

COMPUTERLINK

262 Uruguay Street
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San Juan Puerto Rico 00918
Teléfono: 787-250-5465

PUERTO RICO DEPARTMENT OF EDUCATION

RFP NO: PRDE-OSIATD-FY2018-001

MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS

JULY 19, 2018

ORIGINAL

Proposal Contact Person: David Morales
Vice President

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REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS
PUERTO RICO DEPARTMENT OF EDUCATION

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TAB 1

Cover Letter





COMPUTERLINK

We Make Technology Work!

July 11, 2018

José L. Narváez Figueroa
Director Ejecutivo III
Puerto Rico Department of Education
Corrections Building, 4th Floor
Tte. César González, Esquina Kalaf
Urb. Industrial Tres Monjitas
Hato Rey, PR 00926

Re: RFP NO: PRDE-OSIATD-FY2018-001

Dear Mr. Narváez Figueroa:

We feel honored for the opportunity to present our turnkey solution for the Puerto Rico Department of Education. We understand the importance of this project and assure you we're 100% committed with its success. If selected, we'll agree to enter into a written lease with the DEPR for the proposed equipment and services.

After a thorough reading and understanding of the requirements of this RFP, we've assembled a winning team consisting of: HP Inc; Forward Learning and UDT "United Data Technologies". We feel confident that this group can deliver a solid performance that will be talked about for years to come.

At Computerlink we design, develop, implement, sell, and provide services and maintenance to any technological solution that our customers need.

"Since 1988, our mission has always been to work with our clients to design, custom made, turnkey solutions that maximize their investment and productivity."

Throughout our corporate history, Computerlink has constantly been recognized because of the excellence of the products we represent, the alliances we have forged with our business partners, our financial strength, and the excellent customer service we provide. Our customers trust us to optimize their information technology systems so that they can focus on managing their business and strategies. Today we want to be a part of your success and through direct and personalized treatment be able to nurture a long term commercial relationship.



Computerlink remains at the vanguard of technological advances in the information technology field. We are highly trained to solve any challenge and are dedicated to creating and implementing innovative solutions that meet and surpass your expected results. Our customers receive support from a modern service center with a help desk where they are always catered by knowledgeable and experienced personnel.

All our business partners are recognized leaders in the technology industry. An example of this is our primary business partner, Hewlett Packard, who is not only recognized worldwide for the quality of its products but also for the innovations created in their Research & Development group. Over 800 local workers are employed at Hewlett Packard's manufacturing plant in Aguadilla, Puerto Rico. Thanks to the trust placed on us by Hewlett Packard, and because of our business philosophy and quality of service, we have attained the honor of being their Platinum Level Business Partner. In addition, Computerlink was again recognized in 2014 as the HP Caribbean Technology Services Most Valuable Player.

At Computerlink, the prevailing feeling is that a project is not complete until the customer is satisfied. Because of this and many other reasons, our customers continue to trust and rely on us. We are always ready to serve you with the highest degree of dedication and professionalism.

We Make Technology Work!



Platinum Business Partner
Authorized Service Center

Sincerely;

A handwritten signature in blue ink, appearing to read "David Morales".

David Morales

Vice President





Platinum Business Partner
Authorized Service Center

lenovo. FOR
THOSE
WHO DO.



SAMSUNG



by Schneider Electric







OCIF

OFICINA DEL
COMISIONADO
DE INSTITUCIONES
FINANCIERAS

ESTADO LIBRE ASOCIADO DE PUERTO RICO
OFICINA DEL COMISIONADO DE INSTITUCIONES FINANCIERAS

APM-529

We certify that:

COMPUTER NETWORK SYSTEMS, CORP.

is authorize to do business as a Leasing Company in Puerto Rico from the following address:

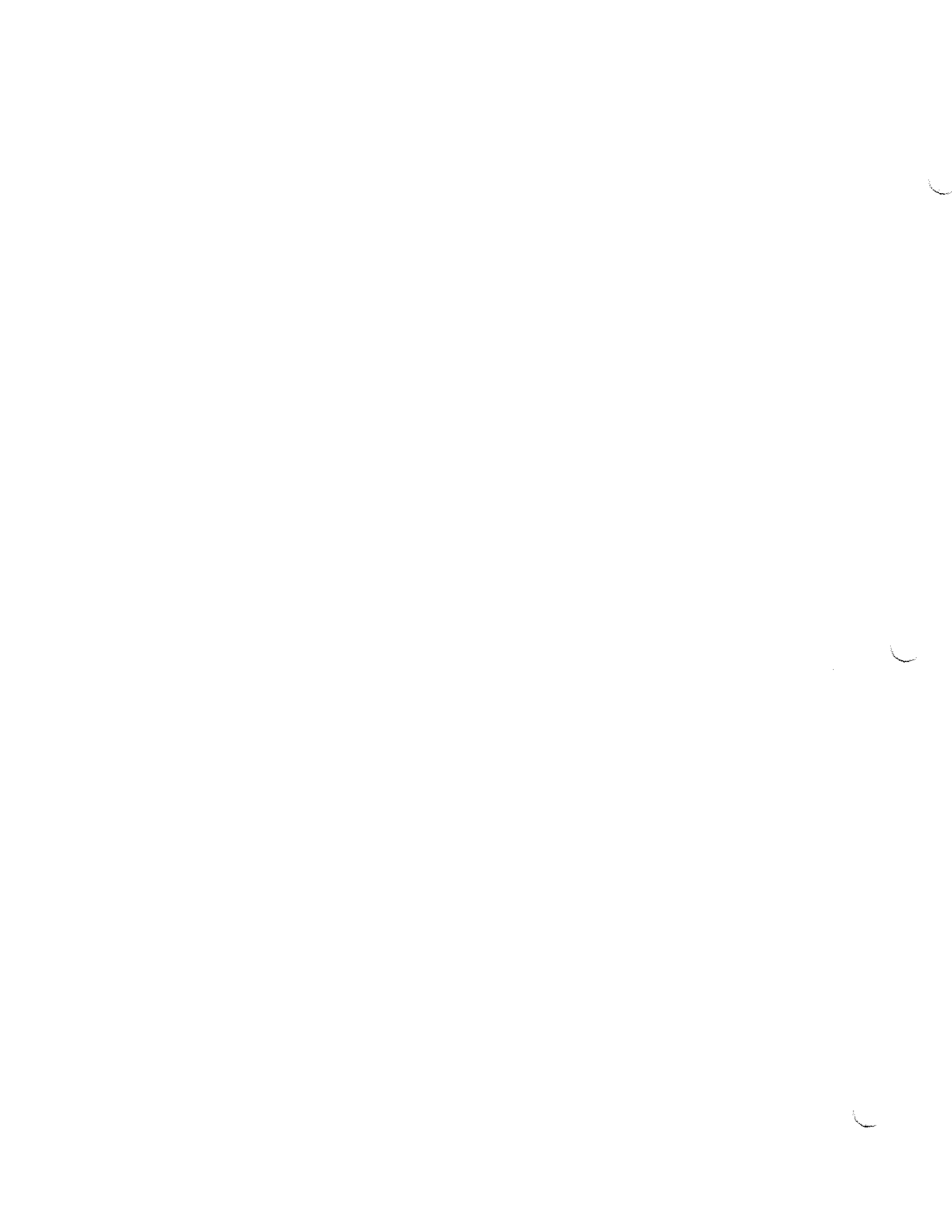
262 Uruguay Street, Suite C-2, Altagracia Bldg.
San Juan, Puerto Rico 00917

under the provisions of Act Number 20 of May 8 of 1973, as amended, known as the "**Leasing Companies Act**". This license will remain in effect until resigned, revoked or canceled and conditioned to the payment by the concessionaire of the corresponding annual fees on the dates prescribed by law.

Issued in San Juan, Puerto Rico on October 20, 2016.


Iris Nereida Jiménez
Assistant Commissioner







CORPORATE RESOLUTION

I, Iris D. Borges, of legal age, married, resident of Canóvanas, Puerto Rico, and Secretary of the Board of Directors of: COMPUTER NETWORK SYSTEMS CORP. whose Employer ID Number is 66-0444154, duly organized and existing under the laws of the Estado Libre Asociado de Puerto Rico, with main offices in San Juan, Puerto Rico and doing business as: COMPUTERLINK,

CERTIFY that the Board of Directors of this Corporation agreed to authorize Mr. David Morales, of legal age, single, and a resident of San Juan, Puerto Rico, who holds the position of Vice-president, so that in name of and in representation of this Corporation, sign the Proposal and Contract with the Puerto Rico Department of Education that stems from Request for Proposal: PRDE-OSIATD-FY2018-001 Mobil Device Technology and Services for New Generation Schools.

IN WITNESS WHEREOF, I have subscribed my name to this document and affixed the seal of the Corporation, in San Juan, Puerto Rico, today, July 19th, 2018.

Iris D. Borges, Secretary
Computer Network Systems Corp.
d/b/a Computerlink

David Morales, Vice-president
Authorizing Signature





July 12, 2018

Mr. José L. Narváez Figueroa
Executive Director III
Puerto Rico Department of Education
Corrections Building, 4th Floor
Ave. Teniente César González, Esq. Calle Juan Calaf
Urb. Industrial Tres Monjitas
San Juan, P.R. 00926

Re:

Request for Proposals,

Dear Mr. Narváez Figueroa:

Reference is made to the proposal (the "Proposal") that will be submitted by COMPUTER NETWORK SYSTEMS CORP/DBA COMPUTERLINK ("COMPUTERLINK"), of which this letter will be a part, with regards to a Request for Proposals ("RFP") Number PRDE-OSIATD-FY2018-001 issued on June 13, 2018 for "Mobile Device Technology and Services for New Generation Schools".

HP Inc. is a global provider of personal computing and other access devices, imaging and printing products, and related technologies, solutions and services. We are a publicly held company with a net revenue of \$52,056 million dollars on 2017 (see financial statements attached) and we continue to grow our global presence. We are currently engaged in business in Puerto Rico and contributing with the island moving forward into a better future. We as HP have an established local presence through our local subsidiary and our Aguadilla's HP Plant, and in total we employ 268 full time workers and 250 contingent workers. We are also proud to be named one of the best "patronos" in Puerto Rico for 4 years in a row, and we will be working closely with COMPUTERLINK on the RFP to provide our support to them. We are providing COMPUTERLINK a Device as a services contract "DaaS" that includes the laptops, tablets, carts, extended warranties PRDE imaging request in the RFP, integrate management software solutions such as Absolute software. On top of that we are providing resources to execute this DaaS according with the RFP requirements.

COMPUTERLINK is a proud HP Platinum Channel Partner and we have a very close and longstanding relationship which we are confident will endure for many years to come. COMPUTERLINK as a strategic partner works very close in collaboration with HP in many important projects in the public and private sector in Puerto Rico.

HP knows that the RFP covers many issues related to the detailing of the scope, products and services type and contractual terms and conditions whose taking into consideration, HP is inviting COMPUTERLINK and PRDE to



negotiate in good faith an Agreement to reach conditions that fairly reflect the nature of the business in such a way that all parties obtain the best benefit from the business relationship which will begin.

Even though COMPUTERLINK 's proposal will be a collaborative response with HP and brings together a fulfillment experience for PRDE requirements, COMPUTERLINK will be a single point of contact for this RFP.

The above-mentioned accordance to federal budget availability for this opportunity, and if the criteria of standard terms and conditions are met, which include at least:

- COMPUTERLINK will be considered as a direct and only provider and obliged party for this RFP regarding HP products.
- Delivery will take place on the date specified and agreed upon an Agreement with all parties in the negotiations process.
- If COMPUTERLINK was selected by RFP the penalties need to be negotiated.
- If COMPUTERLINK was selected by RFP the retainage clause in the point 3, chapter IV. SERVICE LEVEL AGREEMENT; LIQUIDATED DAMAGES; RETAINAGE need to be negotiated.
- We are working to create a trust account to which PRDE will make the payments. That account needs to be recognized by PRDE as part of the project.

Cordially,

A handwritten signature in blue ink, appearing to read 'R. Pilipiak'.






Rodolfo Raul Pilipiak
General Manager
HP Inc

Corporate Overview

HP Inc. (HP) is a proven leader and focused innovator in the personal systems and printing markets with leadership across commercial and consumer segments. With exciting new technologies on the horizon and an improved ability to enable investments in growth markets such as 3D printing and new computing experiences, HP is well-positioned to invent technology that empowers you to create, interact, and inspire like never before.

HP provides sales and services in more than 170 countries and employs approximately 54,000 employees worldwide. HP corporate headquarters are located in Palo Alto, California.

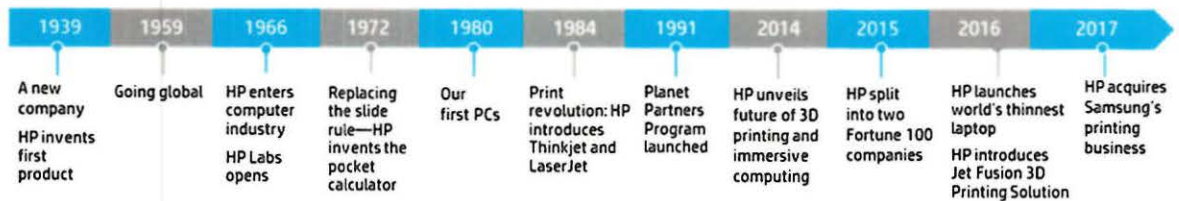
HP Fast Facts

Headquarters	Employment	Net Revenue	Annual R&D Budget	Business Presence
 Palo Alto, CA	 Approx. 54,000	 \$52 Billion	 Over \$1 Billion	 Over 170 Countries

Company History

HP was originally founded in 1939 by Bill Hewlett and Dave Packard. It was reinvented on November 1, 2015 with the completed separation from Hewlett Packard Enterprise. From garage startup more than 79 years ago to a global powerhouse, HP is still a company that applies new thinking to improve the lives and businesses of our customers.

Important Dates in Our History



We are proud that our products touch so many lives, and we believe that technology is vital to helping us all succeed in this rapidly changing world. We are committed to using our products, services, and ideas to unleash the exciting new possibilities just around the bend.

In its proud history, HP has not only changed the face of technology but also changed the way that an entire industry has come to view its commitments to its people, its customers, its communities, and the world.

Corporate Values

The values that shaped our company's history remain the foundation of the HP way. Much like our drive to reinvent, these values have stood the test of time.

- We value a high degree of **enthusiasm, agility, and ownership** because these entrepreneurial qualities help grow our business. We push boundaries to make great products and services, grounded in our longstanding tradition of quality, and take them to market, always with **uncompromising integrity**.





- We **trust and respect** each other because we highly regard what each individual contributes to the company. We achieve our best **results through teamwork** because we can better deliver on our commitments, grow our people, and magnify our contributions by working together.
- We drive **meaningful innovation**—the kind that has a positive impact on the world. While that requires us to think ahead and build for the future, our **focus on customers, partners, and the communities** we serve drives us to deliver the value they need to succeed, here and now.

HP Strategy

HP's strategy centers on driving leadership in our core, accelerating plans for profitable growth, and delivering on the milestones for our future.

Our strategic focus is an important catalyst in creating long-term value in today's rapidly changing market.

	CORE \$300B+ TAM	GROWTH \$220B+ TAM	FUTURE \$40B+ TAM
 PRINTING	<ul style="list-style-type: none"> • Revitalize consumer • Drive commercial 	<ul style="list-style-type: none"> • Disrupt copier market • Accelerate graphics 	<ul style="list-style-type: none"> • Lead 3D printing
 PERSONAL SYSTEMS	<ul style="list-style-type: none"> • Lead commercial • Grow premium 	<ul style="list-style-type: none"> • Drive commercial transformation 	<ul style="list-style-type: none"> • Create new immersive categories

SERVICES AND SOLUTIONS

Business Organization

HP has two core franchises—Personal Systems and Printing.

- **Personal Systems**—Delivers new categories of immersive computing experiences across multiple operating systems and form-factors for businesses and consumers.
 - Commercial**—As a market leader, HP delivers solutions that meet the exacting demands of business today. Products include desktops, all-in-ones, workstations, notebooks, hybrids, thin clients, tablets, and retail point of sale solutions. New technologies on the horizon focus on solving our customers' most challenging needs while providing the security, durability, and quality commercial customers expect from HP.
 - Consumer**—In a dynamic, rapidly evolving consumer market, HP is introducing powerful, new technologies and creating whole new categories of computing experiences. Products include desktops, notebooks, and hybrids that are optimized for consumer use, focusing on multi-media consumption, online browsing, and light productivity.
- **Printing**—With the broadest portfolio of innovative Print solutions, HP is the only company to offer four printing platforms—inkjet, laser, PageWide, and zero-ink with the introduction of Sprocket.
 - Commercial**—As a commercial print leader, HP has defined business printing for more than 30 years, providing innovative ink and toner-based solutions, document systems, and Managed Print Services to enterprises of all sizes. From multi-



function to large-format printers and web presses used for graphics and industrial purposes, HP continues to be a prolific innovator.

Consumer—Combining our deep insights with our engineering heritage, HP delivers affordable home and home office solutions for today’s global consumer. Our offerings include a convenient print from a PC or mobile device, web-based capabilities for document management, and multiple print applications—including revolutionary supply delivery programs like Instant Ink.

HP’s portfolio spans multiple operating systems and form-factors to effectively meet the needs of all our customers.



The organization chart below shows the relationship between HP’s businesses and corporate functions.

HP Leadership Team

The diverse HP leadership team has 250+ years of combined industry experience.

 Dion Weisler President & Chief Executive Officer	 Christoph Schell President, Americas Region	 Jos Brenkel Chief Operating Officer (Interim)
 Alex Cho President, Personal Systems Business	 Nick Lazaridis President, EMEA Region	 Shane Wall Chief Technology Officer
 Enrique Lores President, Imaging & Printing Business	 Richard Bailey President, APJ Region	 Tracy Keogh Chief Human Resources Officer
 Stephen Nigro President, 3D Printing Business	 Cathie Lesjak Chief Financial Officer	 Kim M. Rivera Chief Legal Officer & General Counsel
	 Antonio Lucio Chief Marketing & Communications Officer	 Stuart Pann Chief Supply Chain Officer

The Power of Partnership

HP understands that working cooperatively with other solution providers is vital to the success of complex IT projects. HP has therefore cultivated and sustained partnerships



products and services, the growth and success of HP reflect the extraordinary loyalty of over one billion customers worldwide.

Financial Overview

The financial performance of HP is the result of execution against a well-defined fiscal management strategy. The company's success also reflects the faith that customers continue to place in HP to solve their business technology requirements.

HP Annual Revenue Breakdown

Fiscal Year	Worldwide Net Revenue	Personal Systems	Printing	Corporate Investments	Intersegment Eliminations and Other
2017	\$52,056	\$33,374	\$18,801	\$8	(\$127)
2016	\$48,238	\$29,987	\$18,260	\$7	(\$16)
2015	\$51,463	\$31,520	\$21,232	\$20	(\$1,309)
2014	\$56,651	\$34,387	\$23,211	\$296	(\$1,243)
2013	\$55,273	\$32,179	\$24,128	\$16	(\$1,050)

Figures stated as USD in millions

Note: The following highlighted information is for the reader's use only and is not intended for use in a customer-facing proposal response.

For full financial details, refer to the Financial Overview, Financial FAQs, and Financial Deep Dive FAQs.

Research and Development

HP remains committed to innovation as a key element of our culture. We are reinventing the future through transformative technologies that will disrupt industries and economies around the world. Our [key research areas](#) include Emerging Compute, Immersive Experiences, Print Adjacencies and 3D, and Security. We look at emerging trends to

- understand where our industry—and our world—is headed
- invest in a forward-looking, ambitious research agenda
- build a pipeline to fuel the next generation of HP products, services, and solutions, delivering breakthroughs that transform current businesses and create new ones

Expenditures for research and development were \$1.2 billion per year in 2017, 2016, and 2015. We anticipate significant research and development expenditures in the future to support the design and development of innovative solutions that enhance our competitive position while meeting the ever-changing business needs of our customers.

HP—the Partner of Choice

For over 79 years, our brand has stood for quality, reliability and technology leadership with a focus on customer satisfaction. Customers that choose HP gain a knowledgeable and trusted business partner experienced in helping companies increase return on IT investment, achieve sustained growth and realize strategic objectives.

With a broad solution portfolio, an unsurpassed commitment to service and an unbridled passion for customers, HP offers enduring value as [CustomerName]'s partner of choice.



HP invested \$1.2 billion in R&D per year in 2017, 2016, and 2015.



UNITED DATA TECHNOLOGIES

A Relationship-Based Approach to IT

ABOUT

For more than 20 years, United Data Technologies (UDT) has helped organizations accomplish more through a comprehensive, relationship based approach to technology. We help clients meet opportunities and challenges head on by providing the expertise, best-in-class solutions, and an unbending commitment to service, value and integrity.

Our purpose and passion is to radically energize our clients' performance, mitigate their technology risk and speed time to value. We exist to create seamless experiences and competitive advantages for enterprises investing in their future.

In our impassioned focus to deliver high value for our clients, we are a team driven by smart business sense, critical thinking, unconventional problem-solving, hard work, and old-fashioned ethics. Known by our enterprise clients as a trusted partner, we provide flexible and interoperable services.

UDT has been the recipient of national and regional recognition including Inc.500, CRN's Top 150 and the South Florida Business Journal as one of South Florida's 50 fastest-growing private companies.



MISSION

To accomplish more

UDT is a technology enabler known for helping clients to accomplish more by evaluating, architecting, providing, securing, and managing solutions to heighten their impact in a hyper-connected world.

Quick Facts



- Founded in 1995
- Privately Held
- 300 Employees
- Locations in FL, TX, OK, TN

Culture



- Sense of urgency
- Team Work
- Responsibility
- Integrity
- Versatility
- Excellence

Focus



- Education
- Commercial
- Government
- Cross-Industry

Configuration Center



- 35,000-Sq Ft facility
- Over 800,000 Unit Annual Capacity
- Value-To-Volume (V2V) ROI





TECHNICAL SERVICES

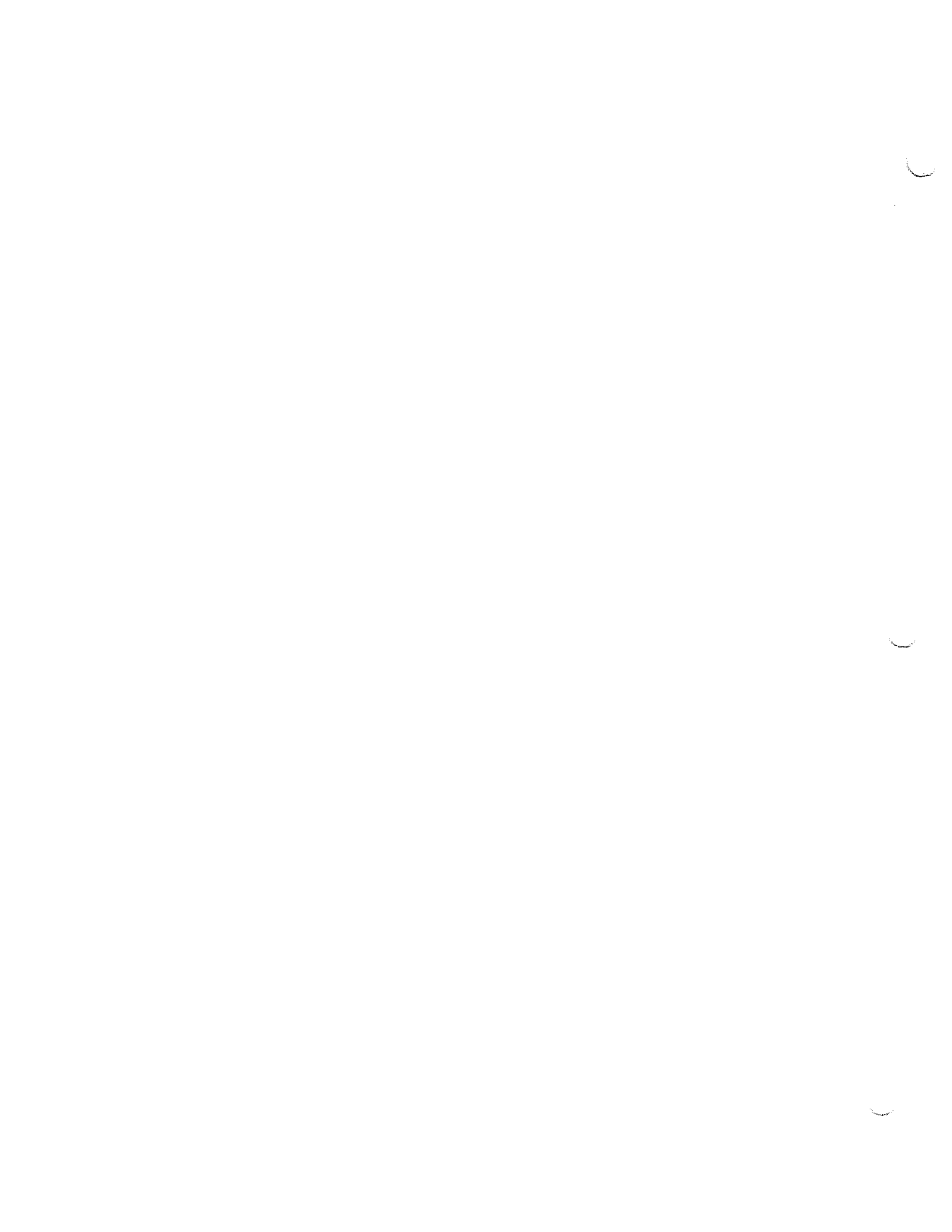
Accelerate and Streamline
IT Implementations



TO BE COMPETITIVE IN THE DIGITAL ERA, ORGANIZATIONS MUST PROVIDE STAKEHOLDERS TIMELY ACCESS TO INFORMATION AND DATA, ACROSS A MULTITUDE OF DEVICES. ACHIEVE YOUR ORGANIZATION'S CORE OBJECTIVES BY ACCELERATING AND STREAMLINING YOUR IT IMPLEMENTATIONS WITH UDT'S TECHNICAL SERVICES: CONFIGURATION, IMAGING, ASSET TAGGING, WAREHOUSING, LOGISTICS, INSTALLATION AND ASSET MANAGEMENT.

BENEFITS OF TECHNICAL SERVICES

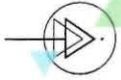
- Accelerate implementation time
- Improve operational efficiency
- Simplify product procurement and management
- Save administration time and reduce costs
- Increase end user work
- Reduce pilferage and lost assets
- Reduce service incidents





Our dedicated teams and state-of-the-art facilities provide you with the expert assistance you need from configuration to ongoing support to ensure that your technology solution delivers planned business outcomes.

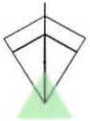
SERVICES



CONFIGURATION is designed to assist customers in their complete asset life-cycle management, from configuration to deployment, with ongoing support.



IMAGING is customized to integrate into your current systems for efficient technology device integration that is automated and secure.



LASER ETCHING & ASSET MANAGEMENT allows you to choose your asset, tag data and customize your reporting to meet your specific business needs.



WAREHOUSING, LOGISTICS & DEPLOYMENT means your orders or stock inventory will always be accessible when you need them through UDT's complete storage, logistics, installation, and removal capabilities.



TECHNICAL SUPPORT provides you with the resources and experts you need to troubleshoot issues and improve IT functions for optimal performance.



WARRANTY AND FIELD REPAIR ensure your end users have minimal down time by coordinating the timely repair and return of your devices, while also providing the capacity for hot spares management and deployment.

UDT PROVIDES CUSTOM, END-TO-END SOLUTIONS THAT ECONOMICALLY STREAMLINE THE IMPLEMENTATION AND MANAGEMENT OF DEVICES ACROSS AN ORGANIZATION'S INFRASTRUCTURE.



TAB 2

Proposal Signature Page



FORM 1 – PROPOSAL SIGNATURE PAGE

EACH PROPOSER IS REQUIRED TO SUBMIT A PROPOSAL SIGNATURE PAGE WITH ITS PROPOSAL. ANY PROPOSER THAT FAILS TO DELIVER THE PROPOSAL SIGNATURE PAGE IS AUTOMATICALLY DISQUALIFIED FROM CONSIDERATION FOR AN AWARD.

PROPOSER: Computer Network Systems D/B/A Computerlink

ADDRESS: 262 Uruguay Street; Suite C-2 Altagracia Building; San Juan, PR 00917

PHONE: (787) 250-5465

The undersigned, doing business under the full and complete legal name as set forth above, proposes to provide the services described in the Proposer proposal to the Puerto Rico Department of Education, for the prices set forth in the Proposer's Price Proposal. The Proposer makes the following certifications with regard to its service and pricing proposals:

1. Proposer certifies that it has paid unemployment insurance, disability, and chauffeurs social security, in all applicable cases; or, that it has a payment plan for payment of those obligations and is complying with such plan.
2. Proposer certifies that there is no conflict of interest in the ~~lease sale~~ and provisioning of the proposed services and items to the PRDE.
3. Proposer agrees that its service proposal and price proposal shall remain valid for 180 days from the date of submission.
4. Proposer certifies that none of the employees of the Department or any of its sub-departments or agencies has a pecuniary interest in their offer.
5. Proposer certifies that its proposal has been prepared and developed without collusion with any of the Department's officials or other Proposers and without effort to preclude the Department from obtaining the best competitive proposal.
6. The undersigned, hereby acknowledges receipt of (a) RFP# PRDE-OSIATD-FY2018-001 Mobile Device Technology and Services for New Generation Schools including all appendices, as well as Addenda Nos. _____ (none unless listed here) and certifies that the Proposer has read and agrees to abide by the terms and conditions of the RFP including all appendices and addenda

7. Signature: 

Name/Title: David Morales / Vice President

Date: 7/11/2018

TAB 3

Equipment and Service Proposal

III. REQUESTED EQUIPMENT AND SERVICES

1.0 INTRODUCTION

2.0 RFP OBJECTIVES

2.1 ORIGINAL EQUIPMENT MANUFACTURERS (OEM)

2.2 PRICE ADJUSTMENTS AND/OR PRODUCT SUBSTITUTIONS

2.3 PERSONAL COMPUTING DEVICES

In response to PRDE’s requirements stated in the RFP, Computerlink offers HP’s Device as a Service (DaaS) solution.

B. Special Ed Students and Students and Educators with Disabilities – Accessibility

Computer Link and HP fully understand the importance of this requirement. Engaging with technology is becoming easier than ever for people with disabilities and age-related limitations. HP is committed to providing products and services that are accessible for people with disabilities. Their accessibility goal is to design, produce, and market products and services that can effectively be used by everyone, including people with disabilities, either on a stand-alone basis or with appropriate assistive devices. HP products and services conform to the US Section 508 standards as documented in individual HP Product VPAT conformance reports. HP’s policy is for websites to conform to WCAG 2.0, Level A and AA success criteria.

HP designs its products to industry standards and therefore would be compatible with all assistive technology products on the market that do the same. The Operating System in the proposed solution is Windows 10, which includes Microsoft’s Ease of Access Center Assistive Technology which can be useful in many situations where assistive technology is needed.

For additional accessibility information, HP’s corporate website provides a resource center at <http://www.hp.com/accessibility> or Additional Microsoft Accessibility information can be found at:

<https://www.microsoft.com/en-us/Accessibility/windows>

28. Printing capability (additional detail under "Ports and Print Service")	HP Printers are fully supported. Supported printing protocols/unsupported listed below
29. Meets ADA/Section 508 accessibility standards (The published guidelines may be found at http://section508.gov)	Comply – ADA details stated above
30. Multi-language keyboard support	Comply

On the other hand, some of our strengths, in terms of accessibility, related to the ProBook x360 11 EE are: allow to execute product functions from the keyboard where the result of performing can be discerned textually. Also, in terms of video and multimedia, our product has the capacity to decode and display captioning for audio material, likewise, the ProBook x360 11 EE can handle a secondary audio track used for audio description of visual material. The ProBook x360 11 EE provides redundant controls as an alternate for touchscreens or contact-sensitive controls, incremental volume control for voice output user selectable to at least 65 dB, alternative user identification or activation provides an alternative where the user does not require to possess a particular biological characteristic.

C. Device Functional Requirements

2.3.1 Minimum Device Specifications

Laptops

HP ProBook X360 11 EE G1

Tablets

HP X2 210 G2

Please refer to Tab 16 (Form 10) for a detailed description of the proposed equipment.

2.3.1.1 Additional Information on Minimum Device Specifications

2.3.1.1.1 Ports and Print Services

The HP ProBook X360 11 EE notebook and the X2 210 G2 Tablet connect to standard video output devices such as digital projectors, smart boards, computer monitors, and TVs using for example the HDMI port or the Micro HDMI port in the case of the X2 210. Both devices have a wireless card Intel® 802.11 a / b / g / n / ac (2x2) compatible with the technology Miracast. Miracast is a wireless technology where these devices can project the screen to TVs, projectors, and streaming media players that also support Miracast. PRDE can use Miracast to share what the student or the teacher is doing on the device and present a slide show. Both devices have the capability to print. In the case of the Notebook HP ProBook X360 PRDE can use the Wireless, USB ports or the RJ-45 port to print. In the case of the HP X2 210 can use wireless or USB ports.

The standard protocols supported for printing are: IPv4/IPv6: Compatible con Apple Bonjour (Mac OS 10.2.4 y posterior), SNMPv1/v2c/v3, HTTP, HTTPS, FTP, Puerto 9100, LPD, IPP, IPP secure, WS Discovery, IPsec/Firewall IPv6: DHCPv6, MLDv1, ICMPv6; IPv4: Auto-IP, SLP, TFTP,

Telnet, IGMPv2, BOOTP/DHCP, WINS, Direct Mode IP, WS Print, others: IPX/SPX, AppleTalk, NetWare NDS, Bindery, NDPS, iPrint.

2.3.1.1.2 Device Power

The notebook HP ProBook X360 has a HP Long Life 3-cell, 41 Wh Prismatic battery with a battery life up to 10.30 hours. The tablet HP X2 210 has a HP 2- cell Lithium Polymer battery (32.5WHr) with a battery life up to 10.15 hours. According to Mobile Mark 2014 battery life will vary depending on various factors including: configuration, loaded applications, features, use, wireless functionality, and power management settings. The maximum capacity of the battery will naturally decrease with time and usage. The battery can be recharged through the cart or through the power supply included with each device. Both devices can be powered/charged by a standard electrical outlet. The HP ProBook X360 includes an HP 45W Smart AC adapter with a recharge time of 90% in 90 mins and the X2 210 includes an HP 45W USB Type-CTM AC adapter with HP Fast Charge of 50% in 30 minutes.

The strategy to ensure sufficient battery life for 8 hours of daily school is to configure the device with:

- "Battery Saving" enabled (<https://docs.microsoft.com/en-us/windows-hardware/design/component-guidelines/battery-saver>)
- Use a dark theme or background
- Bluetooth off
- Deactivate the location
- Reduce the synchronization frequency of emails, contacts and calendars

Additional recommendations:

- o Keep the equipment connected until it is fully charged
- o Activate airplane mode if you do not need Internet, Bluetooth or other types of wireless communication.

2.3.1.1.3 Device Connectivity

Both devices include Intel® 802.11 a/b/g/n/ac (2x2) +Bluetooth® Combo. This Wireless include two embedded dual band 2.4/5 GHz antennas provided to the card to support WLAN MIMO communications and Bluetooth communications.

2.3.1.1.4 Device Portability

The Notebook HP ProBook X360 has a weight of 3.0 pounds with a dimension of (w x d x h) 8.14 x 11.88 x 0.78 in. The HP X2 210 has a weight of 1.3 pounds with a dimension of 10.43 x 6.81 x 0.93 in.

2.3.1.1.5 Device Durability

In terms of durability the HP ProBook x360 11 passed MIL-STD 810G testing with rugged features such as co-molded rubber trim, spill- and pick-resistant keyboard, and Corning® Gorilla® Glass 4 touch screen. In the case of the HP X2 210 tablet we include a rugged case that sustains a four-foot drop. Since all devices include an accidental warranty, they'll be fixed or replaced in case of an accident so the DEPR doesn't have to intervene or worry about it.

2.3.1.1.6 Ergonomics

HP Cares About the Comfort, Productivity and Well-Being of the customers. In this link the PRDE can review the guidelines describing proper device setup, posture, health and work habits for computer users, as well as electrical and mechanical safety information for all HP products.

<http://www8.hp.com/us/en/hp-information/ergo/index.html>

2.3.1.1.7 Device Theft Prevention

Prevent loss and theft. Device loss and theft interrupts learning, burdens IT, and poses a safety threat to schools and communities. Keep technology in the hands of students with Safe Schools, a turnkey solution from Absolute that teaches students to be responsible, theft-aware users. The program includes evaluations, training, device tagging and a device database, and lost-and-found returns. When needed, the Absolute investigations team can recover stolen devices in concert with local law enforcement. Services include Rapid Response Service once a theft is reported; court-ready investigative reports; and a recovery service guarantee (conditions apply).

Absolute® brings a fundamentally new approach to cybersecurity by enabling self-healing endpoint security to ensure uncompromised visibility and near real-time remediation of breaches at the source. Our cloud-based platform and embedded Persistence technology puts IT and security professionals in control of devices, data, and applications — whether they are on or off the network to improve IT asset management, ensure compliance, protect data, and reduce insider threats. Patented Persistence technology is embedded in the firmware of more than 1 billion popular PC and mobile devices from global manufacturers including Acer, Asus, Dell, Fujitsu, HP, Intel, Lenovo, Microsoft, Panasonic, Samsung and Toshiba.

Absolute, formerly Absolute Data & Device Security (DDS), is an adaptive endpoint security solution. Its technology platform is a client/server architecture that delivers device security, data security, and asset management of endpoints, even if a device is off the network or in the hands of an unauthorized user.

The persistent connection between the secure and patented agent (client) and the Absolute Monitoring Center (server) ensures organizations have protected access to up-to-date information

about their entire device inventory. Authorized users can use the built-in tools in the Absolute console, formerly DDS console, to track devices and initiate data and device security operations for the purposes of enforcing compliance policies, identifying at-risk computers, and taking preemptive and reactive measures if a security incident occurs

PROTECT STUDENTS AND DEVICES: Avoid learning interruptions by ensuring the devices stay in the hands of the students. Safeguard your devices and students from theft and crime with uncompromised visibility and control over each and every device. Pre-empt security incidents by delivering insight into suspicious activity or inappropriate device usage that may pose harm to students.

ABSOLUTE SAFE SCHOOLS: To proactively promote a safe school environment for students and faculty, the Absolute Safe Schools program helps educate users about device safety—teaching students and staff best practices in how to avoid scenarios where students and devices may be at risk. This program is delivered by security experts and includes theft deterrent materials that increase awareness within the community and prevent the school and the students from being targets.

THEFT RECOVERY: If a device is stolen, our Investigations team will work with your local law enforcement to recover the device, saving you time and money. If the device is unrecoverable, we offer a service guarantee that reimburses you for the cost of the device (conditions apply).

Student Technology Analytics: Analyze technology usage and ROI metrics across Windows, Mac and Chromebooks, from a single console.

Asset Reporting & Analytics: Collect detailed information from each device, on and off your network. Assess your posture via the Security Vitals Dashboard.

Endpoint Data Discovery: Discover and remediate sensitive data, including PHI and PII. Create custom data discovery settings. Identify sensitive data synced with cloud storage apps.

Geo-Technology: Track recent and historical locations of devices. Create geofences and out-of-bounds alerts.

Risk Assessment: Preempt security incidents via policies and alerts. Monitor the status of critical applications including antimalware, encryption, and SCCM.

Risk Response: Enable security measures including offline policies. Freeze devices and send messages to end users. Prove compliance of endpoints. Recover or delete data. Remediate devices anywhere via Absolute Reach.

Endpoint Investigations: Locate and recover devices. Determine if a breach notification is required

2.3.2 Additional Information on Minimum Functionality Specifications

2.3.2.1 Minimum Functionality Specifications

- 1- Using the mobile carts you can recharge the devices automatically on a single 15amp ac outlet. You can also connect the devices to a master synching/charging station.
- 2- Ability to configure user profiles, RED features, security features, among others, through the tools hosted in Microsoft Windows / control panel.
- 3- Restoring
- 4- By rotating the screen 360 °, it is possible to locate it on the back of the equipment, allowing it to be operated as an electronic book.
- 5- Reading and updating capacity under the Microsoft Windows tools (MS Office, Word Pad, Notepad, MS Photos) and Adobe Acrobat Reader embedded on the installed DEPR software image.
- 6- Storage capacity in the HP ProBook X360 is a 128GB SSD that allows data to be stored locally. On the HP X2 210 G2 local data is stored on a 32gb eMMC drive.
- 7- Installation and execution compatibility through Microsoft Windows for Microsoft Office 365 solutions, which includes OneDrive.
- 8- Characteristic satisfied using Miracast between platforms with MS Windows 10 operating system.
- 9- Characteristic satisfied SCCM between platforms with MS Windows 10 operating system.
- 10- Please see response on 2.3.2.1.2 Digital Learning section.
- 11- Certified platform for its operation and compatible accessories with Microsoft Windows systems.
- 12- Capacity to update and download HP applications through the portal www.hp.com or Microsoft applications through the app (Store).
- 13- Ability to reprogram the device in BIOS / Boot for a reduction of time at the start.

2.3.2.1.2 Digital Learning

The ProBook x360 11 EE G1 supports the HP School Pack, that is installed in the equipment in a predetermined way. This pack include: HP Adaptive Learning created by Fishtree8, HP Simple Sign-on created by Classlink, HP Classroom Manager Student Edition, SparkVue, Codecademy, Corinth Classroom, HP Prime Graphing Calculator, Curriculum Matrix/CMX, Oxford University Press Advanced Learners English Dictionary. Additionally, for our products, ProBook x360 11 EE G1 and X2 210 G2, all the digital learning applications compatible with Win 10 are also compatible with our products.

2.3.2.1.3 Software Restore

There are several ways to restore the software on the device. Computerlink/UDT can create a restore partition on each device. However, this method is not recommended due to the difficulty in keeping the restore partition current on each student device. With SCCM, we can assist the DEPR in creating SCCM OSD Task sequences to provide software restore functions. Even with the ability to do software restore through SCCM, Computerlink/UDT is recommending that spares are kept on hand to provide students immediate access to class assignments without causing disruption of the learning process. Site Technicians and Computerlink/UDT will have the ability to reimage the device either through SCCM or opening a ticket for Computerlink/UDT to image.

2.3.2.1.4 Boot Time/Wake Time

With a full power cycle boot of 14.11 Seconds the new HP X360 11e provides students a very quick and ready to use device. Wake Time is only 1 Second nearly Instant On functionality through Sleep/Hibernate. This is similar to the On/Off functionality we see on smart phones today.

2.3.2.1.5 Operating System and Software

Computerlink understands the importance of having the initial investment of the device purchase to have a lifecycle of 5 years. The HP units provided in 2018, are proven top of the line educational oriented devices to continue to meet all the operational challenges of DEPR and Operating System & Software requirements. Computerlink and HP are confident the devices being proposed now will also meet the 5-year requirement the DEPR is seeking.

2.3.2.1.6 Microsoft Office

The proposed devices include Windows® 10 Pro (National Academic only) (Strategic) license according to Shape the Future Letter of Eligibility for Puerto Rico, Department of Education with reference number 4431. The pricing provided in this response reflects appropriate Microsoft STF discounts.

2.3.3 Device Services

Imaging and Configuration Services

UDT Response:

UDT is readily available from an imaging consultation standpoint to ensure the best possible imaging and configuration processes are utilized. As a standard practice, UDT's Configuration Technical Engineer will meet with the designated team members to discuss image requirements

and streamline the images accordingly to verify within the end user environment. The process for image creation and verification is listed below:

Image Verification Process

- 1) Pre-Image Development Meeting
 - a. UDT's technical team will meet with end user technical representatives to discuss and finalize image, configuration and BIOS requirements and discuss configuration options if required
- 2) Post Meeting Image Creation (if applicable)
 - a. Upon Completion of image requirement gathering, UDT's Configuration technical team will assist in the development of images to meet end user IT requirements
- 3) Image Deployment
 - a. UDT will push the image to test units and deliver to end user IT for environment verification to ensure the image is configured properly and all software is working as planned.
- 4) Image Upload (Pending image approval)
 - a. If no image adjustments are needed, image is rolled into production environment for image push
 - b. If image adjustments are needed, end user team & UDT will perform image adjustments and re-verification will occur to confirm successful image push

UDT will provide access to all successfully verified images via secure FTP location. This will allow end user IT access to the images as needed (if applicable). In addition, and if requested, UDT will update all images on a pre-determined basis set by end user IT (if applicable). As a standard practice, UDT updates critical Windows updates on a quarterly basis but this can be adjusted on an as needed requirement by end user. Lastly, any new hardware products that are introduced into end user portfolio will also follow the above image creation and verification process. This will ensure a consistent set of images are deployed across all products and will reduce any configuration issues at site locations.

UDT follows a standard guideline for documenting all image creation and updates as requested by end user IT. This documentation will be provided as needed to designated representatives to ensure the proper flow of communication is adhered to when it comes to image configuration. Any image update that is performed will have an image approval document sent with it that will highlight any changes to the image. All units imaged can have an image version number associated with it within the UDT Asset Management System (DART). In the unlikely event that there appears to be an issue at site locations caused by the image, this will allow UDT and end user IT to easily discover which units have this particular image and where they are located.

Etching

UDT Response:

UDT will utilize its expertise around the etching process to work with the district to continue to update their requested laser etching logo and verbiage. DEPR provides any combination of logos, verbiage, warranty information and/or asset information to be etched on the units. This can be fully customized to meet the demands of DEPR. UDT will provide DEPR sample images with the requested etching configuration for verification prior to introduction to the production environment



Figure 1 - Sample Etch

Configuration, Delivery & Deployment Services

Computerlink/UDT Response:

The assigned Computerlink project manager will work in unison with the customer support team assigned to manage the logistics and delivery schedules of all orders. Computerlink always coordinates with your assigned site personnel to produce a delivery calendar for day to day orders and a true project schedule for managed deployments of summer rollout sites or 1:1 devices.

UDT's state-of-the-art 35,000 SQ Ft Configuration Center facility, located at 9436 Southridge Park Ct, Orlando, FL 32819, 227 miles from the district office. This configuration center is purpose built and designed to support K-12 technology environments.

Since its inception in 2009, UDT's Configuration Center has successfully imaged, etched, asset tagged and deployed more than 1 Million assets throughout various customer environments. Through this extensive experience, UDT has implemented and evolved a set of best practices to assist its customers in implementing successful technology plans and ensure that the imaging, asset management, delivery and integration processes are seamless and efficient.

Configuration Center Solution Offerings include:

- Image management, including image creation and deployment, updating, customized BIOS and OS, and automation of post image software loads
- Custom configuration
- Scripting/automation
- Laser etching of logos, customer names, asset numbers or other data
- Asset tagging & management
- Device assignment
- Custom reporting options
- Secure warehouse storage and consolidation
- Component installation
- Secured VPN connection services
- Shipment preparation, including GreenIT when available
- Just-in-time delivery to minimize storage and security needs
- Data formatting and wipe
- Service/Warranty Repair



The UDT Configuration Center has an annual capacity of more than 400k units and the ability to securely warehouse more than 50k assets at any given time.

UDT utilizes a GreenIT packaging methodology wherever possible to reduce the amount of waste that ends up at school locations. By doing so, UDT is able to deliver certain models without cardboard packaging which reduces waste on-site as well as overall installation time which minimizes end user site resource and classroom disruption. By utilizing the UDT Configuration Center, all district devices are joined to the districts domain prior to site arrival through a VPN tunnel. By having this work done prior to the arrival of equipment on-site, we reduce the amount of time needed for overall on-site installation.

UDT will physically inspect all units upon arrival from manufacturer and perform all standard and required quality control checks during the imaging and configuration process. Any units deemed

to be “DOA” will be resolved immediately with the manufacturer to ensure minimal order impact, and a complete, fully functional order is delivered to the district location.

While it is attempted to minimize packaging material during on-site deliveries, there is some packaging material that will need to be discarded. Computerlink will provide Proof of Delivery (POD) documentation as specified by the district to contain the Purchase order number, Date of delivery, Serial numbers, Hostnames, End user location, Signatures of vendor and site personnel, Additional information determined by the District

By having a secured VPN into the district’s network, UDT can remotely join the district domain and perform post-image functions, that are typically required to be done on-site post domain join, at its Configuration Center before the district takes ownership of the equipment. This automated process allows for reduced configuration issues and streamlines the on-site installation process in turn reducing the amount of time needed from district resources while performing the installation.

Asset & Inventory Management

UDT Response:

Upon configuring and shipping the requested order, all required information will be entered into the UDT OMS for basic reporting and asset management and UDT is including its DART tool for enhanced analytics and visibility into asset management. A complete report will be provided to the designated PRDE representative showing all customized information as pre-determined during initial process flow generation. This includes, but is not limited to:

- 1) PO and appropriate order information
- 2) Serial and product number information of new hardware
- 3) Site delivery location of all new hardware (name, office number, etc...)
- 4) IP, asset number and naming information of all new hardware installed
- 5) Image version number installed on new hardware
- 6) Serial and asset information for all removed hardware
- 7) Sign-off documentation
- 8) Any additional information deemed necessary by PRDE

Information about UDT's Device Assignment & Reallocation Tool (DART)

UDT's DART has been designed with the needs of specialized technology implementations in mind. The ability for customers to deploy, track and manage all of its assets through a simple, yet customizable, tool is critical to the daily needs of any operation. IT Asset Management shouldn't be difficult and that is exactly what UDT has set out to do with the development of its DART. Successfully govern your IT asset landscape all while providing real-time reports and capabilities to ensure a one-stop solution for tracking assets.

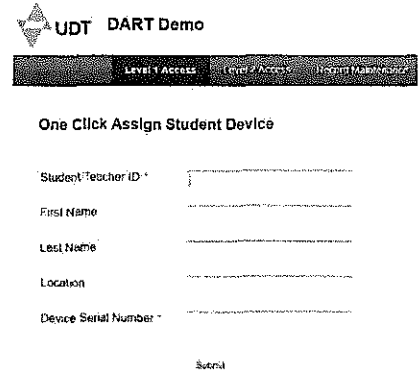
The below information provided within this document is to provide overall information regarding UDT's DART and demonstrate the flexible customization options that can be provided and tailored around your specific environment and requirements.

- 1) One Click Functionality for ease of use
 - a. One Click Assignment to perform initial device assignment
 - b. One Click Return to check devices back into inventory
 - c. One Click Status Change to change the status to lost, stolen, damaged, in repair, etc...
- 2) Extensive Analytics and Reporting
 - a. Ability to fully customize district required reports
 - b. Full export feature options to create editable and working reports
 - c. Automated report generation to provide reports at your pre-determined time settings
 - d. Report on any field within the DART to provide complete transparency into your district devices and inventory
- 3) Permissions and Security Based
 - a. Custom permissions to allow level 1 access through district admin access
 - b. Provide assign only functionality to site admin's
 - c. Can provide ticket entry to district techs
 - d. Allow site users to have only visibility to their location
 - e. District admins to have visibility district wide
- 4) Data Feed and Asset Upload
 - a. UDT performs initial entry into DART from its Configuration Center
 - b. User ID feed transfer into DART nightly (or per district request - optional)
 - c. User feed allows for real time information and simplifies device assignment
 - d. Ability to mass upload district devices if needed or perform single asset entry
- 5) Asset History Logs
 - a. Logs – Provides complete historical view of device, user and/or location
 - b. Anytime a device is edited within DART, it is automatically logged and tracked

- 6) Support Portal
 - a. Ability to enter service tickets directly into DART for ease of access into one system
 - b. Tracks all service events by serial number for historical purposes
 - c. Provides district full view into their warranty support

1) ONE CLICK ASSIGNMENT

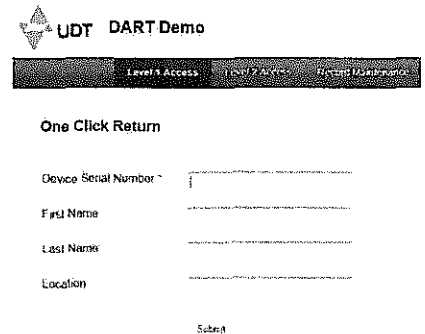
- a. Used to easily assign devices to specific users at a site location (or can be used to assign to building, school, room, office, etc...depending on your specific requirements)
- b. User ID numbers are fed live into the DART on a nightly basis to ensure real time user data
- c. This live feed allows a user or site admin to simply scan/type in ID number and the name and location fields will automatically populate
- d. Scan in device serial number to assign and click submit to assign device to appropriate user



The screenshot shows a web interface titled "UDT DART Demo". At the top, there are three tabs: "LEVEL 1 ACCESS", "LEVEL 2 ACCESS", and "DEVICE MAINTENANCE". The main heading is "One Click Assign Student Device". Below this, there are five input fields: "Student/Teacher ID", "First Name", "Last Name", "Location", and "Device Serial Number". A "Submit" button is located at the bottom right of the form.

2) ONE CLICK RETURN

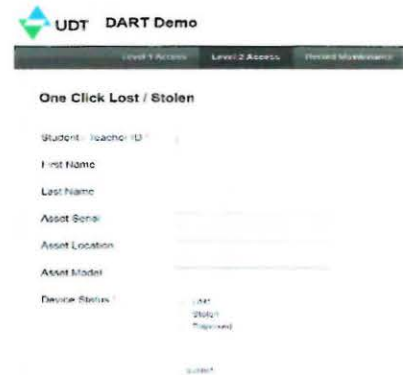
- a. Used to return the device back into site inventory and un-assign from user, location, office, etc...
- b. Has the functionality to un-assign a device and reassign new device in one-click
- c. Scan or type in device serial number and the user information will auto populate, hit submit and the device is returned to an unassigned status



The screenshot shows a web interface titled "UDT DART Demo". At the top, there are three tabs: "LEVEL 1 ACCESS", "LEVEL 2 ACCESS", and "DEVICE MAINTENANCE". The main heading is "One Click Return". Below this, there are four input fields: "Device Serial Number", "First Name", "Last Name", and "Location". A "Submit" button is located at the bottom right of the form.

ONE CLICK LOST/STOLEN

- d. Used to quickly move a device to a lost or stolen status in the event a user or location misplaces a device
- e. Scan or type in used ID number and device information will populate automatically
- f. Select the appropriate status to move the device to and hit submit
- g. Status options are customizable to meet district requirements



UDT DART Demo

Level 1 Access | Level 2 Access | (Hidden Management)

One Click Lost / Stolen

Student / Teacher ID *

First Name

Last Name

Asset Serial

Asset Location

Asset Model

Device Status *

Lost
Stolen
Returned

Submit

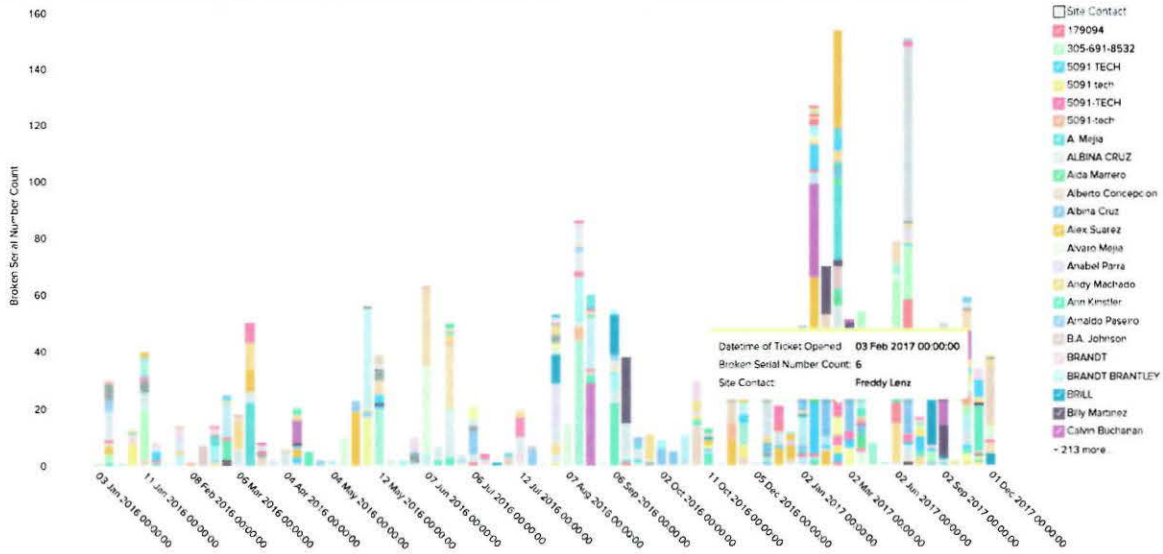
1) ASSETS VIEW

- a. This view shows all assets within the district and can be filtered by any field for items such as:
 - i. Devices that are operational status only
 - ii. Only devices at a certain location
 - iii. Only devices assigned to grade level
 - iv. Devices by model type
- b. Fields and filters are fully customizable to capture data requested by district
- c. All information exportable to PDF, CSV, Excel, HTML, etc....
- d. Auto reports can be sent based on any filtered status sent to any district resource at any pre-determined timeframe

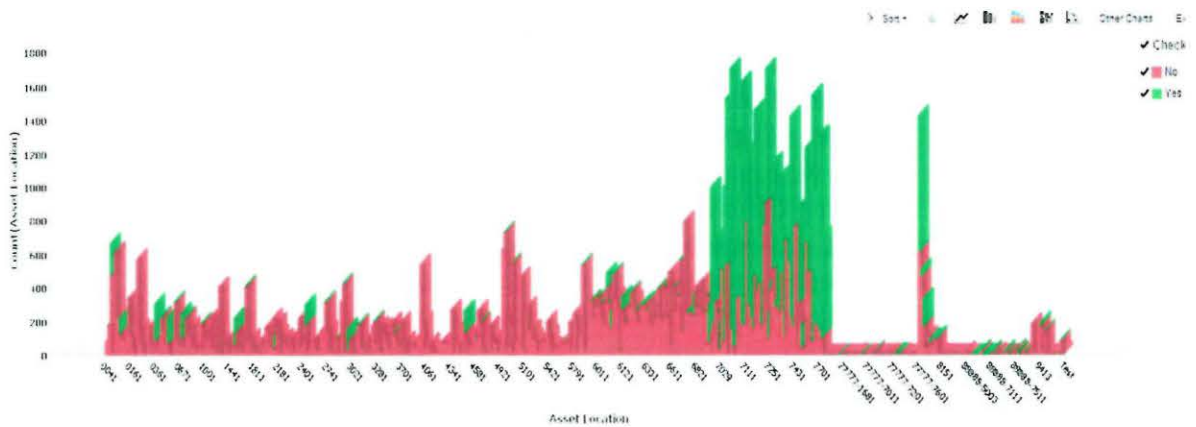
UDT DART Demo

Level 1 Access | Level 2 Access | Record Maintenance | Filter Counts | Views | Global Reports | Log

Broken Units Per Month

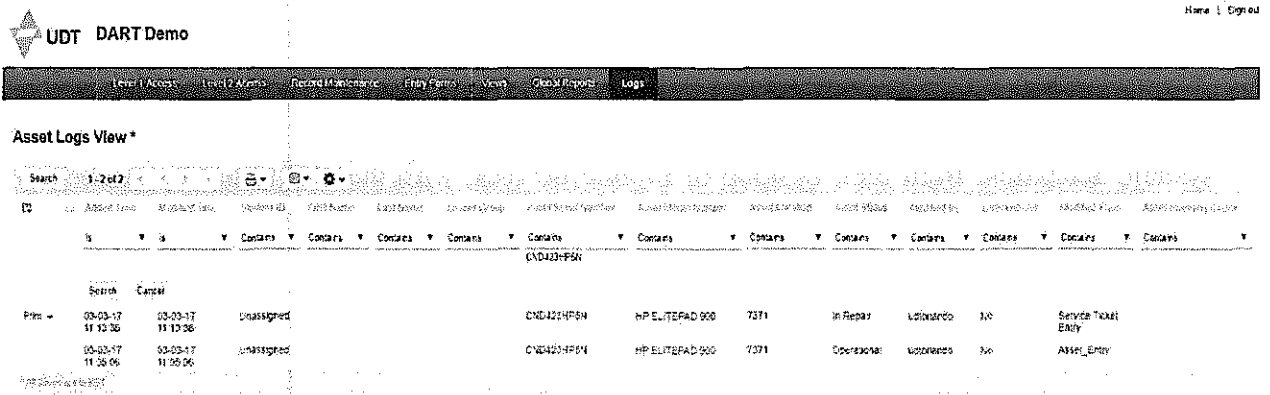


Number of Assigned Devices Per Location



3) ASSET LOGS

- a. All asset activity within the DART are logged for historical purposes, some of the included log data is listed below:
 - i. Serial number history by location or assignment
 - ii. User historical data including all devices assigned to the user
 - iii. Support log for all service tickets placed against the serial number
 - iv. The login credentials used to make any asset changes in the DART
 - v. Status history of the asset (Operational, in repair, etc...)
- b. All log information is customized to meet district criteria



UDT DART Demo Home | Logout

Level 1 Access | Level 2 Access | Record Maintenance | Entry Form | Logs

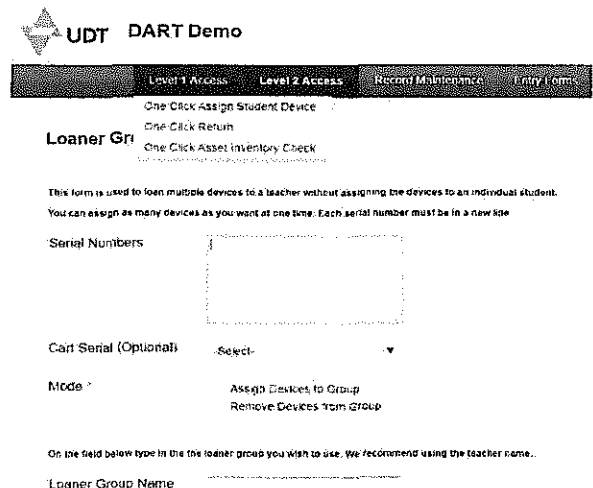
Asset Logs View *

Search: 1-2 of 2

Asset ID	Asset Name	Model	Serial	Status	Location	Assigned To	Assigned Date	Assigned By	Service Ticket
CND422HP6N	HP ELITEPAD 900	7371	In Repair	Luisarbo	No	Service Ticket Entry			
CND423HP6N	HP ELITEPAD 900	7371	Operational	upgrades	No	Asset Entry			

4) LOANER GROUPS

- a. Loaner groups are used when the district may not assign devices to individual users at a site location but rather to a classroom, room, building, office, lab, or testing environment temporarily
- b. Allows the ability to mass upload assets to assign to these loaner groups



UDT DART Demo

Level 1 Access | Level 2 Access | Record Maintenance | Entry Form

One Click Assign Student Device
One Click Return
One Click Asset Inventory Check

Loaner Group

This form is used to loan multiple devices to a teacher without assigning the devices to an individual student. You can assign as many devices as you want at one time. Each serial number must be in a new line.

Serial Numbers:

Cart Serial (Optional):

Mode: Assign Devices to Group Remove Devices from Group

On the field below type in the loaner group you wish to use. We recommend using the teacher name.

Loaner Group Name:

Technical Support Services

Computerlink will assign a dedicated device and configuration technical support team, including a project manager and helpdesk to support PRDE technical personnel during this project. This support will be available onsite throughout the entirety of Puerto Rico, remotely through remote management tools and e-mail, or over the phone through a dedicated phone line call center and helpdesk. Through these methods PRDE personnel will be able to receive the necessary assistance related to the project deployment, logistics, and technical support that they require

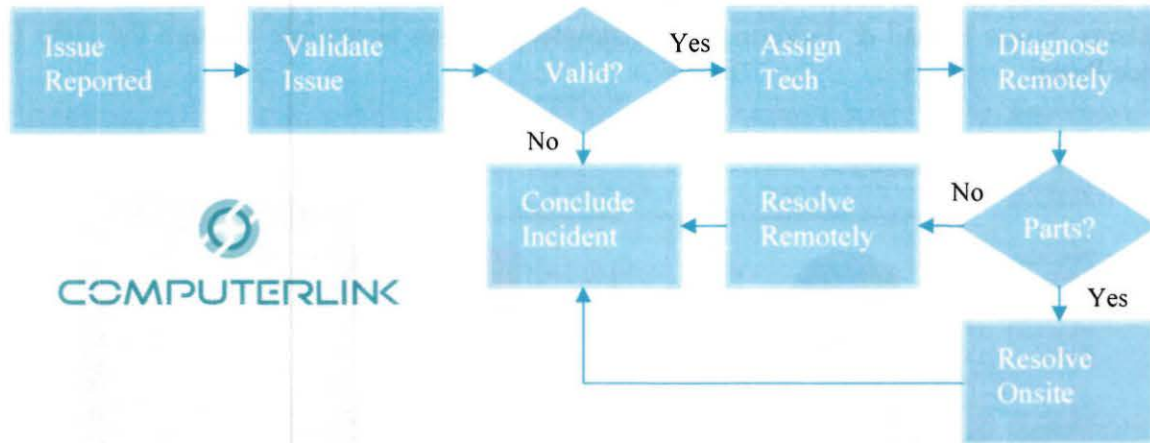
The assigned project manager will work closely with the designated PRDE personnel and personally focus on resolving any escalated issues. When required the project manager will engage the technical support team to arrive at a rapid resolution of any escalated issues and coordinate the involvement of any additional Computerlink or manufacturer resources.

Selected PRDE personnel will be given cloud-based access to our service incident ticketing system, accessible from their desktop or mobile devices, with the ability to open tickets, view progress, and access a targeted knowledge base actively populated with issues affecting the deployed systems.

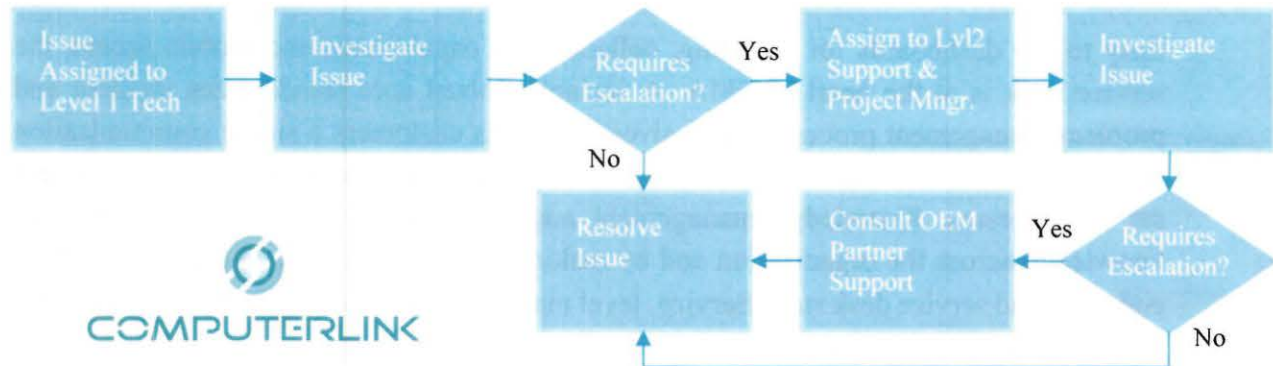
Computerlink will coordinate with the PRDE at their convenience to offer technical training to the PRDE technical support staff. This training will include a hardware overview of the deployed systems, tracking software, ticket generation procedures, and service portal overview and usage among other topics.

Our ticketing system has API capabilities and should be compatible with the PRDE ticketing systems. Since the Department's ticketing system is still in the process of being developed and no additional information was available at the time of this proposal, we would have to analyze the PRDE's ticketing system once it is complete to determine if there are any additional costs to ensure collaboration between the two systems.

Service Call Workflow



Escalation Process Workflow



Call Center/Help Desk

Computerlink will provide the PRDE a dedicated helpdesk that will offer phone, e-mail, online, mobile, remote, and virtual assistance, covering computer software, hardware, and configuration issues across all deployed computers, and tablets by using a smart service desk, configuration and asset management, task automation with improved speed and agility, and a superior user experience.

For this project, a call center with a dedicated phone number and 8 telephone lines will be assigned exclusively. The call center will be based in San Juan, PR and run Micro Focus Service Management Automation as its primary tool. The service center's hours of operation would be the same as the schools it covers (7am – 4pm, Monday through Friday) during regular business days. Extended hours of support will be available through Level 0 support in the form of Virtual Assistants, Smart E-mail & Ticketing, and Knowledge Bases accessible through the Help Desk Service Portal.



Smart Service Desk

Easy to use dashboards for reporting, collaboration capabilities, and mobile access, the service desk is at the heart of SMA. A scalable, robust core standardizes incident and problem management processes, and gives IT and its customers a single communication hub. The service desk enables IT to work as a single organization governed by a consistent set of processes. Knowledge management augments the service desk by leveraging knowledge across the organization and by making answers available in real time to both end users and service desk staff. Service-level management makes it possible to define and track service-level agreements (SLAs).

Request Fulfillment

Delivers a fast, easy-to-use IT Service Management (ITSM) process for end users and agents, from demand to fulfillment. It helps define and maintain a standard set of user goods and services, as well as provides self-service access to reduce the service desk's workload. Easy and holistic global search capabilities across the service catalog, support catalog, and knowledge base provide answers quickly. This helps automate the service

request process and reduces service desk cost by providing consistent and predictable cost models.

Service Portal

Provides a one-stop shopping with consumer-like experience for PRDE personnel. Users can request goods and services and request support. They can find answers to their problems quickly or open a support request just by sending a screenshot of an error or sending a description using natural language to the helpdesk. Users can browse through the service catalog and send the requests via the native mobile app. Likewise, approvers can approve requests from their mobile devices. The service portal can be easily personalized and changing the logo and themes can be done with just a few clicks.

Machine Learning & Analytics

Leverages structured and non-structured data of ITSM processes and external data sources such as Microsoft SharePoint. It automates incident submission classification and assignment as well as enables proactive problem management. Analytics and machine learning, making it smarter with every user interaction. Natural language search helps to find the right answers in a given context quickly and increases self-sufficiency.

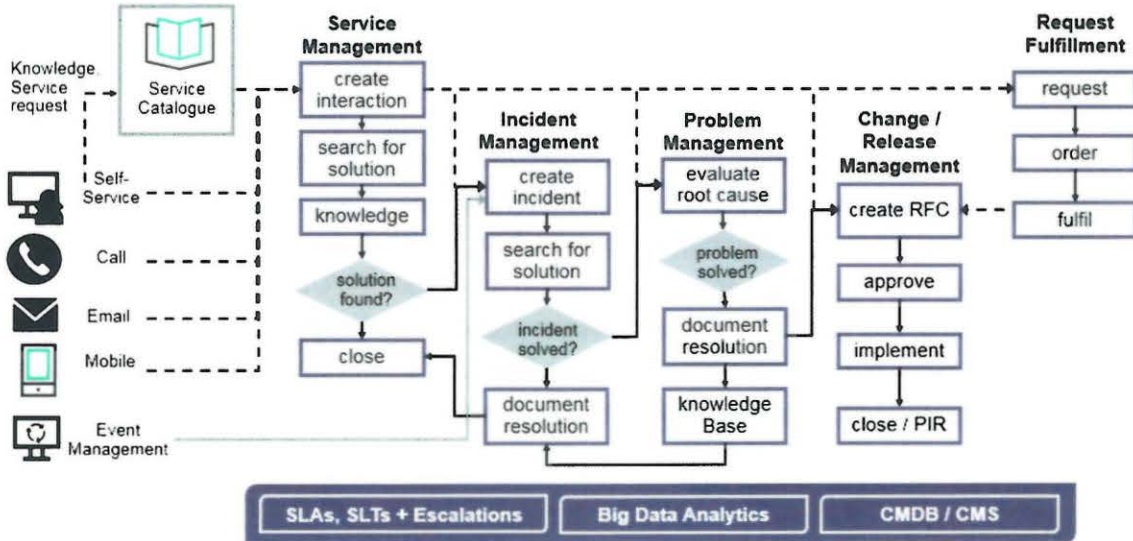
Chat Operations

Conversation-driven collaboration across organizational boundaries to quickly respond to and solve incidents by involving people, processes and tools needed.

Task Automation

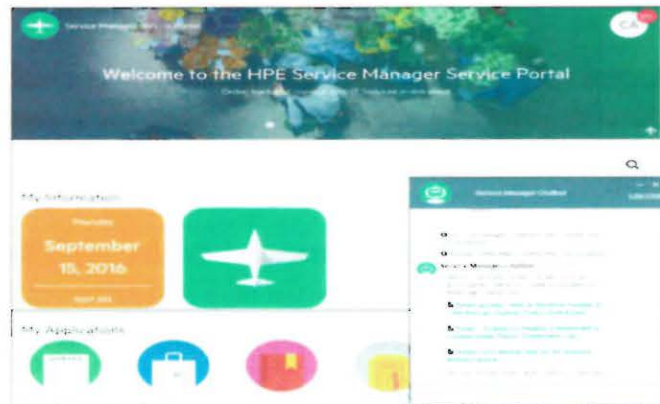
Increases speed, prevents errors, and reduces risk related to manual and repetitive work by automating common or standard tasks. It can help remediate incidents, execute and verify changes, and provision IT services, ranging from simple access requests to comprehensive workflows such as detect-to-correct.

Service Manager processes



Service Portal Overview

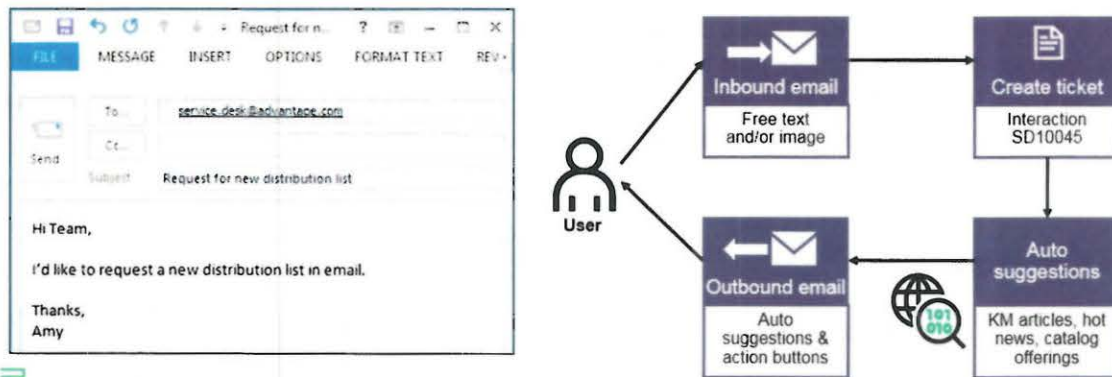
A link to the service portal, together with a remote assistance client can be included on the desktop of every computer image. The portal format and content are fully customizable and can feature PRDE logos and graphics.



The portal contains an incident reporting tool, knowledge base, live and virtual support chats, a survey publisher, a news section, workflow area, and a storefront, all of which can be included and configured to attend any present or future needs.

Smart E-Mail

Smart e-mail is a Service Manager feature that allows users to interact with the Service Manager through electronic mail. This solution can extract the text content from an e-mail and take the necessary actions based on it, including ticket creation through Smart Ticket and replying with suggested solutions based on knowledge base articles and Hot Topic Analytics.



Smart Ticket

An end user will be able to open ticket at times without having to fill out a single data field. A screen capture of the error message included in the incoming e-mail is all that will be needed in these cases to open the ticket and have the Service Manager automatically fill up all necessary fields.

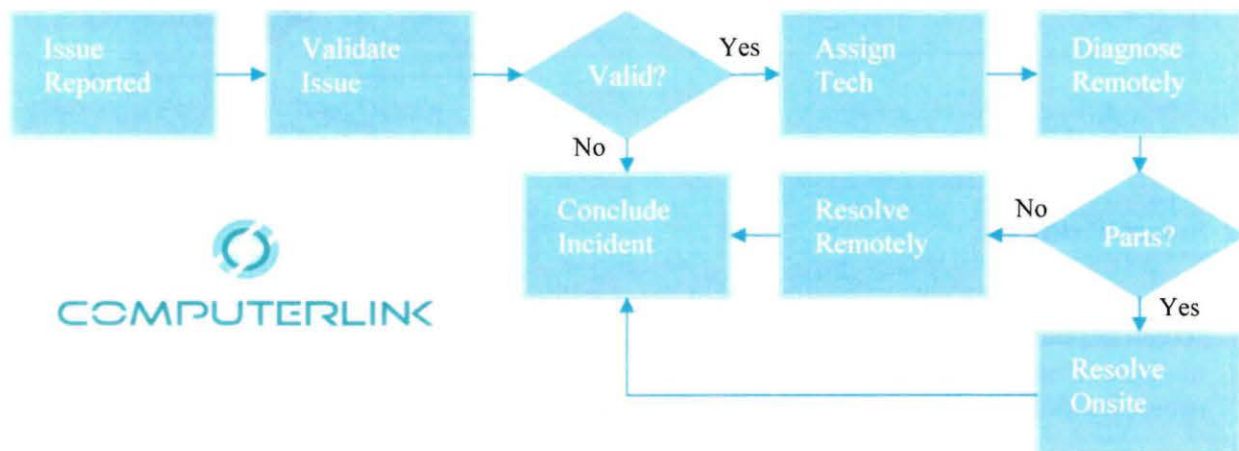


Hot Topic Analytics

With this tool all service issues will be automatically grouped by recurrence, giving administrators a view of patterns and clusters of similar issues so that they can be identified before they affect service availability. This allows information to be evaluated in smaller data groups without having to dedicate the time to analyze all incoming data, allowing the Help Desk to be more proactive when facing potential threats.

All Call Center and Help Desk inquiries will have a response time of less than two business days and this metric will be recorded and reported. Inquiries and requests can be made through the phone, via the Help Desk Portal online through the open service ticket form or the embedded technical support chat option, electronic mail, in person, or through fax.

Service Call Workflow



Incident Visibility & History

Individual help desk end users will have access to view the status and history of all their open and closed cases through the Service Manager Portal. Select PRDE personnel will have access to view the status and case history of every case related to this deployment through the same portal.

Professional Development and Curriculum Integration

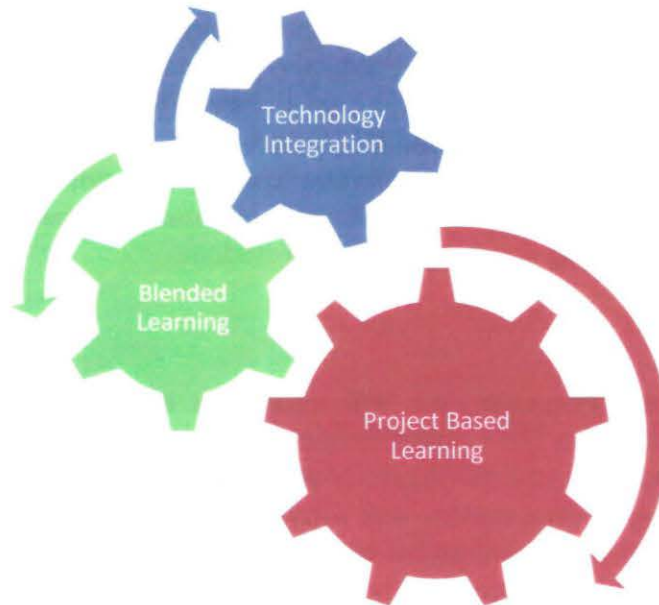
A significant investment in technology at the Department of Puerto Rico will enhance student learning, improve the efficiency and productivity of staff members and facilitate communication among students, staff, and parents. This Plan addresses the following areas:

- Integration of technology into all classrooms to meet the needs of all students, providing individuality and choice, and enhance learning opportunities.
- Professional development for all staff members to ensure that technology is used to transform learning opportunities for all students.

Core Strategies

- **Educational Program:** We will implement and assess a comprehensive educational program based on 21st Century learning skills (collaboration, teamwork, creativity, critical thinking and problem solving) to educate the whole child.
- **Technology:** Every student will actively use technology to develop 21st Century skills within a safe and secure digital environment.
- **Professional Development:** The professional development program, which includes time for planning, collaboration, and administrative services, will support teachers and district employees to provide a nurturing, inspiring, and rigorous educational program.
- **Communication:** We will facilitate communication with the Puerto Rico Departments of Education (PRDOE) at every level consistent with our core values to promote our mission and to achieve the vision of department.
- **External Relations:** We will establish partnerships with corporate entities such Microsoft Puerto Rico and community members to use existing resources for training and professional development.
- **Facility Optimization:** We will develop a plan to maximize the use of existing facilities at the districts to provide professional development with our resources and instructional technology coaches at the PRDOE. Alternate facilities will be identified to assure coverage of the whole island.

Teaching Strategies



Blended Learning:

Definition

Blended Learning (BL) refers to a strategic and systematic approach to combine times and modes of learning, integrating the best aspects of face-to-face and online interactions for each discipline, using appropriate ICTs (Information & Communications Technologies). In a blended learning environment, learning occurs online and in person, augmenting and supporting teacher practice. BL often allows students to have better control over time, place, path, or pace of learning. In many blended learning models, students spend some of their face-to-face time with their teacher in a large group, some face-to-face time with a teacher or tutor in small groups, and sometimes learning with/from peers. BL often benefits from a reconfiguration of the physical learning space to facilitate learning activities, providing a variety of technology-enabled learning zones, optimized for collaboration, informal learning, and individual-focused study.!

Why Blended Learning?

BL strategies vary according to the discipline, grade level, student characteristics and learning outcomes; and have a student-centered approach in terms of learning design. In this project, will be using varied approaches and strategies to implement Blended Learning, in which not all students

will need a device all the time in the classroom. This model helps technology integration in multiple scenarios at the PRDOE.

In the book *Fundamentals of Blended Learning*, the University of Western Sidney ² assures that BL can increase access and flexibility for learners, increase the level of active participation, and achieve better student experiences and outcomes. For the teaching staff, BL can improve teaching and class management practices. A blend might include:

- diverse face-to-face and online learning activities and formats,
- traditional time-tabled classes, but with different modes, such as weekend, intensive, external, and trimesters,
- the use of well-established technologies such as lecture capture tools, and/or the use of social media and emerging technologies,
- simulations, group activities, and site-based learning practices.

Blended Learning Framework

Implementing Overview Phase 1



During Phase 1: BL lesson plan, the students will rotate through four different learning studios. A mini-lesson with the teacher, independent practice, digital content, and a future ready skills activity. The students will move every ten minutes from one learning studio to the next. During the future ready

skills studio, the students can build, collaborate, work through challenges, and connect with other learners while using the skills that they learned throughout the other learning studios.

In the **Planning** area, activities will be implemented with a timer. Students rotate through the stations every 10 to 15 minutes. In the area of **Assessment and Data**, data will be collected from the digital content station. In the **Pace** area students will work the same activities, while moving to the designated areas to complete them.

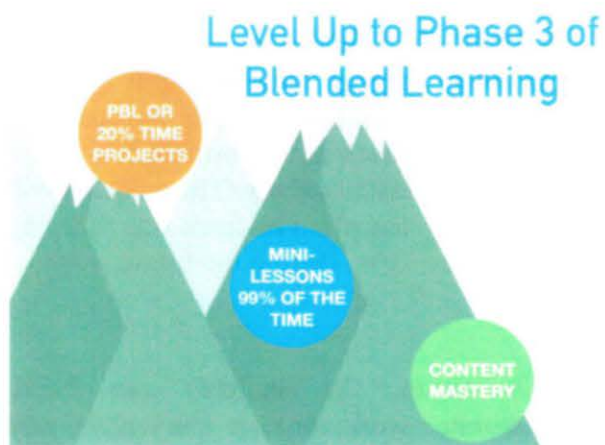
Implementing Overview Phase 2

In phase 2 in the **Planning** area, students will work without a timer. A checklist of tasks per station will begin to be used for the students. In the **Assessment and Data** area, data will be used to form groups and teach mini lessons. In the **Path** area, we will work through a variety of differentiated activities and in the area of **Place** we will work based on flexible learning options and places.



Level Up to Phase 2 of
Blended Learning

Implementing Overview Phase 3



In phase 3 in the **Planning** area, students will work with differentiated activities in all areas using an individual checklist. In the **Assessment and Data** area, students will take a pre-test to advance, extend or reteach content. In the **Path** area, teachers will create individual checklists generated with input from learners, and in the **Place** area work will be based on flexible learning options and places.

Blended Learning Professional Development

Implementation Plan

Participants in the “Blended Learning Academy” will be asked to participate in ongoing discussions about how to implement the blended learning model into the school LEA regions, schools, and classrooms. The “Blended Learning Academy” will meet at the start of the project’s second year to reflect on the progress of the blended learning implementation as well as focusing on becoming well-rounded blended learning mentors. As general objectives, the participants in the “Blended learning Academy” will be able to:

- understand the definition of blended learning
- define the three phases of blended learning

- create sample lesson plans for the three phases of blended learning
- collaborate with other educators in the development of the blended learning rubrics
- develop a blended learning classroom rubric to be used by blended learning coaches
- using growth mindset examples to help move educators forward through the blended learning process
- Transitioning from traditional teaching to blended learning environments

Project Based Learning:

Project-based learning takes place in the context of authentic problems, continues over time, and brings in knowledge from many subjects. Project-based learning, if properly implemented and supported, helps students develop 21st century skills including creativity, collaboration, and leadership and engages them in complex, real-world challenges that help them meet expectations for critical thinking.³

Definition

Project-based Learning refers to any programmatic or instructional approach that utilizes multifaceted projects as a central organizing strategy for educating students. When engaged in project-based learning, students will typically be assigned a project or series of projects that require them to use diverse skills—such as researching, writing, interviewing, collaborating, and/or public speaking—to produce various work products, such as research papers, scientific studies, public-policy proposals, multimedia presentations, video documentaries, art installations, or musical and theatrical performances, as possible examples.

Why Project Based Learning?

This proposal will be using the Buck Institute for Education PBL models that our Instructors have used and implemented in Puerto Rico, Spain and the Dominican Republic for more than 10 years in private and public-school environments. As a form of authentic learning, project-based-learning experiences are often designed to address real-world problems and issues, which require students to investigate and analyze their complexities, interconnections, and ambiguities (i.e., there may be no “right” or “wrong” answers in project-based-learning activities). For this reason, project-based learning may be called inquiry-based learning or learning by doing, since the learning process is integral to the knowledge and skills students acquire. Students also typically learn about topics or produce work that integrates multiple academic subjects and skill areas. For example, students may be assigned to complete a project on a local natural ecosystem and produce work that investigates its history, species diversity, and social, economic, and environmental implications for the community. In this case, even if the project is assigned in a science course, students may be required to read and write extensively (English); research local history using texts, news stories, archival photos, and public records (history and social studies); conduct and record first-hand scientific observations, including the analysis and tabulation of data (science and math); and develop a public-policy proposal for the conservation of the ecosystem (civics and government) that will be presented to the city council utilizing multimedia technologies and software applications (technology).

The following are a few examples of the kinds of arguments typically made by advocates of project-based learning:

- Project-based learning gives students a more “integrated” understanding of the concepts and knowledge they learn, while also equipping them with practical skills they can apply throughout their lives.
- The interdisciplinary nature of project-based learning helps students make connections across different subjects, rather than perceiving, for example, math and science as discrete subjects with little in common.
- Because project-based learning mirrors the real-world situations students will encounter after they leave school, it can provide stronger and more relevant preparation for college and work. Student not only acquire important knowledge and skills, they also learn how to research complex issues, solve problems, develop plans, manage time, organize their work, collaborate with others, and persevere and overcome challenges.
- Project-based learning reflects the ways in which today’s students learn. It can improve student engagement in school, increase their interest in what is being taught, strengthen their motivation to learn, and make learning experiences more relevant and meaningful.
- Since project-based learning represents a more flexible approach to instruction, it allows teachers to tailor assignments and projects for students with a diverse variety of interests, career aspirations, learning styles, abilities, and personal backgrounds.
- Project-based learning allows teachers and students to address multiple learning standards simultaneously. Rather than only meeting math standards in math classes and science standards in science classes, students can work progressively toward demonstrating proficiency in a variety of standards while working on a single project or series of projects.

Overview of PBL workshops

Through these workshops, participants will learn and implement the PBL strategy through a complete educational experience using research, technology and solving real life problems, while developing first students learning goals. Student learning of academic content and skill development are at the center of any well-designed project.

Key Knowledge and Understanding – the project is focused on students learning goals, including standard-based content and skills such as critical thinking/problem solving, communication, self-management and collaboration.

Key Success Skills - Content knowledge and conceptual understanding, by themselves, are not enough in today’s world. In school, college and in the modern workplace, as citizens and in their lives generally, people need to be able to think critically and solve problems, work well with others, and manage themselves effectively. Often these competencies are called “soft skills” or “success skills.” They are also known as “21st Century Skills” or “College and Career Readiness Skills.”

Plan Duration

The duration of the Professional Development Plan (PDP) will be three years (September 1, 2018 through June 30, 2021). The plan will be reviewed and updated annually through the district's and LEA's strategic planning processes. The focus of this technology plan is the curriculum and professional development components while maintaining hardware, and infrastructure standards. The purpose of this 3-year Plan is to identify and address strategies that will help the PRDOE meet the National Education Technology Standards (NETS), as published by the ISTE (International Society for Technology in Education), and to promote student achievement and the development of 21st Century skills.

Plan Logistic

According to the Organization for Economic Cooperation and Development (OECD), schools that make use of educational technology on a routine basis report the higher levels of students with technology - related skills.⁴ However, commonly used supplementary teaching technologies, such as LCD projectors, interactive whiteboards, or guided web - tours, generally reinforce traditional "teacher - centric, lecture -based" pedagogy. While these tools may be occasionally useful for specific lessons, students can sometimes become distracted by the tools rather than engaged in the content.⁵ Elevating the use of technology in the classroom from an instructional supplement to a core teaching component requires teachers to shift their pedagogical practices. Such a transition requires support from the district level to facilitate access to the technology and training necessary to engender large- scale changes.⁶ If access and the use of technology is not continuous from year -to - year, it is difficult to effect meaningful change in teaching pedagogies.

For these reasons, we propose a three-year development plan for teachers and administrators to provide constant support to facilitate access to technology for all students. All the professional development will be based in two-evidence based strategies, Blended Learning and Project Based Learning, to model to teachers the work and concepts they should implement in the learning environment. The professional development activities are not meant to provide comprehensive training in BL and PBL, but rather model and practice how technology could become a core teaching and learning component to facilitate the transformation of pedagogical practices. With this transformation, the significant investment to be made by the PRDOE in new technology will have a sound and worthwhile return.

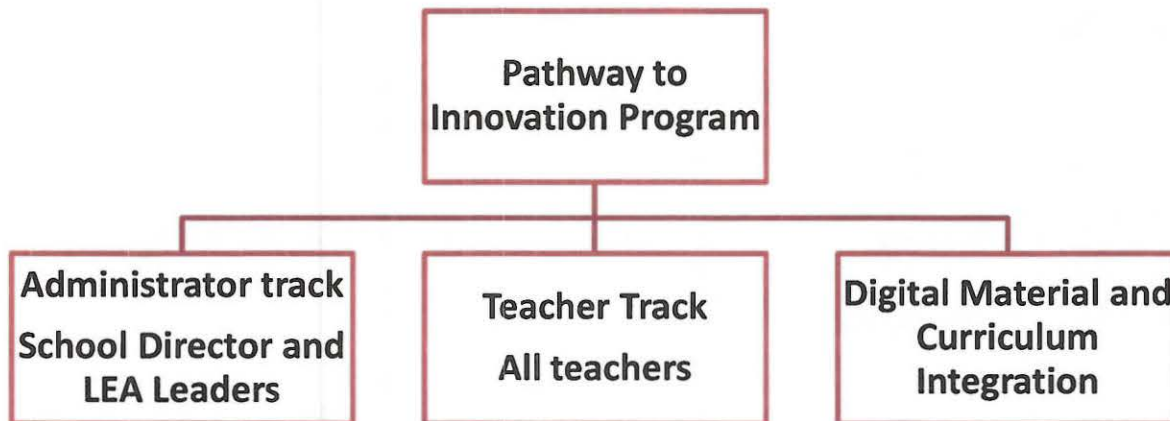
The service will be offered in the 7 educational regions, assigning four centers in each of the regions. The training centers will be concentrated in 4 physical locations in each region to provide close accessibility to nearby schools. The centers will operate Monday through Saturday to provide ample flexibility for all schools' faculties during a three-year timeframe. A Project Coordinator will be assigned in each region to ensure compliance with the PDP. The coordinator along with the team members will create a calendar to maximize the use of trainers, serving in an organized and equitable way all teachers throughout the seven regions, according to their classification and technology needs.

Yet, technology alone cannot develop the 21st century skills students require. Our resources are inspired, every day, by the impact amazing educators and thoughtful leaders are making on innovative teaching, all leading to improved student outcomes. Teacher effectiveness is the largest factor influencing student outcomes, outside of family background. Teacher professional development is key in successful digital transformation and in ensuring effective use of technology. For that reason, our trainers team are experts in a diverse set of technology tools and academic content areas, including all Microsoft Education apps, software and programs. See *Appendix A for a summary of our credentials*. Our role as Microsoft Global Training Partner is crucial in helping schools, districts and ministries to realize the value of their investment in technology, helping educators to effectively adopt the solutions without stress and through the adoption, utilization and effective integration of technology in teaching and learning to drive positive student learning outcomes. All our trainers will be proficient in Spanish. As part of the administrative structure of the PDP, a service calendar will be created and disseminated monthly to serve the population of teachers in the area. All teaching materials will be available in both Spanish and English.

Main activities coordinated at the technology instructional center:

- Meeting with administrative staff of the DE to delineate logistics and calendar.
- Creation of course material
- Printing materials
- Selection of the 28 training centers distributed among the 7 regions of the PRDOE
- Visit and preparation of the training centers in coordination with LEA Directors. To guarantee the operation of training centers, the company will provide the electrical distribution materials (extensions, multiplugs, gaffer tape, etc.).
- Concurrency capacity tests of simultaneous users and the Internet will be carried out.
- Determination of the basic technology and technology integration skill levels of the staff.
- Offering of training blocks of 35 participants per day per center.
- During each training, the following documents will be collected: attendance sheets, pre and post tests and evaluations.
- The groups will be divided into 28 centers with a capacity of 35 computers (teachers will bring the computers provided by PRDOE for this project).
- The centers will have audiovisual equipment (projection surface, microphone and speakers, and a projector).
- Each center will have 2 specialized trainers.
- The effectiveness of the workshops will be guaranteed by hiring high-speed internet in the training centers where necessary.
- At the end of the training trimesters an achievement report will be delivered to PRDOE
- Mitigation program and calendars for make-up classes and for new teachers.

Professional Development



One of the most important aspects in this Professional Development Plan proposal is to be able to clearly demonstrate the progress achieved by teachers in their mastery of technology knowledge and use, and level of integration to the academic areas. For these purposes, various assessment instruments will be used during the project stages.

As part of the service, a survey (*see example questions in Appendix B*) and tests will be administered to all teachers and selected administrators, including school directors and LEA Leaders, to know their level of knowledge in the areas of technology use and integration. This online survey and test will provide essential information about current teacher use and their perception about technology. The Survey will be focus in perceptions about technology use, technology integration and technology skills. The results will be used to collect baseline data for this initiative. To maintain an up-to-date and reliable database, data collection platforms will be used and specialized staff will be assigned for the analysis and creation of reports on the data obtained during the project. This specialized staff will collaborate with the LEAs and OSIATD so that they can benefit from the data obtained and use it for their decision-making process. In the future, this survey will help districts to make better informed decisions for special initiatives, technology purchases, additional professional development needs, and to facilitate the coordination of coaching efforts in the use of instructional technologies. The survey will be used annually, at the beginning and end of each year of the technology project to measure the changes in how teachers relate to technology within their teaching/learning environments. The administrators may use pre and post comparisons for evaluation reports. This survey will categorize the teacher and administrator in 4 levels.

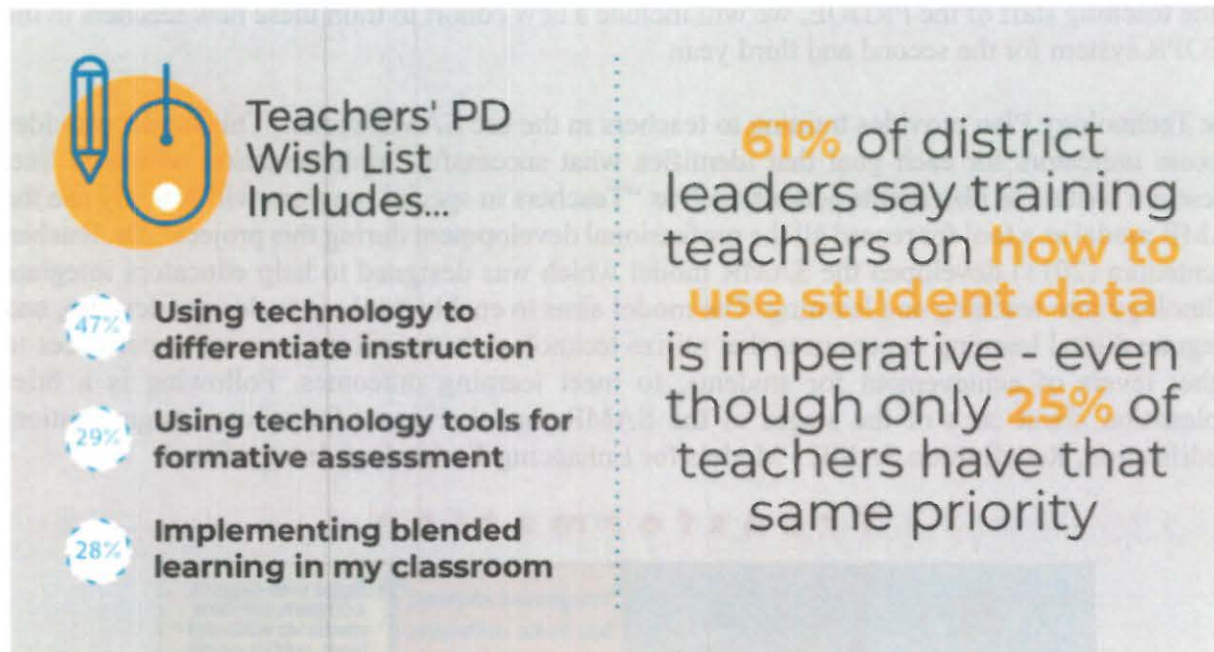
Beginners	•Level for personnel with results of 60% to 0%. For this personnel, 36 hours of professional development will be assigned.
Competent	•Level for personnel with results of 79% to 61%. For this personnel, 30 hours of professional development will be assigned.
Proficient	•Level for personnel with results of 89% to 80%. For this personnel, 24 hours of professional development will be assigned.
Master	•Level for personnel with results of 100% to 90%. For this personnel, 18 hours of professional development will be assigned.

Recognition and reward systems will be implemented to provide incentives for the participation of teachers and leaders in the professional development activities. The training outcomes and the survey data will be used to measure performance and facilitate the recognition and awards program.

After the first survey, the following professional development plan for teachers and administrators will be implemented (*see programmatic plan in Appendix C*).

1. Administration Program – 35 Administrators and Assistants from the LEAs and 870 school Directors – Pathway to Innovation - Administrator Track

During the first year, administrators will discover the features of Office 365 that can help unlock user potential and maximize productivity in their educational regions. Through our two-day workshop, we aim to help them exploit some of the most useful Office 365 tools such as: Microsoft Teams; Skype for Business; OneDrive for Business and Outlook. The second and the third year will be focus on Blended Learning and online learning, using the Microsoft Educator Community (MEC). The Microsoft Educator Community is a free professional learning platform designed to support and train educators using Microsoft products for teaching and learning. Building skills on the use of Windows 10, taking interactive quizzes and earning badges to become Certified Microsoft Innovative Educators. Once registered, they will find courses, resources, training and lessons, and earn badges and certificates; while connecting and collaborating with educators from around the globe.



SOURCE: Speak Up Research Project for Digital Learning, 2017 Findings - listening to the authentic, unfiltered views of 406,779 K-12 students, parents, and educators from around the world, including 33,156 teachers. Data was collected from October 2017

2. Professional Development for PRDOE teachers – 30,000 teachers - Pathway to

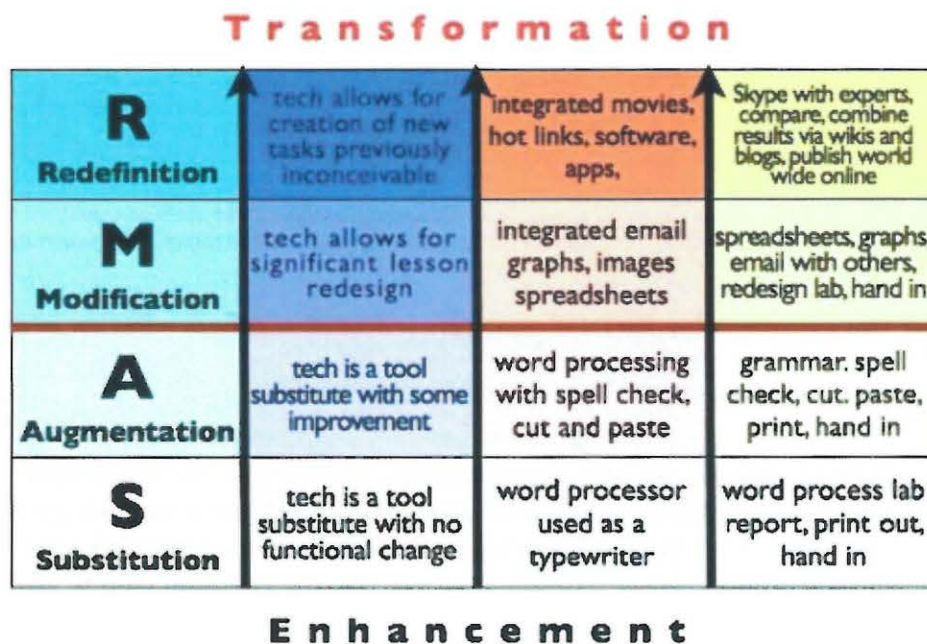
Innovation - Teacher Track

The first year will focus on basic skills in technology use and the existing platforms of the PRDOE to ensure teachers feel comfortable with a solid start towards effective technology integration in the classroom. The first year is also one of frequent assessments to determine teachers' levels of technology use and integration. These assessments will provide essential data to address existing barriers and challenges towards advancing curriculum and technology integration in the classroom. Teachers will be evaluated and depending on their actual knowledge they will be assigned between 18 and 36 hours of training both in person and online. To carry out the on-lines trainings, a Learning Platform will be used to help create effective online teaching and learning experiences in a collaborative, but at the same time private personal environment to all the participants.

The second year will focus on reinforcing the use of PBL through the use of technology and introducing the Blended Learning Model. These learning strategies will provide teachers and schools a variety of technology-enabled learning zones optimized for collaboration, informal learning, and individual-focused study. The third year of professional development will focus in using technology to differentiate instruction and provide formative assessment with free tools for teachers. Also, the use of the Microsoft Educator Community (MEC) free platform for continuing professional development will be promoted. Recognizing the possible changes in human resources

in the teaching staff of the PRDOE, we will include a new cohort to train these new teachers in the DEOPR system for the second and third year.

The Technology Plan provides training to teachers in the use SAMR model. This model provides success indicators for each goal that identifies what successful implementation will look like. These are written as observable actions such as "Teachers in special program will actively use the SAMR model as a tool for record all the professional development during this project." Dr. Ruben Puentedura (2011) developed the SAMR model which was designed to help educators integrate technology into teaching and learning. The model aims to enable teachers to design, develop, and integrate digital learning experiences that utilize technology to transform learning experiences to higher levels of achievement for students, to meet learning outcomes. Following is a brief explanation about each of the stages of the SAMR model. Figure: Substitute, Augmentation, Modification, Redefinition SAMR - Models for Enhancing Technology Integration.



If this project had an extension for a fourth year, we recommend working with **Mentor Programs** and **Tech Resources Contributors** for teacher leaders within the PRDOE (200 leaders) in order to achieve sustainability. These teachers will be selected based on their credentials and achievements during the past three years. The Tech Mentors Academy goal is to prepare mentor teachers to help other teachers to integrate technology effectively in the classroom. The Academy will cover advanced aspects of online collaboration with Office 365 Teams and Skype Apps, integration technologies using new methodologies and global citizenship, among other topics. On a preliminary basis we propose 24 hours of face-to-face training and 10 hours of on-line training to prepare these mentors. After these training sessions, the **Tech Mentors** must commit to leading

at least 12 hours of workshop sessions in the course of each subsequent school year in their respective educational regions. Sessions may be 2 – 3 hours in duration and the **Tech Mentors** will receive either professional development hours or a stipend for the delivery of the workshop session(s), subject to PRDOE approval. Topics and descriptions for these workshops will be submitted to the Coordinator of Educational Technology for review and approval.

Tech Resources Contributors - Leaders, Specialists and Technology Teacher

The Tech Resources Contributors will commit to provide a minimum of 6 items/activities to be published at the LEA's technology tutorial resources web page. Tutorials may be in the form of multi-media presentations (PowerPoint, Sway, Prezi, Powtoons, Screencasts, etc.) or documentation including graphics (screenshots) along with text explanations. Professional development time may be earned for each resource accepted into the LEA's technology web page.

Tutorials must meet the criteria of the Technology Tutorial Rubric prior to acceptance into the tutorial library. Tutorials will be submitted to the Coordinator of Educational Technology for review and approval.

Example Rubric

Tech Mentors and contributors - Resources Rubric			Total
Category	Outstanding (3)	Satisfactory (2)	Needs revision (1)
Content	Covers topic in depth with details and examples. Subject knowledge is excellent.	Includes essential knowledge about the topic. Subject knowledge appears to be good.	Includes essential information about the topic but there are 1-2 factual errors.
Organization	Content is well organized and transitions logically from topic to topic	Content is organized and includes transitions from topic to topic	Content is minimally organized, transitions are missing or not clear
Presentation	Well-rehearsed with smooth, clear delivery that holds audience attention. Must be a minimum of 3 minutes in length. Includes at least 2 of the following: 1) text 2) visuals 3) audio 4)animation 5)	Rehearsed with fairly smooth, clear delivery that holds audience attention most of the time. Must be a minimum of 3 minutes in length. Includes at least 2 of the following: 1) text 2) visuals 3) audio	Delivery not smooth, or not clear, or does not hold audience attention. Less than 3 minutes in length. Contains less than 2 of the following: 1) text 2) visuals 3) audio 4)animation 5) transitions

transitions

4)animation 5)
transitions**Notes****3. Digital Material and Curriculum Integration**

As part of the service, content will be created to promote the integration of technology throughout the curriculum. With the OSIATD's support a repository will be enabled using the SharePoint spaces of the PRDOE. Candidates will create five lessons of basic technology integration skills per grade kinder to twelve grade (*see Appendix D - Educational Technology and Online Learning Scope and Sequence*). Teachers will be able to use these lessons in an easy and accessible way when planning their classes. All material created will be aligned with 21st century skills and ISTE standards. At the end of three years each grade will have 15 lessons of technology integration in Spanish and English. In addition to lessons, the Educator Trainers will create digital materials in video format, with demonstration of technology tools and diverse topics. At the end of the third year of implementation, the repository will have a total of 24 videos 3 -5 minutes in length. These videos can include demos, best practices and case studies in the Puerto Rico school community (*see Appendix E for curriculum content samples*).

Important Note: All recommendations and suggestions for initiatives during the fourth year and beyond are not included in the budget provided.

References for PDP

2. Fundamental of Blended Learning 2013
[http://www.uws.edu.au/_data/assets/pdf_file/0004/467095/Fundamentals_of Bleended Learning.pdf](http://www.uws.edu.au/_data/assets/pdf_file/0004/467095/Fundamentals_of_Bleended_Learning.pdf)
3. Chappuis, S., & Chappuis, J. (2008). The best value in formative assessment. *Educational Leadership*, 65(4), 14–19.
4. Bill & Melinda Gates Foundation. (2015). Reaching the summit of data-driven instruction. Retrieved from <http://collegeready.gatesfoundation.org/2015/06/summit-of-data-driven-instruction/>.
5. “Teachers, Teaching, and ICTs.” InfoDev Growing Innovation.
<http://www.infodev.org/articles/teachers> - teaching - and -icts
6. Ibid.
7. Moeller, B., T. Reitzes. “Integrating Technology with Student - Centered Learning.” Education Development Center, Inc. July 2011.
<http://www.nmefoundation.org/getmedia/befa9751-d8ad-47e9-949d-bd649f7c0044/integratin>

Repairs [Ticket System]

Computerlink will provide two business day onsite response time during standard business hours (9x5). The onsite response time will be measured from the moment the event is reported to Computerlink and it is determined that the Hardware Break fix event needs to be solved onsite, until the onsite technician arrives to the designated site. The cut off time for the event to be reported and registered is 3:00 p.m. Any call received after that hour, the time will be measured from the following business day.

Coverage window: Service is available nine (9) hours per day between 7:00 a.m. and 4:00 p.m. local time, Monday through Friday, excluding local and federal holidays.

Computerlink will staff a service and repair center with Hewlett Packard certified service technicians in the metro area and will also have several HP certified technicians based around the island. All technicians will be certified by the manufacturer to service the devices deployed in this project. These technicians will be tasked with diagnosing, repairing, and reimaging any of the deployed systems that require it and will have a direct line of communication with the hardware manufacturer for any issues requiring escalation. Technicians will proactively work with the manufacturer to resolve any potential issues uncovered by using Hot Topic Analytics tools included in Computerlink's Service Manager software.

The technician's goal will be to perform a single visit to repair onsite by diagnosing the case remotely or over the phone and showing up with the required part(s) to carry out the repair and incident resolution. If any instance in which the technician must remove the laptop or tablet from the PRDE site or school, a loaner may be made available while the system is being repaired at the service center.

No repair will take longer than ten (10) business days to conclude. The repair time will be measured from the moment the technician receives the device, whether at the PRDE site or when it is dropped off by PRDE personnel at the service & repair center. The repair period will conclude the moment the device is returned to the end user after a repair event.

Fully customizable reports will be generated through Computerlink's Service Manager Automation tool monthly with the status of all open and completed service tickets for the month at the time of the report. These reports will be submitted to the selected PRDE personnel and will detail repairs by school, repair status of service tickets in progress, type of repairs for both open and completed service tickets including response time and time to repair, and support trends, as well as any other relevant data that we have identified or could be requested by the PRDE. Service Manager Reports aims to provide a light-weight reporting feature for active operational data, so the reports are designed to retrieve, represent and visualize at most 100,000 active records out of millions.

2.3.4 Accessories


Please refer to Tab 4 (Form 2) Price Proposal Form for detailed optional accessories per device.

2.3.5 Estimated Repairs

All devices include an accidental warranty service for repairs not covered by the standard on-site warranty.

2.4 Carts/Desktop Charging Unit

2.4.1 Carts

2.4.1 Carts	Spectrum Connect 30 Specification
	
Carts must meet the following requirements:	UDT is proposing a customized Spectrum Connect30 Cart to meet the specifications of this RFP.
The cart must house at least 30 devices.	30 Chromebooks, Tablets, or Notebooks
The external construction must be made from welded 12 – 18-gauge solid steel frame	16-gauge side panels, shelves, door, and panel
The shelving must be 20-gauge steel or thicker	Exceeds 20 Gauge requirement - Shelves are constructed of 16 Gauge Steel
Slot size be at least 1.25" or more to accommodate current District issued student laptops and tablets with keyboards	Space saving Vertical Storage Internal Bay Dimensions: 1.349" W x 15.675"D.x 11.2875"H
Dividers must consist of shock absorbing ABS Plastic or Nylon shelf divider system to prevent wear and tear on devices	Durable ABS plastic dividers protect devices from scratching (dividers are removable to provide storage space for thicker devices

<p>Cart width must not exceed 28" to fit through all classroom doors and cart footprint should be as small as possible to take up less space in the classroom (e.g. 28" x 28")</p>	<p>Small cart footprint (26" W x 24" D) saves valuable space</p>
<p>Electrical components must be UL listed and cart shall have a switch located on the exterior of the cart to enable switching off of power to the cart if necessary</p>	<p>External power switch provides easy-access for safe power connection / disconnection</p>
<p>Charging components shall deliver a sufficient number of amps per device to allow for charging in the shortest period of time without negatively affecting the electronics of the devices</p>	<p>Comply</p>
<p>Must work with a standard 15 Amp electrical circuit. Smart power management system that prevents circuit tripping and protects devices by charging "round robin" style and is current sensing (able to determine the charging needs of the connected devices).</p>	<p>Power Prodigy Charger Low-profile, 16-gauge steel enclosure • 125V~/12A, 60Hz</p> <ul style="list-style-type: none"> • Externally-accessible 15A on/off switch • Smart charging senses current and distributes power to the power units requiring it most • Four timed power unit-dedicated outlets • Cycling interval 15 min • Four LED lights indicate charging activity status of each power unit • ETL recognized (certified to 60950-1)
<p>Cart must be constructed of steel or similar durable metal that prevents exterior access to the contents without opening doors (no removable panels)</p>	<p>Comply</p>
<p>External LED to indicate charging status</p>	<p>On prodigy charger Four green LED lights indicate charging activity status of each power unit</p>
<p>Cart must have a cable management system to organize power adapters.</p>	<p>Superior, all-metal overhead cord management system keeps charge cords organized above each storage bay</p>
<p>Carts must have lockable doors and must include everything needed to secure equipment, either through a metal hasp and padlock, and/or keyed locking handles; ideally with multi-point security (2 or 3 bolt locking system). If a padlock (keyed or combination) is required, it must be included.</p>	<p>Double bolt keyed locks and heavy gauge steel doors provide security. Hasp locks provide an additional level of security and the ability to use padlocks of choice, or to secure unit to that wall.</p>
<p>The casters must have oversized (4" - 6" diameter and at least 1" width) industrial grade balloon (solid rubber) tires with metal construction swivel castors capable of supporting 250+ lb. each). Non-marring rubber must provide easy rolling, quiet transport and be fully lockable.</p>	<p>Four inboard 5" total locking balloon wheel plate casters with metal construction and non-marring rubber provide easy rolling, and quiet transport (rated for 250 lb. each)</p>


Carts must adhere to UL's 10-degree tip threshold.	The FULL cart is UL60950-1 certified for both electrical and tip. Labeling provide on the outside as well internally on each power strip.
Carts must conform to common electrical and general safety standards (e.g. UL 60950, 1678, 1667, 498, etc.)	ETL recognized (certified to UL 60950-1) in the US and Canada for the cart and electrical system
Full access double doors in the front for the user and in the rear for the IT Administrator.	Dual Doors in front and back of cart provide easy access while reducing space necessary for swing radius
Mostly unobstructed top work surface to accommodate peripherals such as printers or other devices.	Scratch and impact-resistant high-pressure laminate top provides a durable, useful work surface for instructors Do not place items weighing more than 50 lb. [22.7 kg] on the top surface
Cart must also provide ventilation vents to ensure devices don't overheat while charging in cart.	Ventilated door and side panels keep devices and chargers cool, preventing overheating, and extending device life

Cart Services

All Carts will be fully wired upon arrival at school site or if replacement is provided under warranty. Carts will be wired as per the DEPR specifications. Carts will be delivered fully assembled to Computerlink and they will deliver to schools per approved schedule from DEPR. Upon arrival at UDT configuration center and before delivery all carts will be inspected for damage.

Computerlink will provide Proof of Delivery (POD) documentation as specified by DEPR to contain the Purchase order number, Date of delivery, Serial numbers, End user location, Signatures of Proposer and site personnel and additional information determined by the DEPR.

Sample POD document shown below:



COMPUTERLINK
We Make Technology Work!

Altigracia Building, Suite C-2
262 Uruguay Street
San Juan, PR 00917-2001
Tel: (787) 250-5465 Fax: (787) 250-0306


DATE	PAGE
JUL 6 2018	1
NUMBER	
INITIALS	

CONDUCE

<p>DEPARTAMENTO DE EDUCACION REGION EDUCATIVA DE CAJAS - AREA FISCAL AFARTADO 206 CAJAS, PR 00726</p>	<p>R-50 -058 N. GANDARA (2000) 315 CALLE DEGETU SUR I. ABOBITO POR LADO DE LA GUARDIA NACIONAL HORARIO: 8:00 A 11:00 Y 12:00 A 3:00 CONTACTO: JAMES ROYER 787-370-4505 LUZ RODRIGUEZ 787-735-2240 LINNIE 215-0421, PROG. CIENCIAS DE LA SALUD</p>
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ORDER NO DRO54804	ORDER DATE Jul 6 2018	CUST. NO AC218	SALESMAN 79	PO Number 0091-000035910	SHIP VIA	TERMS NET30
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QUANTITY	ORD	SHR	ITEM NO.	DESCRIPTION	UNIT PRICE	UNIT	AMOUNT
			D-03-613	HP OFFICEJET PRO 8710 AIO MFC CN554BT001 CN554BT001			
			C-12-171	INFOCUS IN1220V PROJECTOR 3400 LUMENS 150W/50000000 SVGA (800x600)			
			C-12-154	W/ INFOCUS SOFT CASE # CA-SOFTVAL-2 Due Date Aug 30, 2018			Amount Due 1,320.00



NOTA: PARA EL RECEPTOR. EL RECEPTOR O LA PERSONA ENCARGADA DE RECIBIR, sin previo recibo al equipo, debe firmar el conduce, completar y firmar la hoja de recibo de Educacion y RECEIVE ORDER y entrarlo al sistema del Departamento de Educacion. Si la escuela no tiene Receptor, Debera enviar el Recibo de Orden y el Conduce a la Region para su proceso.

CONFIRMAMOS INTERESES A RAZON DEL 7% MENSUAL A PARTIR DE LA FECHA DE VENCIMIENTO DE LA FACTURA

RECIBIDO DE CONFORMIDAD POR: *[Signature]* HOMBRE: *[Signature]* Fecha: 10 julio 18

Condúce

2.5 Mobile Device Location and Utilization Tracking

Absolute is based on the persistence technology providing geolocation of every device. Using multiple technologies Absolute Agents have the ability to determine the location of every device.

The Geolocation Tracking and Geofences features let your organization determine the physical location of a specific computing device, more precisely and immediately, as of the most recent agent call to the Monitoring Center. It is also assumed that the device is properly equipped with a positioning device approved for use with these features.

An Administrator can specify boundaries using the Geofences Editor and track the movement of devices through these locations. Whenever a device crosses a boundary set using the Geofences feature, alerts are triggered and, depending upon the settings specified for the account, result in e-mail notifications to administrators and/or other events on the Absolute console. Geofencing is available to all accounts authorized for the Geolocation Tracking feature. Further, Geofencing is supported for all agent devices) in that account for which Geolocation Tracking data is available.

Geolocation refers to the identification of the most recent geographic location of a device. The Absolute agent can collect the geolocation of a device and report that information in the Absolute console. The geolocation is based on the best geolocation technology available on a device when the device's location is reported.

If the Geolocation Tracking feature is enabled for your account, you can view geolocation information about your devices on the Geolocation page in the Device Management area.

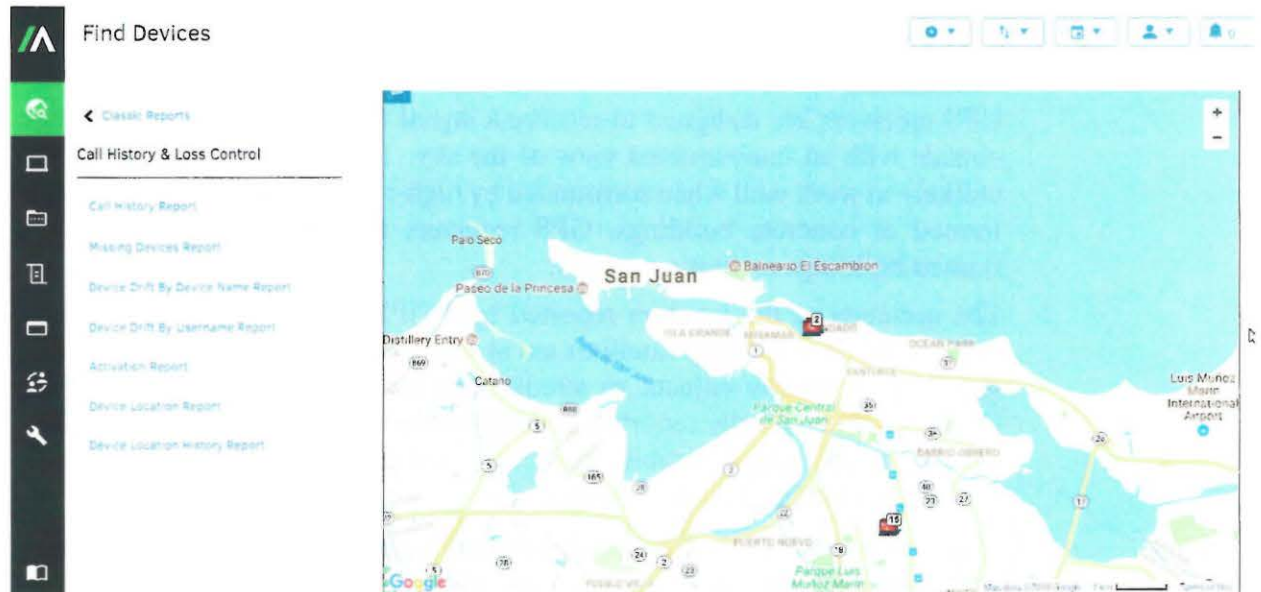
Types of Location Technologies

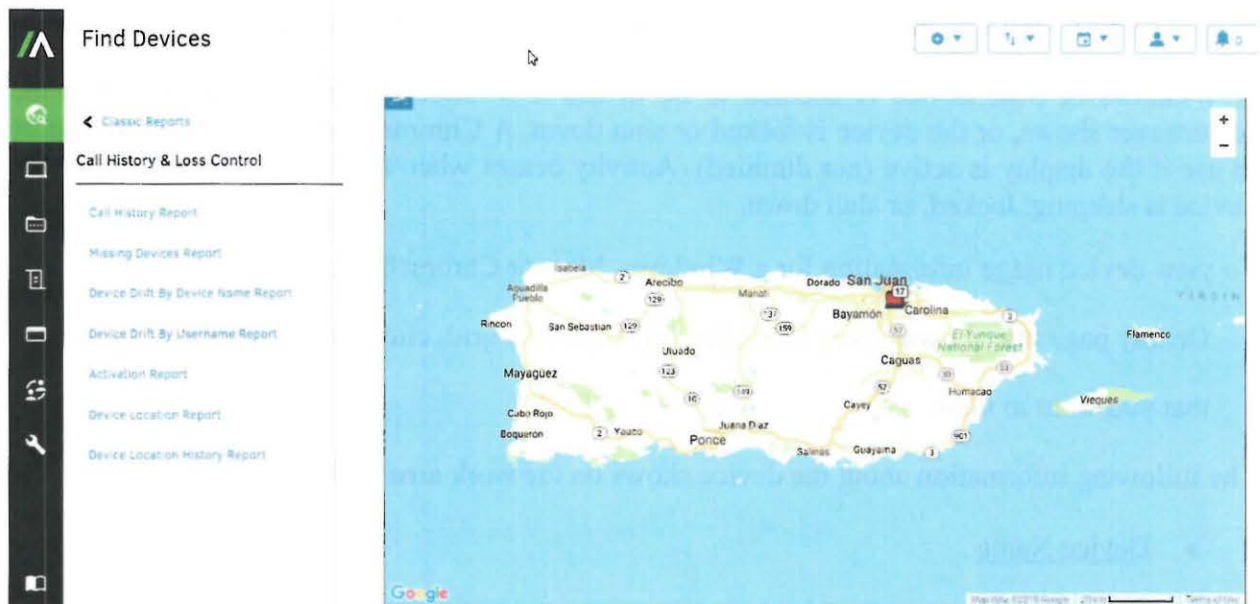
Geolocation information is collected using one of the following technologies (presented in order of accuracy and reliability):

Location Technology	Description
Global Positioning System (GPS)	<p>Global Positioning System (GPS) technology determines a device's location using built-in sensors to capture satellite signals that indicate the device's location. GPS is most effective when the device is outdoors. This technology works with Windows devices and Android mobile devices that are equipped with a supported GPS receiver.</p> <p>Limitations GPS receivers are designed to receive a signal from satellites reliably when outside with an unobstructed view of the sky. Therefore, GPS receivers are unlikely to work well when surrounded by high-rise buildings or inside metal-framed or concrete buildings. GPS receivers may work inside non-metal framed buildings or near a window.</p> <p>The accuracy of the location reported by a GPS depends on environmental issues such as how many satellites are in view, potential reflection of satellite signals from nearby objects, or atmospheric effects. In ideal conditions, the GPS available typically reports locations within 10m of actual location. When conditions are less favorable, error may increase to 100m or more. GPS coordinates are unlikely to be exact.</p>
Google Maps™ Wi-Fi Positioning	<p>Google Maps Wi-Fi Positioning determines a device's location by comparing Wi-Fi hotspots detected by the device with Google's extensive database of known hotspots and their locations. The device does not need to be connected to a Wi-Fi hotspot for the hotspot to be detected. This technology is most effective in urban areas where Wi-Fi hotspots are plentiful. It works with all supported devices.</p> <p>Limitations Wi-Fi triangulation is a correlational tracking method based on the known GPS location of Wi-Fi networks detected near a device. Typically, Wi-Fi triangulation provides a location accurate to within a few city blocks.</p> <p>Also, if a managed device is in a country where Google Maps is prohibited, Google Maps WiFi Positioning cannot be used to resolve the device's location.</p>
IP Georesolution	<p>IP Geo-resolution uses a database of IP addresses and their locations to determine a device's location. This technology is typically accurate at the country level, but device locations within a region or city are less reliable. This technology works with Windows, Mac, Android, and Chromebook devices.</p>

Except for IP Geo-resolution, location data is collected hourly and uploaded to Absolute on the device's next connection to the Monitoring Center. For IP Geo-resolution, locations are collected every time the device makes a connection.

The end users of a device can disable the device's geolocation technology; for example, users can disable GPS or Wi-Fi for all applications. To collect location information, at least one of the supported location technologies needs to be enabled on the device.





Plus the full hardware and software inventory of every device, Absolute measure the Device Utilization of every device.

On the Usage Event Details page, you can see details about the following events that occurred on a device:

- Login and Unlock:
 - A user logged in to the device, either directly or remotely, by entering their username and password on the login screen
 - A user unlocked the device, either directly or remotely, by dismissing the Lock screen (if applicable) and entering their password on the login screen

On this page, these user actions are presented as individual events with time stamps.

- **Device Activity:** usage of the device presented in days, hours, and minutes of activity.

A Windows or Mac device is deemed to be in use if it is unlocked. Activity ceases when the screensaver shows, or the device is locked or shut down. A Chromebook device is deemed to be in use if the display is active (not dimmed). Activity ceases when the display is dimmed, or the device is sleeping, locked, or shut down.

To view device usage information for a Windows, Mac, or Chromebook device:

1. On any page that shows linked Identifiers in the results grid, click the **Identifier** of the device that you want to view.

The following information about the device shows on the work area toolbar:

- Device Name
- Username
- Identifier
- Last Connection
- Average Daily Usage
- Usage Level

2. Click the **Usage Event Details** tab.

The page provides information, in grid format, about each Login and Unlock event on the device. The information is aggregated by date (24 hours period).

The total number of minutes that the device's screen was unlocked during each 24 hours period shows as **minutes of activity** next to the date.

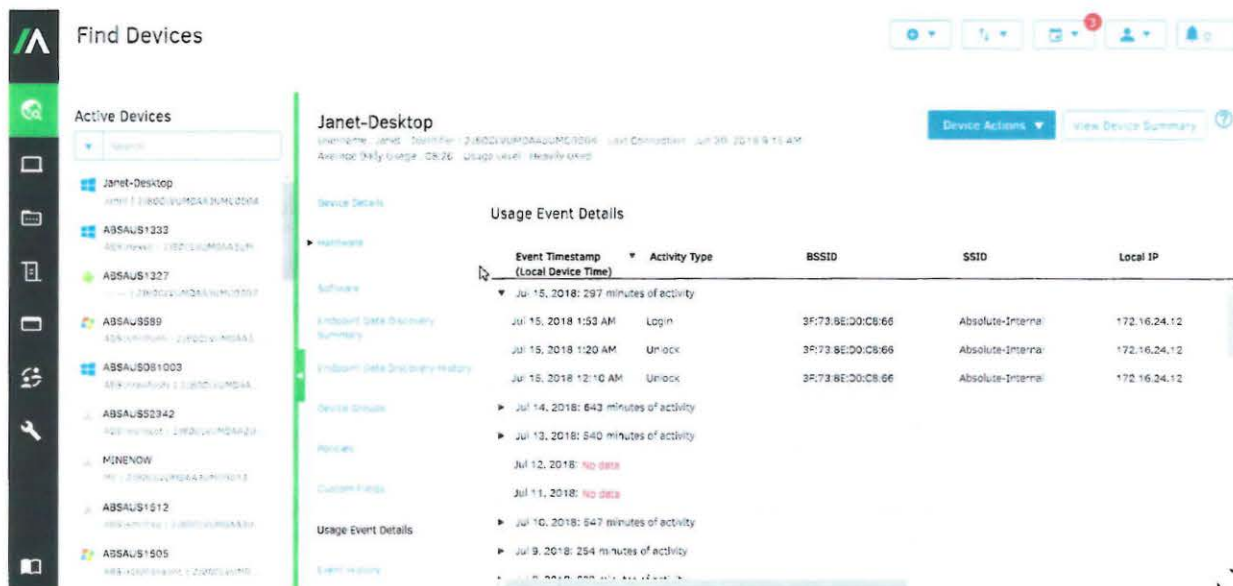
3. Click a date to view the events that occurred on that day. The section expands and the following information shows about each event:

Column	Description
Event Timestamp (Local Device Time)	The date and time (local time on the device) of the user event
Event Type	The type of user event Possible values are Login and Unlock .
BSSID	The MAC address of the WLAN access point associated with the event on a Windows or Mac device This information may not be available for all events. <hr/> NOTE This column applies to Windows and Mac devices only.
SSID	The identifier or network name that uniquely identifies the wireless local-area network (WLAN) that the device was connected to when the event occurred This information may not be available for all events. <hr/> NOTE This column applies to Windows and Mac devices only.
Local IP	The local Internet Protocol (IPv4) address of the device when the event occurred
Public IP	The public Internet Protocol (IPv4) address of the device when the event occurred
Active Directory OU	The distinguished name of the Active Directory organizational unit that the device was associated with when the event occurred The distinguished name is read from right to left and includes the full path to the object. For example: CN=Mary Smith,OU=Employees,OU=Marketing,OU=Miami,OU=Sites,DC=ABC Company,DC=com <hr/> NOTE This column applies to Windows and Mac devices only.

4. The results are sorted by Event Timestamp, in descending order. To sort the results by another column, click the applicable column header. To reverse the sort order, click the column header again. An icon indicates whether the list is sorted in ascending ▲ or descending ▼ order.
5. To view device usage information for another device in the current report, group, or folder:
 - a) On the sidebar, use the search field to search for the device.

NOTE Depending on how you accessed the Usage Event Details page, the sidebar may show only the current device.

- b) Select the device to open its Usage Event Details page.



The screenshot shows the 'Find Devices' interface. On the left is a sidebar with 'Active Devices' and a search field. The main content area displays details for 'Janet-Desktop'. The 'Usage Event Details' section is expanded, showing a table of activity events.

Event Timestamp (Local Device Time)	Activity Type	BSSID	SSID	Local IP
Jul 15, 2018: 297 minutes of activity				
Jul 15, 2018 1:53 AM	Login	3F:73:BE:00:C8:66	Absolute-Internal	172.16.24.12
Jul 15, 2018 1:20 AM	Unlock	3F:73:BE:00:C8:66	Absolute-Internal	172.16.24.12
Jul 15, 2018 12:10 AM	Unlock	3F:73:BE:00:C8:66	Absolute-Internal	172.16.24.12
Jul 14, 2018: 643 minutes of activity				
Jul 13, 2018: 540 minutes of activity				
Jul 12, 2018: No data				
Jul 11, 2018: No data				
Jul 10, 2018: 547 minutes of activity				
Jul 9, 2018: 254 minutes of activity				
Jul 8, 2018: 258 minutes of activity				



APPENDIX II

EQUIPMENT AND SERVICES REQUIREMENTS

- **GENERAL EXPERIENCE**

With over 20 years of experience providing hardware, software and services to all schools, we are a proven reseller with an excellent track record. Delivering equipment to schools in Puerto Rico is very challenging because of geographical location and unexpected events where the school personnel is not available for receiving even after making an appointment the day before. We know because we've been there. For example, we completed the image, asset tag and deployment of all HP equipment for the SIE project on a record time! At that time the DEPR had over 1,500 schools. Our logistics department worked after hours (Saturdays and Sundays included) to comply with the project date. In the last five years we delivered and service over 6,500 mobile devices for students who graduated with a 4.0gpa and enrolled in college. We're in the process of signing a contract with Administración de Tribunales for deploying over 5,300 computers all over the island. Image and help desk services are provided on this contract.

Every project is different and requires that we adapt to any situation. We work closely with our clients making sure all expectations are exceeded.

- **LEASE TERMS**

1. The lease being offered to the Department of Education is a Device as a Service (DaaS) service for 36 months with options to extend for an extra 12 or 24 months period.
2. As opposed to a regular lease, under the DaaS, all the services are included under one payment.
3. A written commitment by the Department of Education guaranteeing to pay the monthly payments on time will be required.
4. The contract will be for 36 payments of \$4,659,360.85. However, due to the fact that the delivery and installation of the devices will be staggered, the contract will be governed by Weekly Schedules that will keep adding devices and payments to the contracts as they are delivered. This means that at the beginning, the DaaS will be paid in staggered payments until the total devices are delivered and the monthly payment will become the full monthly payment of \$4,659,360.85. Likewise, the batches, and therefore the Schedules

corresponding 36 payments will be completed in a staggered basis, and the amounts of the monthly payments will start diminishing until the total amount of the DaaS is completed.

5. The notebooks and tablets in the contract will be insured for theft by the Absolute Solution included in the proposal and for accidental damage protection, both as part of the DaaS. The Department of Education must include the devices in their insurance policy for other coverages naming Computerlink as an additional insured.
6. PR DOE will be the lessee.
7. The funds with which the DaaS will be paid should be specifically earmarked and restricted for payment of the lease for the full term of the contract. This should be confirmed in writing.
8. The Department of Education will certify that the funds earmarked for the payment of the DaaS will not be subject to or anyhow affected by the bankruptcy proceeding of the Commonwealth of Puerto Rico.
9. The contract will not have a non-appropriation clause or any other provision that would permit PR DOE to terminate the DaaS.
10. The contract will not have a provision that would permit PR DOE to set-off, reduce or adjust the price and/or the payments.
11. A certification from the USDOE of the availability of the funds earmarked to pay the DaaS will be advisable.
12. Should Computerlink be selected to conduct this project for the DE, negotiations will be conducted to discuss and adjust the DaaS contract as necessary.

- **PRODUCTS**

- A. Equipment

- 1- Completed Form 10: Please refer to TAB 16
- 2- Other specifications requested in this RFP: Please refer to TAB 3
- 3- Functionality: Please refer to TAB 3
- 4- Extra quantities proposed for quick swap at school sites: 1% of total units awarded will be available.
- 5- Device insurance coverage maintained by Proposer and any exceptions: Our solution includes theft insurance through the Absolute Complete solution. Please see Absolute's Service Guarantee on TAB 3.

- 6- Device protection plans available to the Department: All devices include an HP 3-years onsite parts + labor warranty and a HP Accidental Warranty Coverage for 3-years. Limitations: 1 screen per device per year.

B- Accessories

Please refer to TAB 4 Price Proposal for a complete list of options.

C- Carts/Desktop Charging Units

Please refer to TAB 3

• **SERVICES**

- A. Imaging and Configuration
- B. Etching
- C. Configuration, Delivery and Deployment
- D. Asset and Inventory Management
- E. Technical Support Services
- F. Help Desk/Call Center
- G. Professional Development
- H. Curriculum Integration and Instruction
- I. Repairs
- J. Estimated Repairs
- K. Mobile Device Tracking
- L. Cart Services
- M. Other proposed services not included in above categories

Please refer to TAB 3 Equipment and Service Proposal and TAB 20 for a detailed description of all services offered.

• **PROJECT PLAN AND DEPLOYMENT SCHEDULE**

Please refer to TAB 17 Project Plan and Schedule with Dates for Deployment and Professional Development – Mandatory.

• **PROBLEM ESCALATION PROCESS**

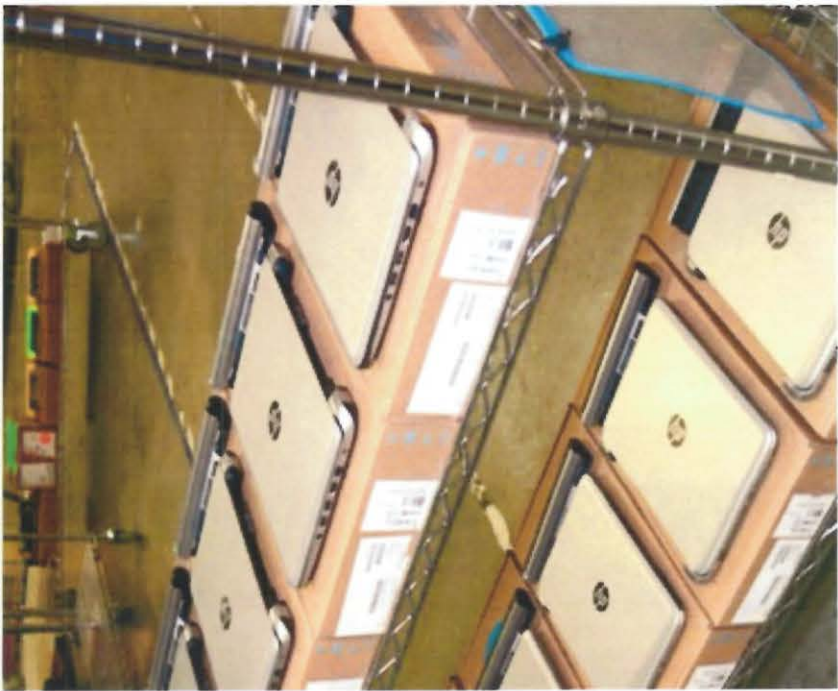
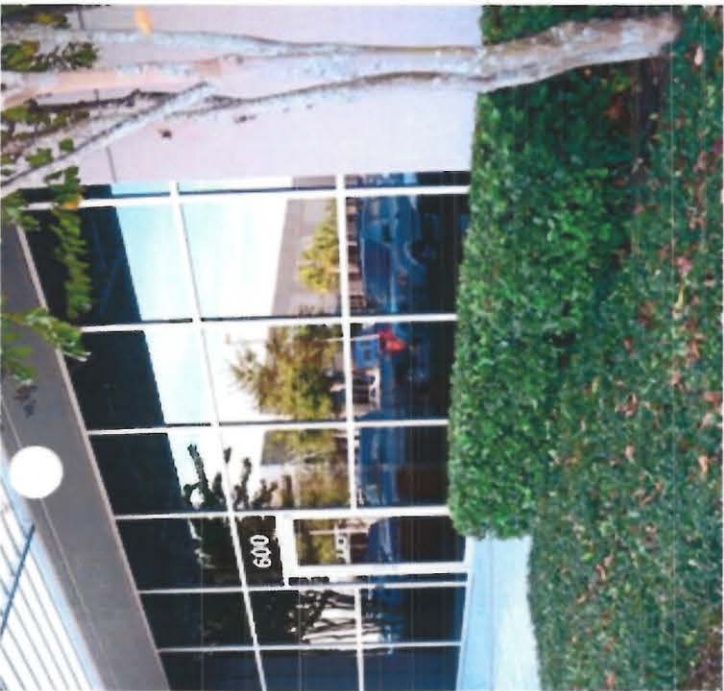
Please refer to TAB 3 Equipment and Service Proposal – Mandatory

• **USAGE MEASUREMENT AND REPORTING**

Provided via Absolute Complete Solution through web access, email and excel.

- **BILLING DISPUTE RESOLUTION FOR ALL PROPOSED SERVICES**

- A. Describe the process in place to assure that billing issues are corrected in a timely fashion to meet Department processing deadlines.
- a. Any billing issues should be reported on-line on the Service Manager Automation Tool.
 - b. Any billing issues not resolved within 2 working days, should be reported to Irma Rosario at 787-250-5465 ext. 318 or by email at irma.rosario@computerlink.cc
 - c. If issue is not resolved within five (5) working days, the issue should be escalated to Eduardo González at 787-250-5465 ext. 308 or by email at eduardo.gonzalez@computerlink.cc
 - d. If issue is not resolved within ten (10) working days, the issue should be escalated to Willie Morales at 787-250-5465 ext. 302 or by email at willie.morales@computerlink.cc
- B. Are tracking numbers assigned in order that billing problems do not “disappear” and if so, describe
- a. Yes, tracking numbers are assigned automatically and are reviewed daily
- C. Provide written procedures for resolving billing issues and the escalation process.
- a. Written procedures will be provided if Computerlink is selected to manage the project for the Department of Education and the corresponding DE employees will be trained on the use of the tool.







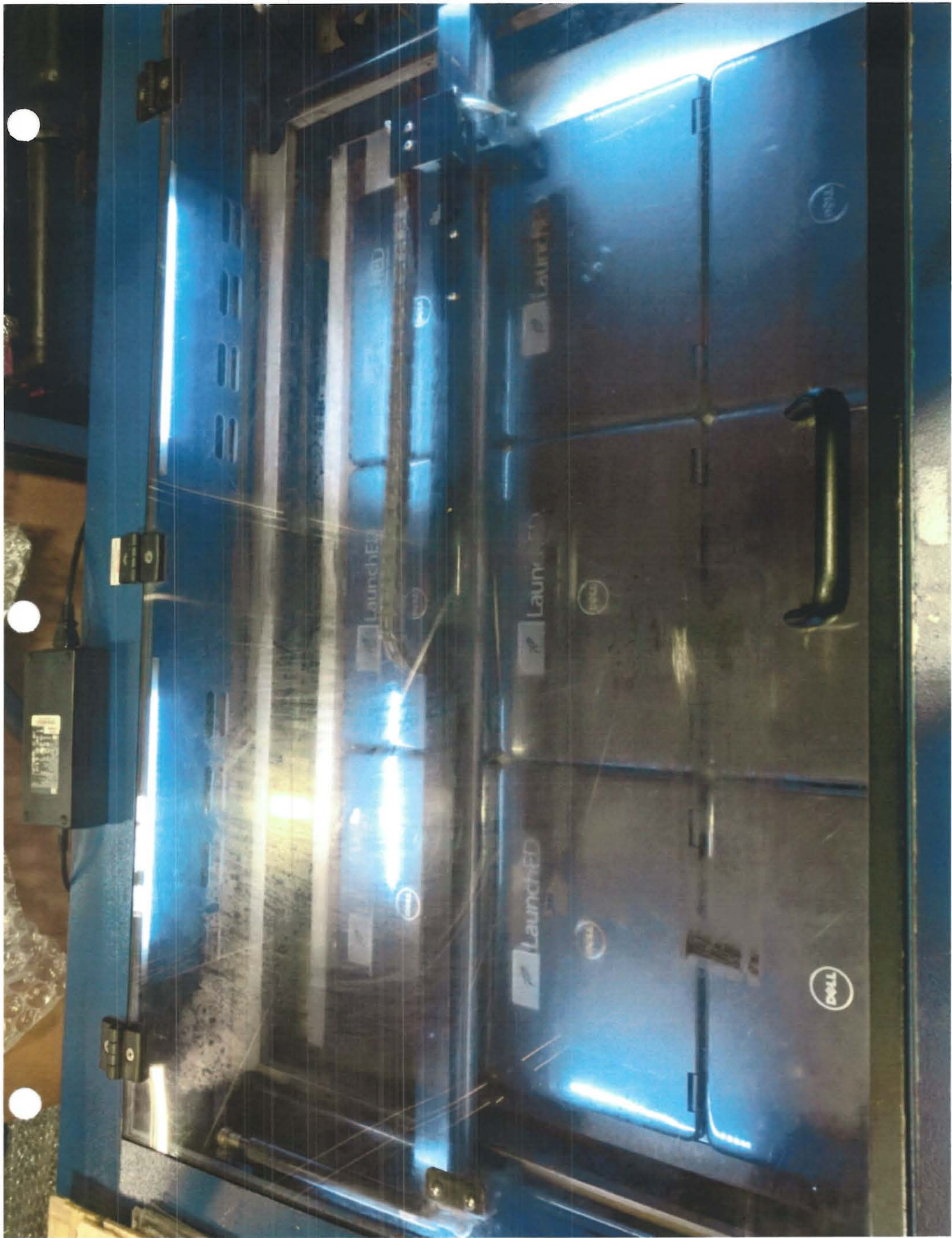
















Propiedad de
Departamento De Educacion
Gobierno De Puerto Rico



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Propiedad de
Departamento De Educacion
Gobierno De Puerto Rico

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Service Guarantee

Service Guarantee Period

The Service Guarantee period will commence on the theft report date and will end after 60 days.

Service Guarantee Criteria

The device meets the following criteria:

- Called within 90 Days prior to theft report date
- Stolen within the Service Guarantee territory
- Data Delete not activated
- No negligent behavior which led to theft
- Account is not over-installed (license count vs. devices activated)
- Theft Report created within 14 days of stolen/discovery date
- Police file number received within 14 days stolen/discovery date

Service Guarantee Processing Period

Follows the Service Guarantee Period and lasts 3-4 weeks.

The following processes are initiated:

- Confirm that there are no outstanding factors that will result in ineligibility
- Calculate the amount that will be paid out
- Payment to be signed off and processed by Finance
- Mail out payment to customer

Service Guarantee Prepaid Balance

If Service Guarantee is paid out but the device is recovered within 120 days of the Theft Report date, the amount paid will be added to the Prepaid Service Guarantee Balance. The next time a Service Guarantee needs to be paid out, it will subtract from the balance before issuing out a payment.

Maximum Service Guarantee Payment Amount

For Customer Devices that are personal computers with either a corporate or consumer edition of the Service, the maximum amount will be:

Incident Report Date (based on year of Service Term)	Maximum Amount				
	Percentage of OPoP	\$CAD	\$USD	\$AUD	£GBP
Within the First Year	90%	1,000.00	1,000.00	1,000.00	800.00
During the Second Year	80%	800.00	800.00	800.00	640.00
During the Third Year	60%	600.00	600.00	600.00	480.00
During the Fourth Year	40%	400.00	400.00	400.00	320.00
During the Fifth Year	20%	200.00	200.00	200.00	160.00

For Customer Devices that are Windows tablets/netbooks/smartphones with either a corporate or consumer edition of the Service, the maximum amount will be:

Incident Report Date (based on year of Service Term)	Maximum Amount				
	Percentage of OPoP	\$CAD	\$USD	\$AUD	£GBP
Within the First Year	90%	600.00	600.00	600.00	480.00
During the Second Year	60%	360.00	360.00	360.00	288.00
During the Third Year	40%	240.00	240.00	240.00	192.00

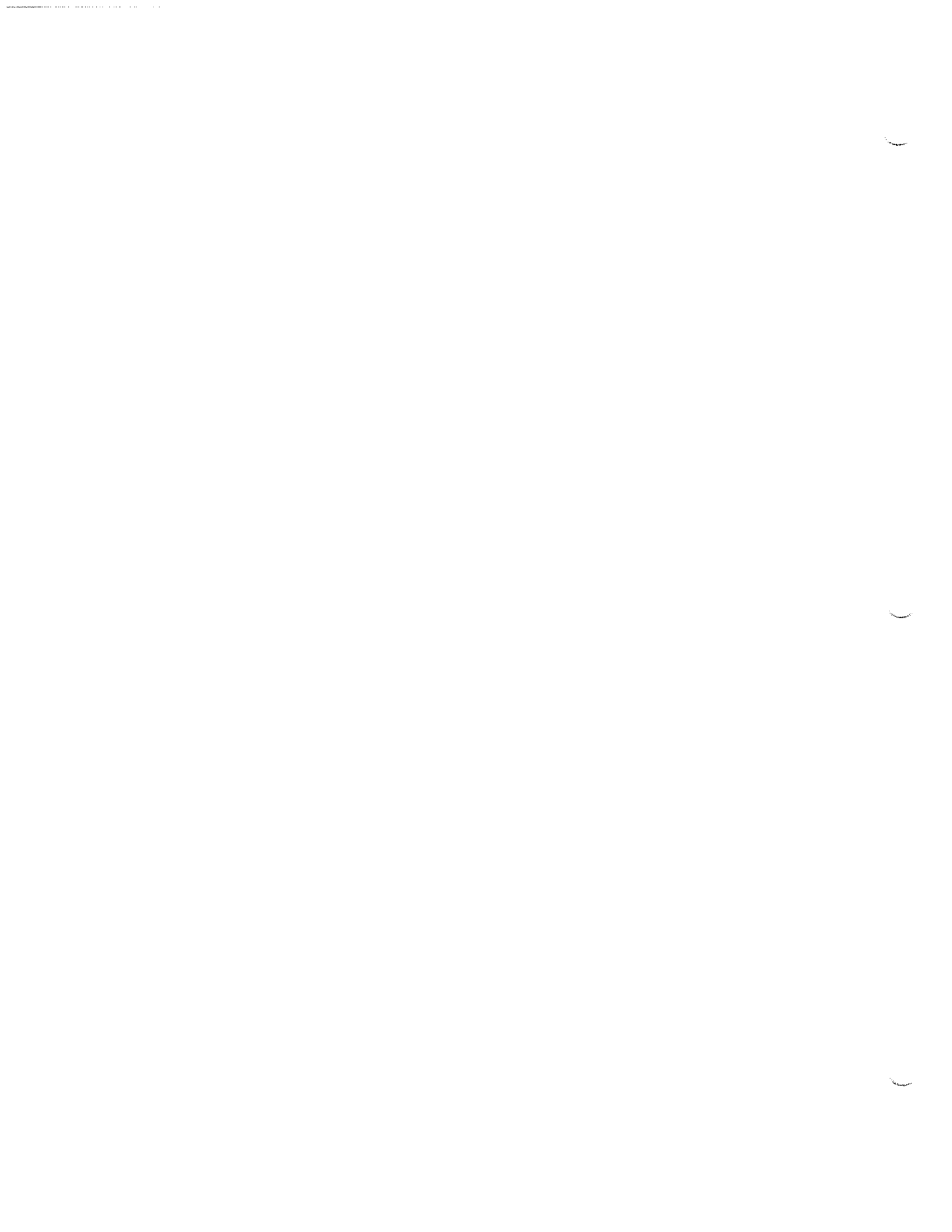
During the Fourth Year	30%	180.00	180.00	180.00	144.00
During the Fifth Year	15%	90.00	90.00	90.00	72.00

For Customer Devices that are Chromebooks with a corporate or consumer edition of the Service, the maximum amount will be:

Incident Report Date (based on year of Service Term)	Maximum Amount	Percentage of OPoP			
		\$CAD	\$USD	\$AUD	£GBP
Within the First Year	90%	250.00	250.00	250.00	200.00
During the Second Year	60%	150.00	150.00	150.00	120.00
During the Third Year	40%	100.00	100.00	100.00	80.00
During the Fourth Year	30%	75.00	75.00	75.00	60.00
During the Fifth Year	15%	37.50	37.50	37.50	30.00

The full terms and conditions of Service Guarantee and related eligibility criteria can be found in our current version of the Service Agreement:

<https://www.absolute.com/en/about/legal/agreements/absolute>



TAB 4

Price Proposal



FORM 2 – PRICE PROPOSAL FORM

PROPOSER IS REQUIRED TO DISCLOSE ANY EXCEPTIONS TO DEVICE REPAIRS AND/OR REPLACEMENTS FOR LEASED DEVICES, AND MUST CLEARLY SPECIFY ALL EXCEPTIONS AND LIST THE SEPARATE COSTS IN THE PROPOSER'S PRICING PROPOSAL

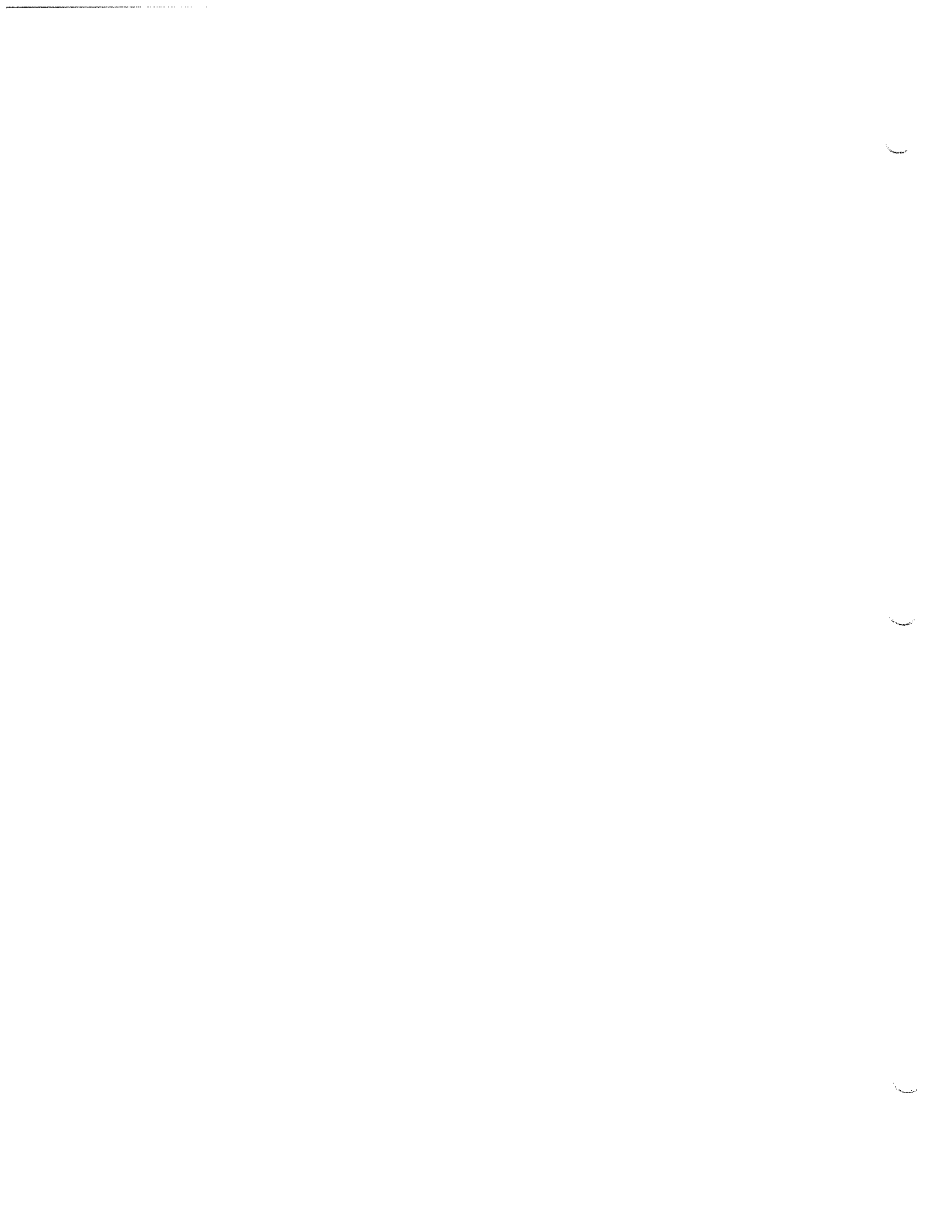
Devices			
	Model	Quantity	Monthly Rental
Hewlett Packard	X2 210 G2 Tablet	18,000	\$369,535.72
Hewlett Packard	ProBook X360 11 G1	42,000	\$1,056,055.42
Hewlett Packard	ProBook X360 11 G1	43,200	\$1,086,228.43
Hewlett Packard	ProBook X360 11 G1	30,000	\$1,429,325.30
Hewlett Packard	ProBook X360 11 G1	26,130	\$657,017.34
	TOTAL:	159,330	\$4,598,162.21

Carts			
	MODEL	Quantity	Monthly Rental
Spectrum	Connect 30	871	\$61,198.64
	TOTAL:	871	\$61,198.64

Accessories and Parts			
		Quantities	Monthly Rental
	HP USB External DVDRW Drive	TBD	\$2.45
	HP Active Pen for X360	TBD	\$2.25
	HP 65W Slim AC Adapter for X360	TBD	\$2.75
	HP Backpack Carrying Case X360/X2 210 G2	TBD	\$1.00
	HP UC Bluetooth Wireless Duo Headset	TBD	\$7.00
	HP Pro Tablet Active Pen for X2 210	TBD	\$2.25
	HP 45W USB-C Power Adapter for X2 210	TBD	\$2.25
	HP Keyboard Option for X2 210	TBD	\$1.00

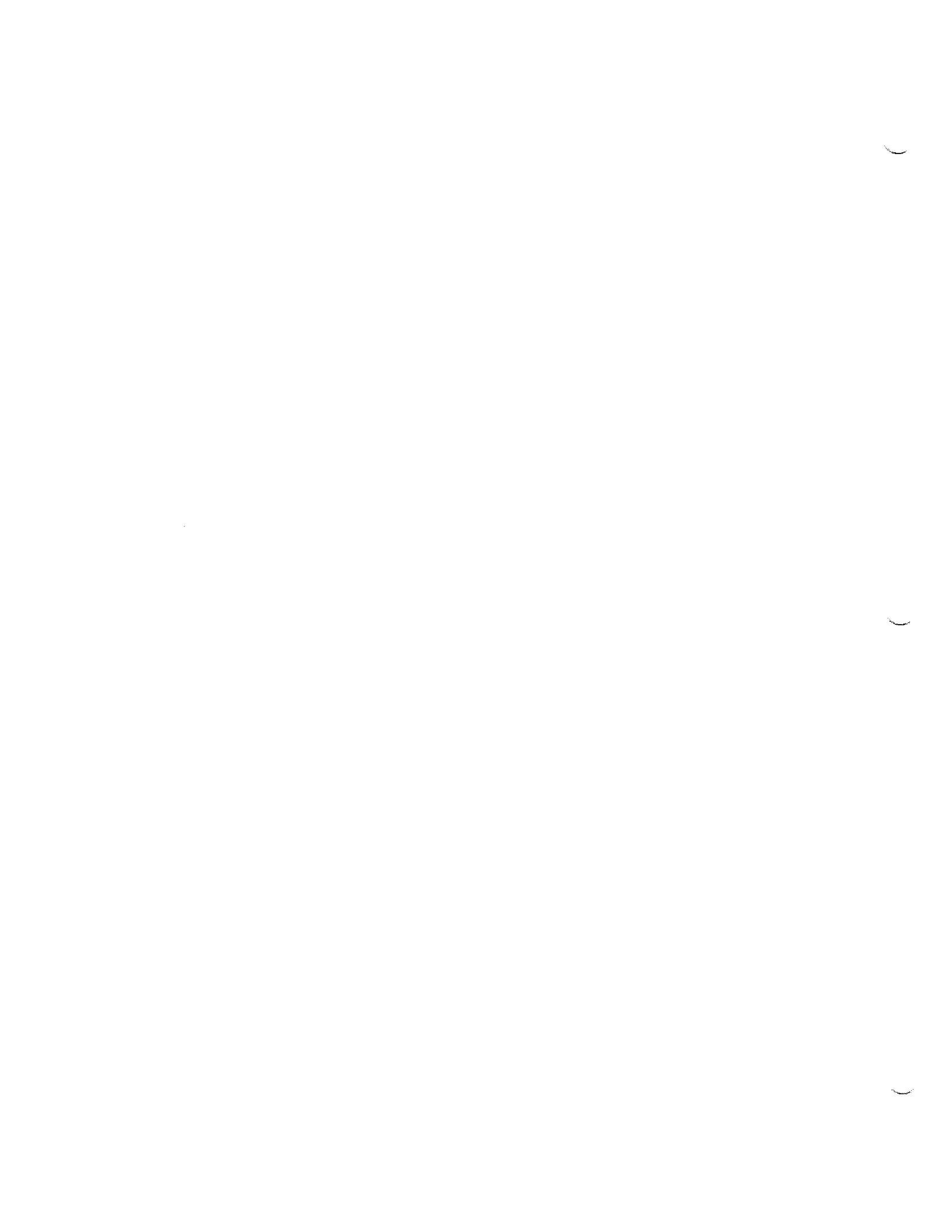


Absolute Complete for DEPR Installed Base	TBD	\$9.75
TOTAL:	TBD	TBD



TAB 5

Non-Collusion Affidavit



FORM 3 - NON-COLLUSION AFFIDAVIT

EACH PROPOSER IS REQUIRED TO SUBMIT A NON-COLLUSION AFFIDAVIT WITH ITS PROPOSAL. ANY PROPOSER THAT FAILS TO SUBMIT A NON-COLLUSION AFFIDAVIT SHALL BE AUTOMATICALLY DISQUALIFIED FROM CONSIDERATION FOR AN AWARD.

I, the undersigned, am the Vice President of Computer Network Systems D/B/A Computerlink (the "Proposer"), and being duly sworn, declare that the proposal submitted by the Proposer in response to **PRDE-OSIATD-FY2018-001 Mobile Device Technology and Services for New Generation Schools** is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation; that the proposal is genuine and not collusive or sham; that the proposer has not directly or indirectly induced or solicited any other proposer to put in a false or sham proposal, and has not directly or indirectly colluded, conspired, connived, or agreed with any proposer or anyone else to put in a sham proposal; that the proposer has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the proposal price of the proposer or any other proposer, or to fix any overhead, profit, or cost element of the proposal price, or of that of any other proposer, or to secure any advantage against the government of the Commonwealth of Puerto Rico or the Puerto Rico Department of Education; that all statements contained in the proposal are true; and, further, that the Proposer has not, directly or indirectly, submitted its proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid, and will not pay, any fee to any corporation, partnership, company association, organization, proposal depository, or to any member or agent thereof to effectuate a collusive or sham proposal.

I certify (or declare) under penalty of perjury under the laws of the Commonwealth of Puerto Rico that the foregoing is true and correct.

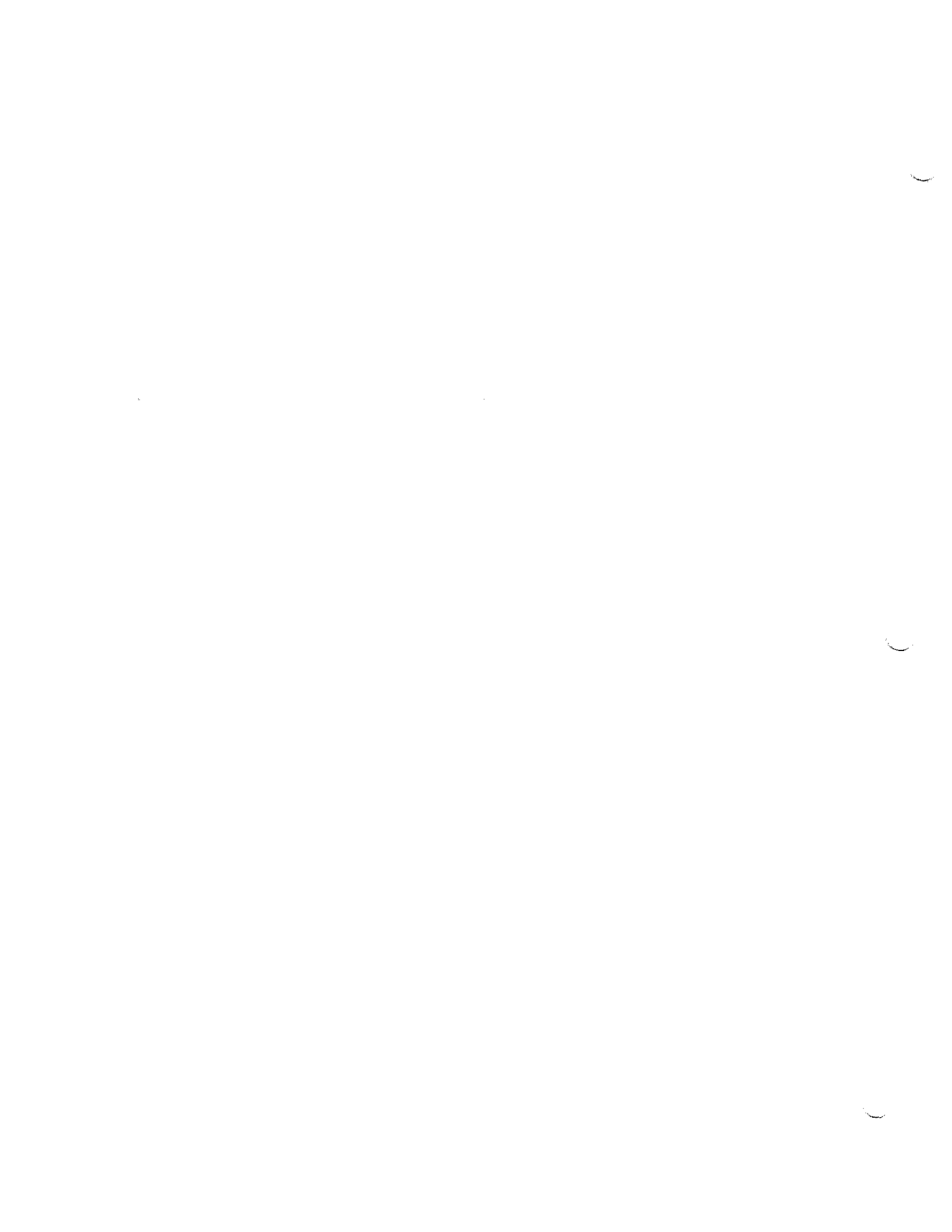
NAME OF PROPOSER: COMPUTER NETWORK SYSTEMS D/B/A/ COMPUTERLINK
Signature: *David Morales*
Name: David Morales
Title: Vice President
Date: July 5, 2018

NOTARY PUBLIC SEAL

Sworn to and subscribed before me on this 5 day of July, 2018, proved to me on the basis of satisfactory evident to be the person who appeared before me and signed this Affidavit. # 17377



TAB 6
Proposal Bid Bond
(15%)



BID BOND

**Travelers Casualty and Surety Company of America
One Tower Square 3PB, Hartford, CT 06183**

Bond No. 2090019-1

KNOW ALL MEN BY THESE PRESENTS,

That we, COMPUTER NETWORK SYSTEMS CORP D/B/A COMPUTERLINK, as Principal, hereinafter called the Principal, and Travelers Casualty and Surety Company of America, of One Tower Square 3PB, Hartford, CT 06183, a corporation duly organized under the laws of the State of Connecticut, as Surety, hereinafter called the Surety, are held and firmly bound unto DEPARTAMENTO DE EDUCACION, as Obligee, hereinafter called the Obligee, in the sum of FIFTEEN PERCENT (15%) OF THE BID AMOUNT Dollars (\$ -----), for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for "MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS. REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001."

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 18TH day of JULY, 2018.

[Signature]

Witness

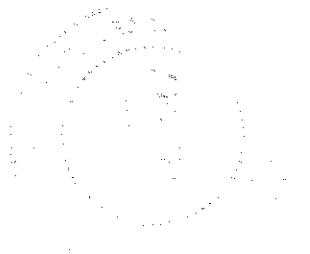
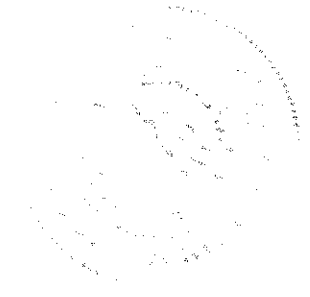
**COMPUTER NETWORK SYSTEMS CORP D/B/A
COMPUTERLINK**
By: [Signature] _____
(Seal) Principal

[Signature]

Witness

Travelers Casualty and Surety Company of Amer
(Seal)
By: [Signature] _____
DUHAMEL IGLESIAS CACHO Attorney-in-Fact

Printed in cooperation with the American Institute of Architects (AIA) by Travelers Casualty and Surety Company of America. The language in this document conforms exactly to the language used in AIA Document A310, February 1970 edition.





**Travelers Casualty and Surety Company of America
Travelers Casualty and Surety Company
St. Paul Fire and Marine Insurance Company**

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company are corporations duly organized under the laws of the State of Connecticut (herein collectively called the "Companies"), and that the Companies do hereby make, constitute and appoint **Duhamel Iglesias Cacho** of **Guaynabo**

Puerto Rico, their true and lawful Attorney-in-Fact to sign, execute, seal and acknowledge any and all bonds, recognizances, conditional undertakings and other writings obligatory in the nature thereof on behalf of the Companies in their business of guaranteeing the fidelity of persons, guaranteeing the performance of contracts and executing or guaranteeing bonds and undertakings required or permitted in any actions or proceedings allowed by law.

IN WITNESS WHEREOF, the Companies have caused this instrument to be signed, and their corporate seals to be hereto affixed, this **3rd** day of **February**, 2017.



State of Connecticut

City of Hartford ss.

By:
Robert L. Raney, Señor Vice President

On this the **3rd** day of **February**, 2017, before me personally appeared **Robert L. Raney**, who acknowledged himself to be the Senior Vice President of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, and that he, as such, being authorized so to do, executed the foregoing instrument for the purposes therein contained by signing on behalf of the corporations by himself as a duly authorized officer.

In Witness Whereof, I hereunto set my hand and official seal.

My Commission expires the **30th** day of **June**, 2021



Marie C. Tetreault, Notary Public

This Power of Attorney is granted under and by the authority of the following resolutions adopted by the Boards of Directors of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, which resolutions are now in full force and effect, reading as follows:

RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President, any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary may appoint Attorneys-in-Fact and Agents to act for and on behalf of the Company and may give such appointee such authority as his or her certificate of authority may prescribe to sign with the Company's name and seal with the Company's seal bonds, recognizances, contracts of indemnity, and other writings obligatory in the nature of a bond, recognizance, or conditional undertaking, and any of said officers or the Board of Directors at any time may remove any such appointee and revoke the power given him or her; and it is

FURTHER RESOLVED, that the Chairman, the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President may delegate all or any part of the foregoing authority to one or more officers or employees of this Company, provided that each such delegation is in writing and a copy thereof is filed in the office of the Secretary; and it is

FURTHER RESOLVED, that any bond, recognizance, contract of indemnity, or writing obligatory in the nature of a bond, recognizance, or conditional undertaking shall be valid and binding upon the Company when (a) signed by the President, any Vice Chairman, any Executive Vice President, any Senior Vice President or any Vice President, any Second Vice President, the Treasurer, any Assistant Treasurer, the Corporate Secretary or any Assistant Secretary and duly attested and sealed with the Company's seal by a Secretary or Assistant Secretary; or (b) duly executed (under seal, if required) by one or more Attorneys-in-Fact and Agents pursuant to the power prescribed in his or her certificate or their certificates of authority or by one or more Company officers pursuant to a written delegation of authority; and it is

FURTHER RESOLVED, that the signature of each of the following officers: President, any Executive Vice President, any Senior Vice President, any Vice President, any Assistant Vice President, any Secretary, any Assistant Secretary, and the seal of the Company may be affixed by facsimile to any Power of Attorney or to any certificate relating thereto appointing Resident Vice Presidents, Resident Assistant Secretaries or Attorneys-in-Fact for purposes only of executing and attesting bonds and undertakings and other writings obligatory in the nature thereof, and any such Power of Attorney or certificate bearing such facsimile signature or facsimile seal shall be valid and binding upon the Company and any such power so executed and certified by such facsimile signature and facsimile seal shall be valid and binding on the Company in the future with respect to any bond or understanding to which it is attached.

I, **Kevin E. Hughes**, the undersigned, Assistant Secretary of Travelers Casualty and Surety Company of America, Travelers Casualty and Surety Company, and St. Paul Fire and Marine Insurance Company, do hereby certify that the above and foregoing is a true and correct copy of the Power of Attorney executed by said Companies, which remains in full force and effect.

Dated this **18TH** day of **JULY**, 2018

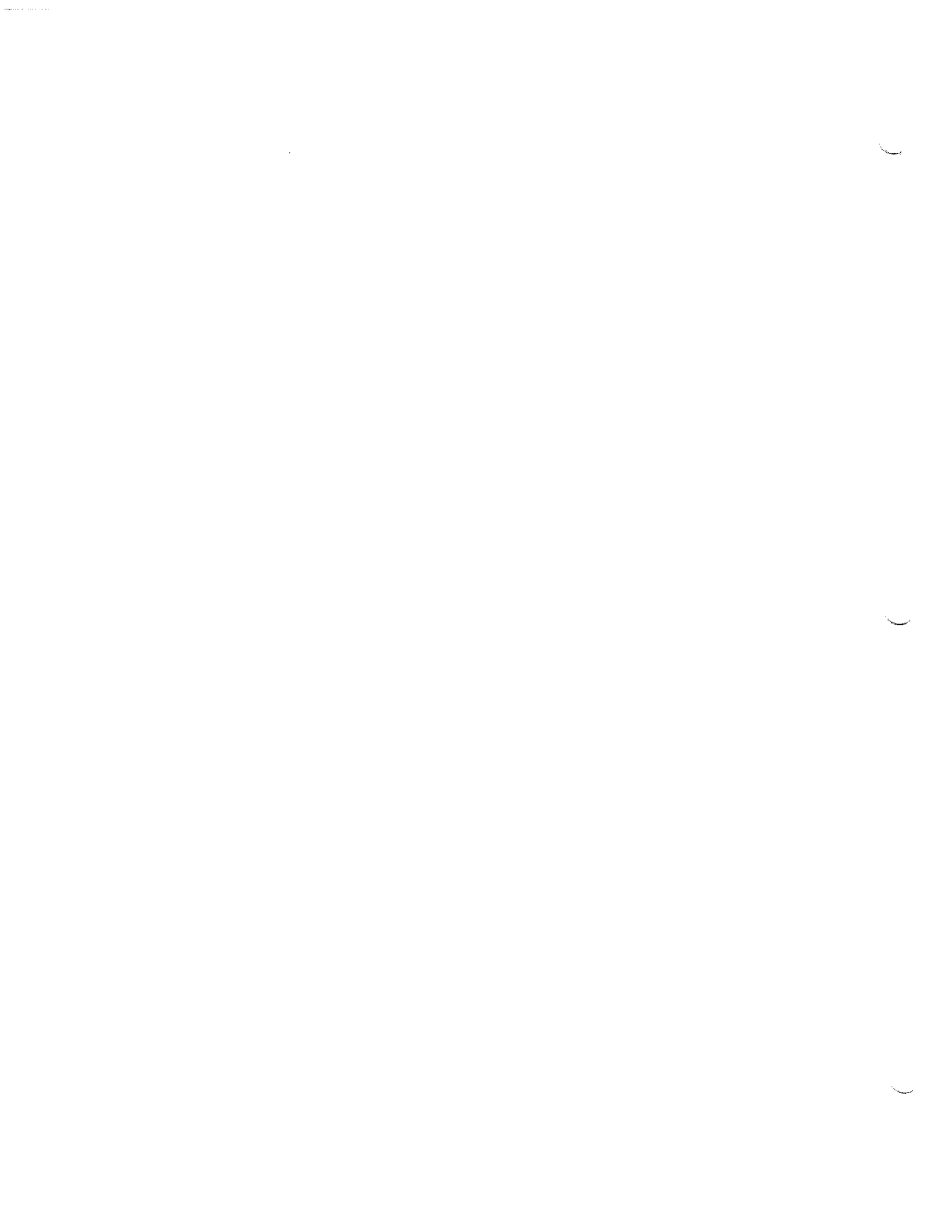


Kevin E. Hughes, Assistant Secretary

**To verify the authenticity of this Power of Attorney, please call us at 1-800-421-3880.
Please refer to the above-named Attorney-in-Fact and the details of the bond to which the power is attached.**

TAB 7

Proposer Questionnaire



FORM 4 - PROPOSER QUESTIONNAIRE

ANSWER ALL QUESTIONS THAT APPLY; IF A QUESTION DOES NOT APPLY, MARK N/A.

Business Name: Computer Network Systems D/B/A Computerlink.

Telephone Number: 787-250-5465

Fax Number: 787-250-0306

E-mail Address: willie.morales@computerlink.cc Web Site Address: www.computerlink.cc

Business Address: 262 Uruguay Street; Suite C-2 Altigracia Building

City: San Juan;

State: Puerto Rico;

Zip Code: 00917.

BUSINESS INFORMATION

Years in Business: 30.

Check the following as it applies to your Business:

Public Corporation Privately Held Corporation Limited Partnership

Sole Proprietorship Limited Liability Company

Manufacturer

Distributor

Service Proposer

Are you a subsidiary of another Company: Yes No; If Yes, name of parent:

List all companies with whom you have partial or complete ownership:

Check the following Business Classifications that apply to your firm, if any:

Small Business Concern Minority owned business Woman owned business

Does your firm have EDI capabilities: Yes No

OTHER OPERATIONAL INFORMATION

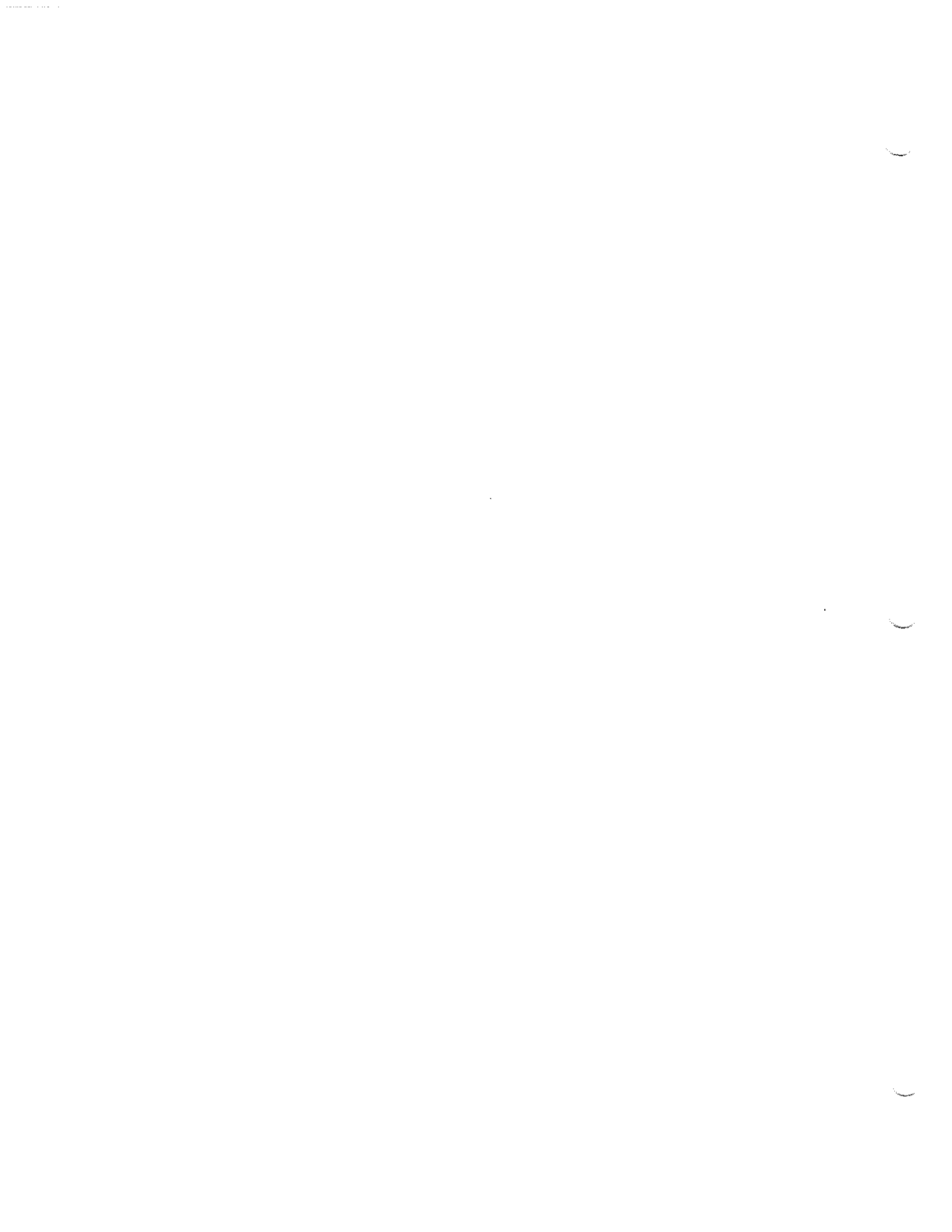
Number hourly employees: Direct 16 Indirect 100

Number salary employees: Direct 9 Indirect 0

Normal work days: M, T, W, T, F; Normal work hours: 8:30AM – 5:30PM;

Does your firm have a Quality Assurance Program? Yes No.

Do you provide on-site technical support? Yes No.



TAB 8

Proposer References



FORM 5
PROPOSER REFERENCES (3 Required)

Proposer is required to provide a minimum of three (3) customer references for similar scope and magnitude of work that Proposer has performed within the past three years. Please include only references for services that are similar enough to demonstrate Proposer's ability to perform the services requested in the above-referenced RFP.

CLIENT REFERENCE NO. 1

CLIENT NAME: Department of Education PR "Special Ed"
ADDRESS: Ave. Tnte. César González, Esq. Calle Juan Calaf, Urb. Industrial
Tres Monjitas, Hato Rey, PR 00917
CONTACT NAME/TITLE: Mariel Rivera / Enid Díaz
CONTACT PHONE: 787-773-6193
CONTACT EMAIL: rivera_marie@de.pr.gov
SERVICE DATES: 2017-2018

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

Computerlink sold the following Hewlett Packard equipment: 1,600 multi-function printers, 950 scanners, 2,000 desktops and 300 notebooks. Services include installing the selected software image from the DE and distributing the equipment over the island. We're providing all warranty services on-site. All services are registered through our help desk.

CONTRACT AMOUNT: \$3.0m

CLIENT REFERENCE NO. 2

CLIENT NAME: Department of Education PR "Secretaría Auxiliar de Educación
Ocupacional y Técnica"
ADDRESS: Ave. Tnte. César González, Esq. Calle Juan Calaf, Urb. Industrial
Tres Monjitas, Hato Rey, PR 00917
CONTACT NAME/TITLE: Hector Sánchez
CONTACT PHONE: 787-675-8727

CONTACT EMAIL: sanchezah@de.pr.gov

SERVICE DATES: 2017

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

Computerlink sold over 3,000 Hewlett Packard tablets including the travel keyboard, active pen and protective case. Services include installing the selected software image from the DE and distributing the equipment over the island. We're providing all warranty services on-site. All services are registered through our help desk.

CONTRACT AMOUNT: \$2.2m

CLIENT REFERENCE NO. 3

CLIENT NAME: Department of Education PR "Excelencia Académica"

ADDRESS: Ave. Tnte. César González, Esq. Calle Juan Calaf, Urb. Industrial
Tres Monjitas, Hato Rey, PR 00917

CONTACT NAME/TITLE: María E. García Beltrán

CONTACT PHONE: 787-773-3447

CONTACT EMAIL: garcia_mari@de.pr.gov

SERVICE DATES: 2015 and 2016

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

Computerlink sold and distributed 3,400 mobile devices to students who graduated with a 4.0gpa and enrolled in college. We're providing all warranty services on-site. All services are registered through our help desk.

CONTRACT AMOUNT: \$2.0m

FORM 5
PROPOSER REFERENCES (3 Required)

Proposer is required to provide a minimum of three (3) customer references for similar scope and magnitude of work that Proposer has performed within the past three years. Please include only references for services that are similar enough to demonstrate Proposer's ability to perform the services requested in the above-referenced RFP.

CLIENT REFERENCE NO. 1

CLIENT NAME: **Miami-Dade County Public Schools**
ADDRESS: 1450 NE 2nd Avenue; Miami, Florida 33131
CONTACT NAME/TITLE: Dr. Sylvia Diaz; Assistant Superintendent Instructional Technologies.
CONTACT PHONE: (305) 995-7602
CONTACT EMAIL: sdiaz@dadeschools.net
SERVICE DATES: June 2014 – July 2021

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

UDT has implement over 180,000 mobile devices for Miami-Dade Schools (MDCPS) 1 to 1 Digital Program. It has also delivered an additional 50,000 plus devices purchased by the individual Schools. UDT provided Image development; Consulting and Planning services to rollout the 1 to1 program. UDT provide Professional Development to over 8,000 teachers. UDT's services included but not limited to Imaging, Etching, deployment, Project Management, Managed Services. UDT developed and Implemented an Education Asset Tracking Management System that allowed MDCPS to track devices, assign to students or classrooms, integrated to MDCPS Ticket Systems. UDT also provides Warranty repairs to all the devices in the 345 Schools for MDCPS. Provide Monthly Reporting to Schools and District offices for both Warranty and Non-Warranty devices.

CONTRACT AMOUNT: \$150 Million plus

CLIENT REFERENCE NO. 2

CLIENT NAME: **Orange County Public Schools**



ADDRESS: 445 West Amelia Street; Orlando, FL 32801
CONTACT NAME/TITLE: Suzanne Lopez; Director of Technology Purchase
CONTACT PHONE: 407.317.3200
CONTACT EMAIL: SLopez@OCPS.com

SERVICE DATES: 2017 - 2020

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

UDT has implement over 150,000 mobile devices for Orange County Public Schools (OCPS) 1 to 1 Digital Program. UDT provided Image development; Consulting and Planning services to rollout the 1 to1 program. UDT's services included but not limited to Imaging, Etching, deployment, Project Management. UDT also provides Warranty repairs to all the devices in the 220 Schools for MDCPS. Provide Monthly Reporting to Schools and District offices for both Warranty and Non-Warranty devices. All Assets are loaded into the ATMS

CONTRACT AMOUNT: \$100 Million plus

CLIENT REFERENCE NO. 3

CLIENT NAME: **Hillsborough County Public Schools**
ADDRESS: 901 East Kennedy Blvd; Tampa, FL 33602
CONTACT NAME/TITLE: Manager of IT Infrastructure
CONTACT PHONE: 813-272-4725
CONTACT EMAIL: Scott.gafner@sdhc.k12.fl.us
SERVICE DATES: This a multi-year contract it has been renewed for 5years. Current Contract expires 2021

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

Procure, Image, etch and deploy for all departments within the School District. UDT all provides field services with an approved Minority Partner for the School District



CONTRACT AMOUNT: \$10 to \$15 million per year

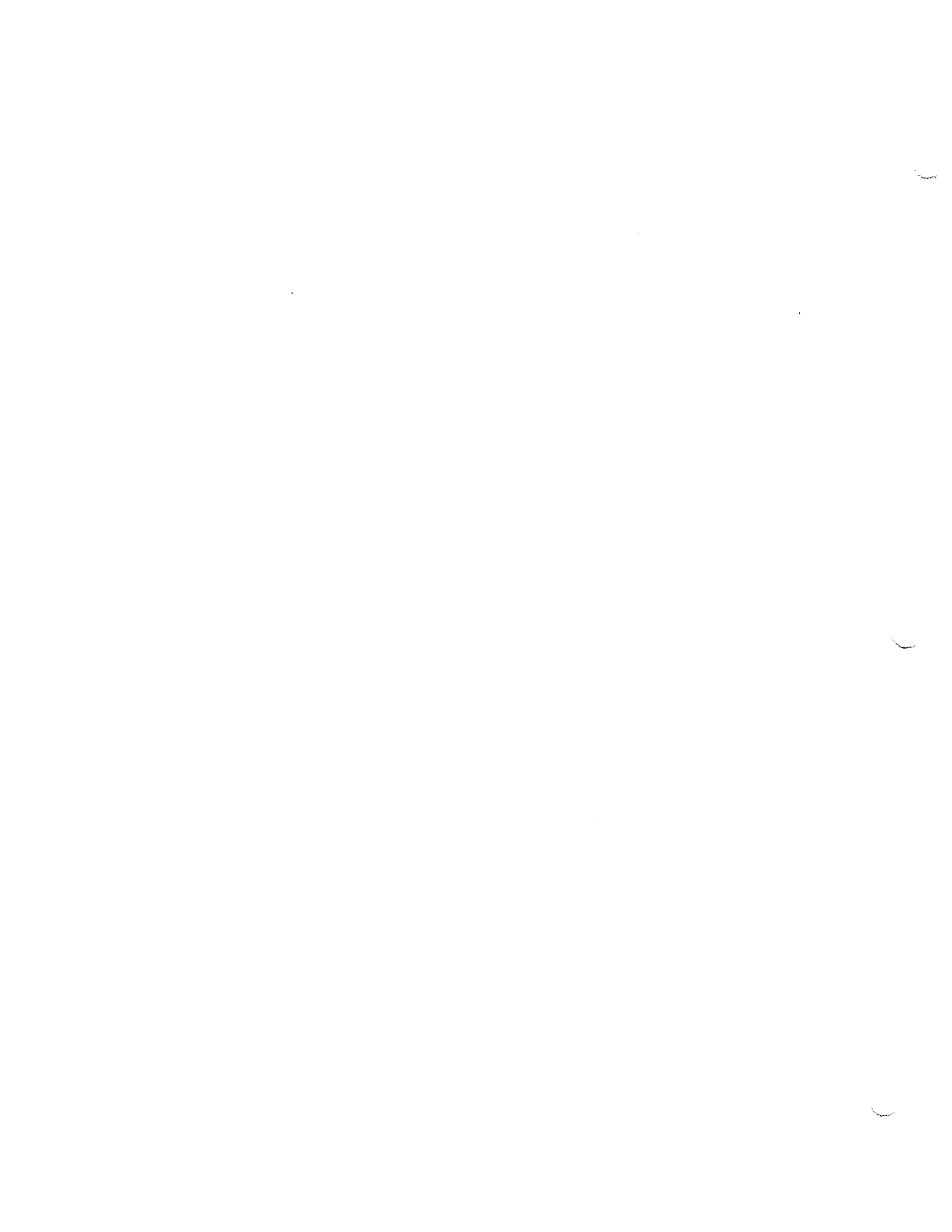
CLIENT REFERENCE NO. 4

CLIENT NAME: **Broward County Public Schools**
ADDRESS: 7720 West Oakland Blvd; Sunrise FL 33351
CONTACT NAME/TITLE: Tony Hunter, CIO
CONTACT PHONE: (754) 321-0400
CONTACT EMAIL: tony.hunter@browardschools.com
SERVICE DATES: 2013 - 2015

DESCRIPTION OF WORK PERFORMED/BEING PERFORMED:

UDT Piloted the Digital 5 (5th Grade Class) 1to1 program with Lenovo. This was the first step in Broward's entrance into the 1to1 program. UDT was an active member on the Digital Steering Committee and Principal Think Tank where the rollout was evaluated and strategic plans were executed. UDT provided Imaging, Etching and Cart wiring and Deployment. We also provided Warranty repair. Upon the successful deployment of the Digital 5, Digital 6,7 and 8. UDT only provided Services and was a sub-contractor to Lenovo

CONTRACT AMOUNT: \$12 million



TAB 9

Designation of Subcontractors



FORM 6
DESIGNATION OF SUBCONTRACTORS

PROPOSER NAME: COMPUTER NETWORK SYSTEMS D/B/A COMPUTERLINK

SUBCONTRACTOR NO. 1:

Proposed Subcontractor Services: Professional Development and Curriculum Integration
Percentage (%) of Total Work: 20%
Subcontractor Name: Computer Learning Centers, Inc. DBA Forward Learning
Address: 3009 Ave. Alejandrino, Guaynabo, PR 00969
Contact Person/Title: Maritza Crespo, Sales & Projects Manager
Phone: 787-764-2222
Email Address: mcrespo@forwardlearning.com; atorres@forwardlearning.com

SUBCONTRACTOR NO. 2:

Proposed Subcontractor Services: Image Development, Imaging, Etching, Asset Tagging, Cart
Assembly and Wiring
Percentage (%) of Total Work: 15%
Subcontractor Name: United Data Technologies, Inc. (UDT)
Address: 8825 NW 21st Street; Doral Florida 33172
Contact Person/Title: Joe Montesinos; Sr. Account Manager
Phone: 305-987-4885
Email Address: jmontesinos@udtonline.com

SUBCONTRACTOR NO. 3

Proposed Subcontractor Services: Project Management and Software Provider
Percentage (%) of Total Work: 10%
Subcontractor Name: HP Inc.
Address: Metro Parque # 7 – Suite 204, Guaynabo PR 00968
Contact Person/Title: Rodolfo Pilipiak; VP & MD Central America & Caribbean
Phone: 305-793-7519



Email Address:

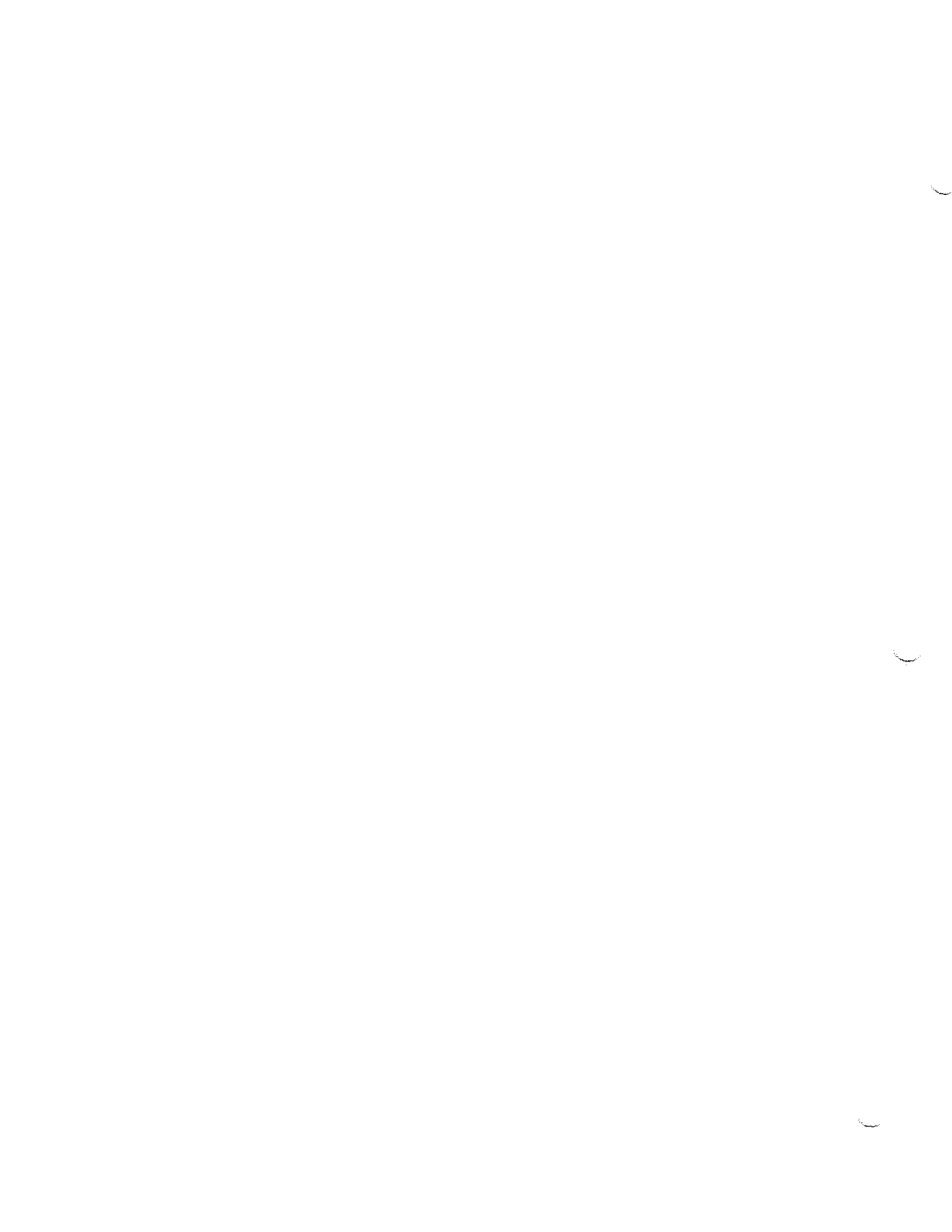
rodolfo.pilipiak@hp.com

ADD ADDITIONAL PAGES IF NEEDED



TAB 10

Certificate of Insurance Coverage



FORM 7
CERTIFICATE OF INSURANCE COVERAGE

PROOF THAT COVERAGE IS EITHER CURRENTLY IN PLACE OR WILL BE PROVIDED MUST BE SUBMITTED WITH THE PROPOSER PROPOSAL IN ONE (1) OF THE TWO (2) METHODS DESCRIBED BELOW.

PROPOSER NAME: COMPUTER NETWORK SYSTEM CORP. DBA COMPUTERLINK

PROPOSER ADDRESS: ALTAGRACIA BLDG C-2, 262 URUGUAY ST., SAN JUAN, PUERTO RICO 00918

NAME OF SURETY: UNIVERSAL INSURANCE COMPANY

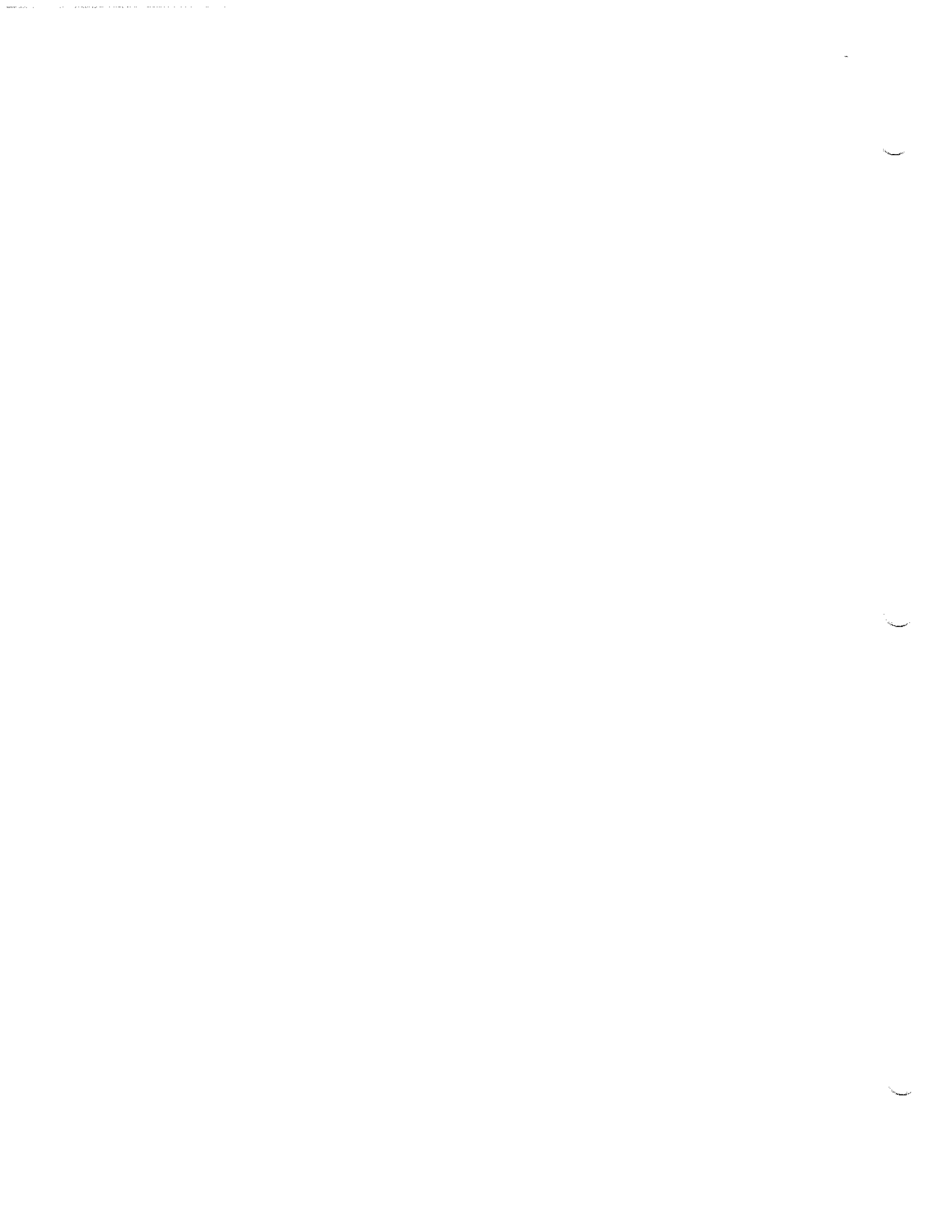
NAME OF AGENT: LUIS E. SEPULVEDA

AGENT'S PHONE: 787-748-3195 / 787-717-1144

The undersigned hereby certifies that COMPUTER NETWORK SYSTEM, CORP. (the "Proposer") and its subcontractor(s) has the following insurance coverage, respectfully:

TYPE OF COVERAGE	MINIMUM LIMITS	POLICY OR BINDER NO.	ACTUAL LIMITS PROVIDED	EXPIRATION DATE
COMMERCIAL/GENERAL LIABILITY OCC	\$1,000,000	560-0575699	\$1,000,000	JULY/1/2019
COMMERCIAL/GENERAL LIABILITY AGG	\$2,000,000	560-0575699	\$2,000,000	JULY/1/2019
BUSINESS AUTOMOBILE LIABILITY	\$1,000,000 PER OCCURRENCE	518-0571559	\$1,000,000	MAY/1/2019
EMPLOYERS' LIABILITY	\$500,000 PER OCCURRENCE	560-0575699	\$1,000,000	JULY/1/2019
WORKER'S COMP	PUERTO RICO MINIMUM COMPENSATION STATUTORY			
TECHNOLOGY ERRORS AND OMISSIONS	\$2,000,000	IN PROCESS-APPLICATION SUBMITTED TO ACE INS.		
TECHNOLOGY ERRORS AND OMISSIONS (SUBCONTRACTOR)	\$1,000,000	IN PROCESS-APPLICATION SUBMITTED TO ACE INS		

PROOF THAT COVERAGE IS EITHER CURRENTLY IN PLACE OR WILL BE PROVIDED MUST BE SUBMITTED WITH THE PROPOSER PROPOSAL. This can be done by one of the two following methods:



1. Complete form "CERTIFICATION OF INSURANCE COVERAGE" *or*
2. Submit a Certificate of Insurance on a form provided by your Insurance Agent. This form must include the following clauses:
 - (a) The Puerto Rico Department of Education is hereby named as Additional Insured.
 - (b) The policy(s) cannot be reduced or canceled without at least forty-five (45) days' prior written notice to the Puerto Rico Department of Education.
 - (c) The insurance company is prohibited from pleading government function in the absence of any specified written authority from the Puerto Rico Department of Education.
 - (d) The policy(s) will automatically include and cover all phases of work, equipment, persons, et cetera which are normally covered while performing work under the above contract, whether specifically written therein or not.

Regardless of the method used, the form MUST be totally complete, MUST show that all Limits of Insurance are or will be met, and MUST be signed by the Agent.

The successful Proposer will be required to provide insurance coverage as shown in General Conditions of RFP and Lease, prior to providing any services. This insurance coverage must be maintained throughout the term of the contract.

Signature: 

Name: LUIS E. SEPULVEDA

Title: INSURANCE AGENT

Date: 7/13/2018





Certificación Póliza de Seguro

Número Control: **201920015000052977**

A: DEPARTAMENTO DE EDUCACION
 Dirección: _____

SAN JUAN PR -0000

Certificamos que el patrono: COMPUTER NETWORK SYSTEMS CORP , con póliza 9212001486 cumple con los siguientes requisitos para la obtención de la cubierta para sus obreros o empleados, en caso de ocurrir un accidente del trabajo.

- Rindió su declaración de la nómina en: 7/16/2018
- Su póliza cubre los siguientes riesgos : 5191 -353 MAQ.APARATOS,OFIC.(NIC)

3. Pagó las primas establecidas por el Administrador en:

Semestre	Fecha de vencimiento	Fecha de pago
1	<u>7/20/2018</u> Mes Día Año	_____ Mes Día Año
2	<u>1/20/2019</u> Mes Día Año	_____ Mes Día Año

4. La póliza cubre la (s) siguiente (es) localidad (es):

NO APLICA

5. Observaciones:

Certificación sujeta al pago de las cuotas impuestas en las fechas establecidas por el Administrador en la Notificación de Cobro.

Esta certificación se emite con el propósito de presentar una propuesta. No es válida para realizar trabajos.

6. Esta certificación es válida hasta el: 30-Jun-19

MARIBEL MORALES RAMOS
 Firma del Oficial de Seguros

17-Jul-18

Fecha

***Advertencia: Esta Certificación NO es válida si contiene alteraciones. Si necesita validar la información contenida en este documento favor llamar al 1-844-PATRONO (1-844-728-7666) O 1-844-POLIZAS (1-844-765-**

