitment to working with suppliers who align with our quality standards, cost-efficiency goals, and delivery expectations. Suppliers demonstrating competitive pricing, reliable fulfillment, and strong support structures will be favorably considered in both current and future procurement initiatives.

**2.2 Proposal Submission Guidelines**

To be considered for this sourcing engagement, suppliers must submit a complete, clear, and competitive proposal using the attached RFP Excel workbook. The workbook includes detailed instructions for submitting the required commercial and technical information.

Key components to be included:

* **Product and Service Specifications:** Details of proposed hardware models, configurations, and installation services in alignment with the requirement specification sheet.
* **Pricing and Discounts:** Transparent unit pricing, volume-based discounts, rebates, and any other cost-saving incentives.
* **Warranty & Support Terms:** Clear definition of warranty periods, service-level commitments, and support escalation procedures.

All worksheets must be fully completed, and any assumptions or exceptions should be clearly stated. The submission must provide a breakdown of fees and pricing rationale, which will serve as the baseline for evaluation and contracting.

Proposals that are incomplete or deviate from the provided format may be disqualified from consideration.

**Evaluation Criteria:**

Rich Products Corporation will give favorable consideration to suppliers who:

* Provide clear, transparent, and competitive pricing
* Offer meaningful discounts or incentives tied to volume or early payment
* Demonstrate innovative strategies to reduce total cost of ownership

Rich Products Corporation values transparency, responsiveness, and attention to detail in supplier relationships. Failure to comply with submission instructions or to provide the required pricing and technical information may result in disqualification from this RFP process.

If you have any clarification questions regarding this RFP, please submit them using the **‘Vendor Q&A’** tab in the RFP Excel workbook by **June 28, 2025**. Responses will be shared with individual suppliers or all participants, depending on the nature of the questions, by **June 30, 2025**.

Please ensure all required worksheets are completed and submitted by **July 01, 2025**, along with any supplementary documents labeled appropriately in the designated section of the workbook.

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