

INNOVATE MEMPHIS

REQUEST FOR PROPOSALS

Vendor Services for: Device Deployment

*****This document has been updated with an extended proposal submission deadline of Wednesday, May 21 and responses to vendor questions on p. 12*****

Overview and Purpose

Innovate Memphis has been contributing to local digital equity initiatives since 2022 aimed to bridge the digital divide by providing residents with essential resources, including:

- Computer skills training
- Free device distribution
- Education on low and no-cost broadband programs

This RFP seeks a qualified vendor to support the Connect Shelby Digital Equity Program by deploying tablets to eligible residents. This initiative aligns with Shelby County Government's digital equity goals and leverages the Tennessee Broadband Ready Communities program to expand access in income-limited households and neighborhoods.

This initiative is designed to equip residents with the tools needed to access essential online resources, participate in telehealth and social services, and improve digital literacy. By working closely with nonprofit partners, the program will ensure that devices reach those who need them most while also providing the necessary support to encourage successful adoption and long-term use. The selected vendor will play a key role in ensuring smooth logistics, proper device setup, and post-deployment assistance to maximize the program's impact.

Project Goal: To deploy up to 1,600 tablet devices to Memphis and Shelby County residents.

The project goal will be achieved by:

- Partnering with up to eight nonprofit organizations serving in low-income communities and targeting a high volume of residents
- Providing ongoing technical support within vendor participation timeline to ensure successful device adoption and effective usage.

Together, these strategies will help remove barriers—such as the cost of owning a digital device—while also increasing access to essential online resources.

A. Organizational Background

The Mayor's Institute for Excellence in Government (dba Innovate Memphis) is a 501(c)(3) nonprofit founded in 2011 to advance public programs that improve the lives of Memphians.

Innovate Memphis (IM) develops and delivers bold solutions to some of the most pressing urban challenges in Memphis. We focus on a small number of challenges, gain deep insight and then apply innovation, demonstration, and incubation principles on a scale that reduces risk and finds a clear path to success. Our broadband initiatives emerged in response to the growing gap between internet accessibility needs and the aging population.

B. Short Project Description

Connect Shelby is a collaborative broadband initiative between Shelby County Government and Innovate Memphis. As part of a comprehensive digital equity plan, the initiative is designed to aid organizations serving low-income families in geographic areas with low home internet and device access.

C. Project Scope

The scope of this Request for Proposals (RFP) is to identify a qualified vendor to manage the incremental deployment of digital devices for the Connect Shelby Digital Equity Program. The selected vendor will be responsible for the device procurement, distribution, logistics, and technical support necessary to ensure that eligible residents receive devices that are ready for immediate use. We seek a vendor that can deploy up to 1,600 tablet devices to nonprofit sites to be distributed to residents, or the best available service and device offer for our budget (not to exceed \$80,000).

The scope of work for the selected vendor will include:

1. Device Procurement and Preparation
2. Distribution
3. Technical Support
4. Data Management and Reporting

Device Procurement and Preparation

- Source and supply up to 1,600 tablets that meet the required technical specifications.
- Ensure devices are pre-configured with necessary software, accessibility features, and security settings.
- Devices must be equipped with pre-installed software that enables residents to:
 1. Browse the internet using a secure and user-friendly web browser.
 2. Access an app store (e.g., Google Play or equivalent) to download additional applications.
 3. Send and receive emails through a standard, pre-installed email client.
 4. Store, view, and manage files such as documents, photos, and other media types using built-in file management tools.
- Provide necessary packaging and labeling for efficient distribution.

Distribution

- Develop and execute a phased deployment plan in collaboration with Innovate Memphis and nonprofit partners.
- Manage secure storage, logistics, and distribution to designated locations, including nonprofit organizations and community hubs.
- Offer direct-to-recipient (nonprofit site) delivery options where needed.

Technical Support

- Provide basic setup assistance and troubleshooting for device recipients.
- Supply user guide materials to help residents navigate their new devices.
- Offer limited post-deployment technical support to respond to customer service requests and troubleshoot potential issues with devices working properly.
- Ensure devices come with warranties to provide coverage for hardware defects and support long-term usability.

Data Management and Reporting

- Maintain accurate tracking and reporting of device distribution.
- Collect and submit deployment progress reports to Innovate Memphis.
- Ensure compliance with grant funding requirements and program accountability metrics. (please refer to Appendix A for specific details)

Deployment Sites

Innovate Memphis will partner with up to 8 nonprofit organizations to carry out the Connect Shelby initiative. The participating organizations will be located throughout Shelby County, and details will be furnished after the selection process.

Project Timeline

The vendor's role in the Connect Shelby initiative is expected to span approximately 12 to 18 months, depending on the scale of deployment and ongoing technical support needs. The anticipated start date for vendor engagement is June 1, 2025, with completion projected no later than December 31, 2025. This timeline includes device distribution, technical support, and follow-up services to ensure successful adoption and usage.

D. Schedule

Innovate Memphis reserves the right to change the dates on the schedule.

Event	Date
Innovate Memphis publishes RFP	April 25, 2025
Deadline for Questions and Proposers	May 8, 2025
Deadline for Proposal Submission	May 21, 2025 (rev. from orig. 5/19 deadline)
Innovate Memphis Awards Contract	May 28, 2025 (rev. from orig. 5/26 deadline)

E. Submittal Requirements

Requirements for contents of submittals are:

1. The Vendor shall submit one (1) electronic copy via electronic mail (E-Mail) in write protected PDF format of their response. (Innovate Memphis may reproduce additional copies as required.)
2. Proposals shall be electronically e-mailed with the RFP name and the name of the proposer in the Subject field and submitted on or before the deadline indicated in the schedule to: info@innovatememphis.com

F. Contents of Proposal

Proposals must contain all sections described below, in the order shown. Failure to adhere to this outline may eliminate the proposal from further consideration.

1. COVER LETTER (maximum of 3 pages)

- a. Provide a letter of introduction signed by an authorized officer of the proposer
- b. Include a brief description of why your firm is well suited for and can meet the program's needs for all four service scope areas (Device Procurement and Preparation; Distribution; Technical Support; Data Management and Reporting). For technical support, include any relevant existing SLAs in the cover letter or as an appendix.
- c. Clearly identify the individual(s) who are authorized to speak for the company during the evaluation process.

2. DESCRIPTION OF COMPANY (maximum of 1 page)

- a. Company name
- b. Address
- c. Telephone
- d. Website
- e. Name and email of main contact
- f. Federal Tax I.D. Number
- g. Type of organization (i.e. corporation, partnership, etc.).
- h. A brief description and history of the firm, including the number of years the firm has been in business and date the firm was established under its given name.
- i. Client retention rate
- j. Number of employees

3. PERSONNEL (maximum of 1 page)

- a. Identify key team members, including sub-consultants, and state their qualifications relevant to the scope of services for the Project.

- b.** Each proposal must include evidence that the proposer is legally permitted and properly licensed to conduct business in the State of Tennessee.
- c.** Innovate Memphis expects that the team will remain intact through the duration of this contract.
- d.** Innovate Memphis reserves the right to request a change in project management based on performance.

4. PAST PERFORMANCE (maximum of 2 pages) – Provide information your prior services furnished by your company in the last five (5) years on a minimum of two (2) deployment projects, and list the following:

- a.** Client name and contact information.
- b.** Project name and location.
- c.** Project date range.
- d.** Briefly state relevance of project included for consideration in this RFP.
- e.** Specify role of company or individual if work was not exclusively by the company (joint venture, association).
- f.** Key individuals of the company involved and their roles in the project.
- g.** Any sub- consultants that worked with the company.
- h.** Name, email and phone number for 1 reference per project

5. SCHEDULE OF FEES AND CHARGES (maximum of 2 pages) – Vendors must provide a detailed and itemized cost proposal for the deployment of up to 1,600 tablets as part of the Connect Shelby Digital Equity Program or for the maximum devices/service quality offered at a budget not to exceed \$80,000. The pricing should be structured in a clear and transparent manner, with breakdown for procurement, deployment, logistics, and support services.

1. Device Procurement & Configuration

Item	Unit Cost (\$)	Quantity	Total Cost (\$)
Tablet Devices	[Vendor to specify]	Up to 1,600	[Vendor to specify]
Pre-Installed Software & Security Features	[Vendor to specify]	Up to 1,600	[Vendor to specify]
Device Packaging & Labeling	[Vendor to specify]	Up to 1,600	[Vendor to specify]

2. Deployment & Distribution Costs

Item	Unit Cost (\$)	Quantity	Total Cost (\$)
Warehousing & Storage	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]
Device Shipping/Delivery to Distribution Sites	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]
On-Site Distribution Assistance (if applicable)	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]

3. Technical Support & Training

Item	Unit Cost (\$)	Quantity	Total Cost (\$)
Basic Device Setup & Troubleshooting	[Vendor to specify]	Up to 1,600	[Vendor to specify]
User Guide Materials (if applicable)	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]
Post-Deployment Support (Help Desk, Remote Assistance)	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]

4. Reporting & Compliance

Item	Unit Cost (\$)	Quantity	Total Cost (\$)
Deployment Tracking & Data Reporting	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]
Compliance & Grant Reporting	[Vendor to specify]	[Vendor to specify]	[Vendor to specify]

5. Miscellaneous & Contingency Costs

Vendors should list any additional costs not covered in the categories above, including any contingency fees or optional services that may be required for successful deployment.

6. Total Estimated Cost: Proposer to calculate

Pricing Guidelines

- Vendors must clearly define unit costs and provide justifications where applicable.
- Pricing should include all necessary services, labor, materials, and applicable taxes or fees.
- Any discounts or cost-saving options should be specified.
- Vendors should indicate whether pricing is fixed, subject to change, or include volume-based adjustments.

SELECTION PROCESS

Proposals will be subjected to an evaluation and selection process. The first stage will begin with a review of the response of the RFP. A proposal must address all mandatory requirements to be considered. Innovate Memphis retains the sole discretion to determine issues of compliance and to determine whether a vendor is responsive, responsible, and qualified. Innovate Memphis may choose to ask clarification questions in writing and include the additional information gathered in the process. Based upon the information presented in the submissions, Innovate Memphis may elect to conduct interviews with some vendors. After the interviews, Innovate Memphis will identify the company that can provide the greatest overall benefit to the Connect Shelby initiative. Proposals not meeting mandatory requirements or found to be incomplete will not be considered.

Evaluation and rating of the responses will be based on:

- a. Information provided by the vendor in their response
- b. Information provided by the vendor in response to Innovate Memphis' clarifying questions (if submitted)
- c. Information from reference checks
- d. Experience and performance history of the firm with similar services
- e. Experience and results of proposed personnel
- f. Technical capabilities and track record

The quality of the response(s) will be evaluated using the following criteria:

- a. Completeness
- b. Thoroughness
- c. Accuracy
- d. Compliance with proposal instructions
- e. Organization and conciseness of descriptive text material

RFP proposals will be rated on the following:

- a. Total cost of proposed services and goods (50%)**
- b. Quality of proposal in addressing each of the four service scope areas (20%)**
 - 1. Device Procurement and Preparation
 - 2. Distribution
 - 3. Technical Support
 - 4. Data Management and Reporting
- c. Prior experience with similar services and projects (15%)**
- d. Bidder capabilities and capacity to deliver (15%)**

G. LIMITATIONS

The award of a contract, if at all, is at the sole discretion of Innovate Memphis. Innovate Memphis reserves the right to contract with any entity responding to this RFP. Innovate Memphis makes no representation that participation in the RFP process will lead to an award of contract or any consideration whatsoever and shall in no event be responsible for the cost of preparing a response to this RFP.

H. FULL OPPORTUNITY

Innovate Memphis affirmatively ensures that Disadvantaged Business Enterprises (“DBE”), Small Local Business Enterprises (“SLBE”), Small Emerging Local Business Enterprises (“SELBE”), and Disabled Veterans Business Enterprises (“DVBE”) shall be afforded full opportunity to submit proposals in response to this RFP and no vendor will be discriminated against on the basis of race, color, gender, sexual orientation, political affiliation, age, ancestry, religion, marital status, national origin, medical condition or disability in any consideration leading to the award of the contract. No qualified disabled person shall, on the basis of disability, be excluded from participating in, be denied the benefits of, or otherwise be subjected to discrimination in any consideration leading to the award of contract.

I. RESTRICTIONS ON LOBBYING AND CONTRACTS

From the time this RFP is issued until the contract is awarded, no applicant or their representatives may contact or discuss this RFP, the selection process, or the contract award with any member of Innovate Memphis, its Board of Directors, selection committee, or Shelby County Government and its Board of Commissioners. Doing so may result in disqualification.

J. MODIFICATIONS

Changes in or additions to the proposal, recapitulations of the work proposed upon, alternative proposals, or any other modification of the proposal which is not specifically called for in the contract documents may result in Innovate Memphis’ rejection of the proposal as not being responsive to the invitation to propose. No oral or telephonic modification of any proposal submitted will be considered.

K. WITHDRAWAL OF PROPOSALS

The vendor may withdraw its proposal at any time prior to the scheduled closing time by written request, signed by an authorized representative of the vendor, submitted to the RFP Contact. The vendor may submit another proposal at any time up to the proposal's closing date and time.

Contact information and deadline for submissions

Please submit responses by close of business Wednesday, May 21, 2025, to:

Courtney McNeal

Innovate Memphis

516 Tennessee St, Suite 422 Memphis, TN 38103

cmcneal@innovatememphis.com

info@innovatememphis.com

Appendix A: Data Reporting Requirements

DEMOGRAPHIC SECTION

Demographic information where possible is required by the state Treasury. In an effort to capture data for the Digital Opportunity Plan, demographics represent those outlined by the NTIA for the Digital Equity funding.

Your information will only be reported in aggregate to federal agencies. If you are using sampling, please provide estimates.

Please only report unique individuals from this reporting period to the best of your ability. We understand some participants will cross reporting periods. Please only count unique individuals once.

1. Gender of Individuals Served (Select One)

- Male
- Female
- Gender data not available

2. Age Group of Individuals Served (Select One)

- 17 years and under
- 18–25 years
- 26–59 years
- 60 years and over

3. Racial/Ethnic Groups Served (Select All That Apply)

- Asian
- Black or African American
- Hispanic/Latino
- Native American or Alaskan Native
- Native Hawaiian or Pacific Islander
- White
- Other: _____
- Other: _____

4. Veteran Status

Do any of your project beneficiaries belong to the Veteran group, or does your project run a specific program relevant to the Veteran group's needs under eligible grant activities?

- Yes
- No

5. Highest Level of Education Completed (Select All That Apply)

- Not Available
- Grade 0–8
- Grade 9–12 (non-graduate)
- High school graduate or GED
- College Student(s)
- College Graduate(s)
- Post-Graduate(s)

6. Employment Status (Select All That Apply)

- Employed
- Unemployed
- Students
- Retired
- Not in the Workforce (other than retired and students)

7. Beneficiaries Served Under the 2024 Tennessee Annual Poverty Limit

In Tennessee, the 2024 annual poverty limits are as follows:

- Household of 1: \$20,783
- Household of 2: \$28,207
- Household of 3: \$35,632
- Household of 4: \$43,056
- Household of 5: \$50,480
- Household of 6: \$57,905
- Household of 7: \$65,329
- Household of 8: \$72,754
- Add \$5,380 for each additional person over 8

Please provide the number of beneficiaries served under the 2024 TN Poverty Limit: _____

8. Disability Status

Does your program serve people with disabilities?

- Yes
- No

If yes, provide the total number of beneficiaries served under the disability category – *Other*: ____

9. English Language Literacy

Does your program serve individuals with low literacy in the English language?

- Yes
- No

Appendix B: Responses to Vendor Questions

TO ALL PROSPECTIVE BIDDERS: The following questions were submitted by potential vendors. Our answer is listed in red below:

1. Do tablet devices need to be cellular capable, and will cellular services be provided with the devices?

Devices need to be cellular-capable, but vendors do not need to provide cellular service.

2. Will all 1600 tablets be ordered at the same time, or will it be an instalment of some specific quantity at a time until all devices have been delivered? If the latter will be the case, what quantity at a time are you considering for delivery? And how long is storage needed for each delivery?

All participating nonprofits will begin the program at the same time, but device distribution will occur over time between May and December. While all tablets may be procured up front, delivery to sites may happen in installments based on each nonprofit's scheduled programming. We anticipate multiple drop-offs rather than one-time delivery, though final logistics will be coordinated with the selected vendor. Short-term storage capacity may be required depending on the delivery schedule.

3. Can you provide more information on "onsite distribution assistance" that was asked for in the Deployment and Distribution cost segment of the quote?

3a. In Section C, Project Scope, the RFP states that the vendor will "manage the incremental deployment of digital devices." Does this refer to a prearranged deployment schedule, or will devices be deployed in response to requests by Innovate Memphis or the partnered non-profits?

3b. Is there a requirement for on-site assistance with end user issues? If so, where would you expect the support to be rendered?

Onsite distribution assistance refers to vendor support provided during device handoff events hosted by participating nonprofit partners. This may include tasks such as:

- Transporting and setting up devices at distribution sites
- Assisting with basic setup or onboarding for recipients (such as powering on, logging in)
- Troubleshooting initial technical issues or answering basic user questions
- Coordinating with nonprofit staff to ensure smooth distribution

While there isn't a fixed schedule yet, we expect the selected vendor to collaborate with Innovate Memphis and nonprofit partners on an agreed-upon schedule. Vendors should be prepared to offer accessible support options for end users who may need assistance with setup, troubleshooting, or general device use.

We also encourage vendors to include in their proposals any limitations, such as unavailable dates or a maximum number of distribution events they can support if known.

4. The document reads:

- a. "The vendor's role in the Connect Shelby initiative is expected to span approximately 12 to 18 months, depending on the scale of deployment and ongoing technical support needs. The anticipated start date for vendor engagement is June 1, 2025, with completion projected no later than December 31, 2025. This timeline includes device distribution, technical support, and follow-up services to ensure successful adoption and usage."

Can you clarify the dates for when you would like technical support to start and how long it should last ?

The start and duration of technical support will be aligned with the distribution timeline established by our nonprofit partners. While the overall vendor engagement is anticipated to begin on June 1, 2025, technical support services should begin once devices are actively distributed to residents.

We anticipate that distribution may occur in phases, depending on the readiness and capacity of each participating nonprofit. As such, technical support should be available beginning at the time of the first deployment and remain accessible for at least 6 months after the final distribution phase, to ensure residents have adequate time to onboard and adjust to using the devices.

5. What applications are required to be installed on each device (if any)?

There are no mandatory pre-installed applications at this time; however, all devices must be configured to ensure users can:

- Access the internet through a standard web browser
- Send and receive email
- Download and install common applications
- Store and view files, documents, and photos
- Utilize accessibility features (e.g., screen readers, text magnification)

We recommend that vendors pre-install or provide easy access to:

- A reliable web browser (e.g., Chrome, Firefox, or Edge)
- A basic email client or access to web-based email platforms (e.g., Gmail, Outlook.com)
- A file storage/viewer app (e.g., Google Drive, OneDrive, or built-in file explorer)
- Access to a digital literacy or onboarding guide, either web-based or preloaded

Additionally, if vendors have recommendations on secure, user-friendly apps that support telehealth, workforce readiness, or digital literacy training, we are open to suggestions that align with the program's goals

6. Are there particular hardware requirements, such as the necessity for a physical keyboard?
There are no specific hardware requirements. However, devices should be user-friendly and accessible, especially for residents who may have limited experience with technology. Devices with built-in touchscreens and on-screen keyboards are acceptable.

Vendors are welcome to recommend optional accessories (e.g., detachable keyboards or styluses) if they enhance usability and remain within budget constraints.

7. Do you require the capability for the devices to be trackable or remotely wipeable by Innovate Memphis or its affiliates?

No

8. What criteria will be used to measure the success of this program?

Device Deployment Metrics

- Successful distribution of up to 1,600 tablets, with each of the 8 participating nonprofit responsible for reaching up to 200 residents
- Timely and efficient rollout in alignment with the nonprofit partners' distribution plans

User Engagement & Satisfaction

- Resolution rate and responsiveness to technical issues
- Quality of user onboarding resources and availability of vendor support

Equity & Access Impact

- Reach and service to residents in income-limited and digitally underserved areas
- Evidence of increased access to online resources such as telehealth, employment platforms, and educational tools

Partner Feedback

- Evaluation from nonprofit partners on the vendor's communication, reliability, and overall support during deployment

9. If a user accidentally damages a device (i.e. cracks screen) and requires technical assistance, what is the ideal resolution for this issue?

Vendors should outline their proposed resolution process in their proposal as well as provide details on any applicable warranties that will come with their devices.

10. Will end users be responsible for purchasing applications on the device, or will the program provide funds to cover these purchases in advance of deployment?

The goal is to ensure that all essential functions such as internet browsing, email access, document viewing, and digital literacy training can be performed using free, pre-installed, or web-based applications.

Vendors are encouraged to recommend no-cost applications that align with the program's focus on telehealth, employment readiness, and digital inclusion. If there are suggested low-cost applications that significantly enhance usability or access, we are open to reviewing them on a case-by-case basis.

11. Do you want to restrict usage of the device by unauthorized individuals?

There is no requirement to restrict device use to a single individual; however, the intent is for the device to primarily serve the eligible resident. We understand that shared use may occur in households, so hard restrictions are not necessary. Basic security features (e.g., password protection, user profiles) are encouraged to support safe and responsible use.

12. Will the device ever be reclaimed?

No, the devices are intended to be permanently owned by the recipients and will not be reclaimed. The goal is to provide long-term digital access and stability for residents.

13. If a security incident occurs, would you expect the technical support team to include support to resolve the issue at no additional cost?

Yes, in the event of a basic security issue, we expect the vendor to provide technical support at no additional cost as part of the standard deployment support.

14. Are there any requirements for how soon you would like issues to be resolved when they are raised by an end user?

While we do not have a fixed resolution timeframe, we expect the vendor to respond to end-user issues promptly. Please include any SLAs related to resolution timelines in your cover letter stated in the RFP on page 4.

15. Does Innovate Memphis have a minimum or maximum display size for the tablets?

Innovate Memphis does not have a specific minimum or maximum display size requirement. However, tablets should have a screen size large enough to comfortably support key activities, such as:

- Browse the internet using a secure and user-friendly web browser.
- Access an app store (e.g., Google Play or equivalent) to download additional applications.
- Send and receive emails through a standard, pre-installed email client.
- Store, view, and manage files such as documents, photos, and other media types using built-in file management tools

Devices should be user-friendly and accessible, particularly for residents who may have limited digital experience or visual impairments.

16. What is the minimum storage capacity required for the tablets? Does this capacity need to be expandable?

There is no fixed minimum storage requirement; however, tablets should have at least 32GB of internal storage to allow residents to download apps, store essential files, and perform basic functions without performance issues. Expandable storage (e.g., via microSD card) is not required, but would be considered a value-add if offered at no significant additional cost.

17. Does Innovate Memphis require the tablets to have a specific minimum battery life?

Innovate Memphis does not require a specific minimum battery life; however, tablets should offer reliable usage under normal conditions to accommodate residents who may not have frequent access to charging. A battery life of at least 8 hours is strongly preferred to support daily use for tasks such as telehealth, job applications, and online learning.

18. Which software, accessibility features, and security settings are considered necessary by Innovate Memphis?

Innovate Memphis requires software that will allow users to perform key activities:

- Browse the internet using a secure and user-friendly web browser.
- Access an app store (e.g., Google Play or equivalent) to download additional applications.
- Send and receive emails through a standard, pre-installed email client.
- Store, view, and manage files such as documents, photos, and other media types using built-in file management tools

We encourage vendors to describe any accessibility features or security settings that would come with the device type they are proposing, but we don't have set parameters for those.

19. Does Innovate Memphis prefer which operating system is installed on the tablets?

No

20. What does Innovate Memphis consider to be the requirements for the packaging and labeling?

Innovate Memphis does not have strict specifications for packaging and labeling; however, devices should be securely packaged to prevent damage during storage and transport. At minimum, packaging should:

- Clearly indicate the device make/model
- Include basic instructions for powering on and initial setup

21. Does Innovate Memphis prefer which web browsers are pre-installed on the tablets?

No

22. What is the estimated number of designated delivery locations to be used for this project?

We will partner with 8 participating local nonprofit organizations throughout Shelby County, so we anticipate having about 8 delivery sites depending on the distribution plan that will be established with the nonprofits.

23. Does the basic set-up assistance and troubleshooting need to be provided on-site, or will it be remote support by phone or chat?

Initial and ongoing support can be provided remotely via phone, email, or live chat, as long as it remains accessible and responsive to user needs.

24. What is the minimum expected length for warranties?

Devices must include a minimum 12-month warranty covering manufacturer defects.

25. Can you provide more details about the grant funding requirements and program accountability metrics?

Please refer to the RFP's appendix beginning on page 10 for specific details about the grant requirements and accountability metrics.

26. Will vendors be responsible for tracking the demographic information listed in the RFP's appendix?

We are asking vendors to provide a data collection form to capture this information and give Innovate Memphis/participating nonprofits a way to monitor data for accuracy and completeness.

27. According to the project scope, the budget cannot exceed \$80,000. If a vendor supplied the maximum number of tablets (1,600), that would cap the price to \$50 per device. Does the \$80,000 limit apply only to the cost of the tablets, or does it apply to the cost of both the hardware and services?

The budget includes all costs – devices and services. The RFP language states “up to” 1,600 devices, so we encourage vendors to provide the best-available offer in terms of quantity of devices and quality of device features & services they can provide for that budget, even if it's for less than 1,600 devices.

If you have any questions, please contact Courtney McNeal:

cmcneal@innovatememphis.com