

Monday November 26, 2018

Evaluation Committee

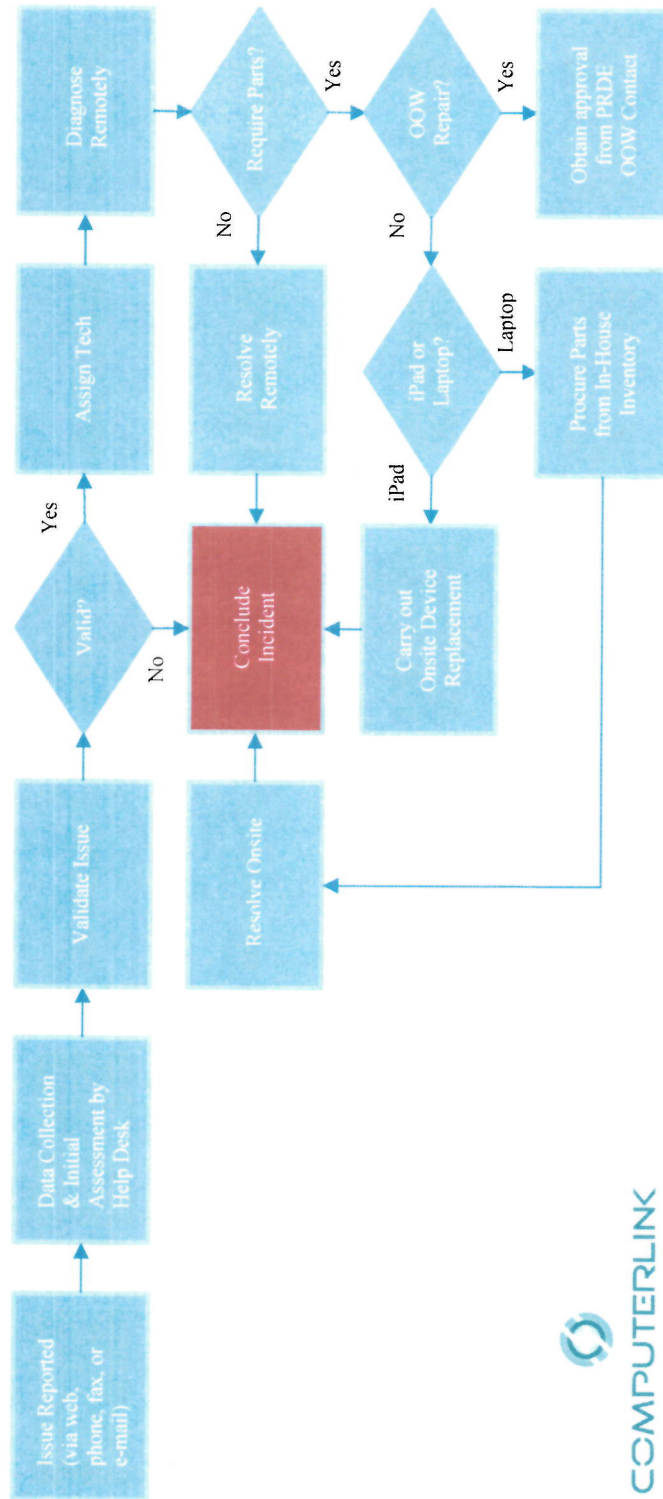
RFP # PRDE-OSIATD-2018-002

Dear Evaluation Committee;

In response to your request for additional information; were pleased to answer and or clarify all your questions:

- I. Describe in detail and diagram your company's step-by-step process, from the time a device is reported as not functioning to completion of repair/replacement and return.***
 - a. Issue with device is reported by the PRDE via phone, e-mail, fax, or online/mobile platforms
 - b. This service request is answered by our dedicated Help Desk Department, the pertinent data is collected, and an initial assessment is carried out. An incident number will then be generated.
 - c. Our help desk personnel will analyze the report and determine whether the issue is valid and covered under our existing agreements.
 - d. If the issue is classified as Not Valid, our help desk agents will contact the reporting PRDE personnel and instruct them on the reasons for the classification. The incident will then be concluded.
 - e. If the issue is classified as Valid, our help desk agents will assign the service incident to the appropriate, certified service technician.
 - f. Our service technician will carry out a remote diagnosis of the device using remote diagnostic software and/or over the phone.

- g. If the diagnosis determines that no parts are required, the technician will resolve the issue remotely and conclude the incident upon a successful resolution.
- h. If the diagnosis determines that parts are required in order to resolve the issue, the technician will procure the corresponding parts from our in-house PRDE warranty parts stock.
- i. In the case of Apple iPad tablets the device will be replaced with a replacement iPad from our in-house stock when a hardware issue is diagnosed.
- j. The technician will then visit the site where the device was delivered and carry out an onsite repair or replacement.
- k. The service incident is then concluded upon successful testing of the device. The incident metrics are then recorded and reported.



II. *What is the time guarantee your company is making to complete the process described in paragraph #1 above, per incident?*

Computerlink will provide two business day onsite response time during standard business hours (8x5). 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 at the designated site. The cut off time for the event to be reported and registered is 3:00pm. On any call received after that hour, the time will be measured from the following business day. This metric will be recorded and reported.

Initial Help Desk Inquiry responses will take place within the first four (4) business hours after the inquiry was submitted during standard business hours (8x5).

Our service coverage window is eight (8) hours per day between 8:00am and 4:00pm local time, Monday through Friday, excluding local and federal holidays or any other extraordinary event or days where the reporting school is closed or unavailable.

No repair will take longer than ten (10) business days to conclude after the device is handed off to Computerlink. The repair time will be measured from the moment the device is handed off to Computerlink, whether at the PRDE site or school, or when it is dropped off by PRDE personnel at our service and repair center. The repair period will conclude the moment the device is returned to the PRDE site or school after a repair event, except when the unit is repaired on time but the PRDE personnel is not available to receive the repaired unit.

III. *List what is covered under warranty and what is included in out-of-warranty services and list the pricing for each item.*

LAPTOP WARRANTY

All Hewlett Packard laptops include a three-years on-site parts + labor warranty with a one-year battery replacement. This warranty covers the following hardware: system board, ram, hard disk, processor, keyboard, touchpad, WIFI, webcam and malfunctioning of the display due to non-accidental events. Basically, all hardware is covered under the manufacturer's warranty. As an option, we're offering a three years on-site accidental warranty for \$75.00ea. This warranty has a limit of 1 screen replacement per year and covers any type of accident that results in external or internal damage to the equipment. We highly encourage the PRDE to select the accidental warranty option for each laptop acquired. The highly discounted price for the PRDE will pay for

itself in the three years coverage. In the event the PRDE doesn't select the accidental warranty option, these are the costs for out of warranty services:

- A- Screen replacement: \$450.00
- B- Keyboard top cover assembly replacement: \$110.00
- C- Bottom cover: \$110.00
- D- Battery: \$100.00
- E- System board: \$495.00
- F- Webcam: \$60.00
- G- Touch Pad: \$75.00
- H- Speakers: \$60.00
- I- Hard drive: \$150.00
- J- WIFI: \$60.00

We also included as an option a 1yr post warranty upgrade for \$90.00ea. Since these laptops are proven to last at least five + years, we recommend considering this option for the fourth and fifth year of use.

TABLET WARRANTY

All Apple tablets include a three-years on-site parts + labor warranty. This warranty covers any hardware malfunction due to non-accidental events. In out of warranty services, these are the costs for each event/service:

- A- Apple repair for broken digitizer touch screen / LCD retina front glass: \$175.00
- B- Apple repair for damaged main housing (case): \$135.00
- C- Apple General Repairs: camera, volume, jack, speaker, home button: \$75.00
- D- Apple General Repairs: internal battery, WIFI antenna, charge port: \$85.00

As an advantage, the selected Griffin Survivor All-Terrain Rugged Protective Case is proven to minimize out of warranty repairs due to accidents.

IV. Describe the specific type and quantity of resources your company will dedicate to the mobile device deployment and services to ensure the company's time commitments will be met and describe the assigned responsibilities of each type of resource.

Computerlink will assign a dedicated project manager, technicians, delivery drivers, logistics, support, and help desk personnel to the device deployment and services phase of this project. Up to fifteen (15) or more delivery vehicles are also planned to be assigned to the deployment. The specific number of resources assigned to this project will depend on the number of devices awarded. While Computerlink has 30 full time employees, it can increase those numbers to 130 on short notice to handle large scale projects. Further increase in delivery vehicles and personnel are possible but would require at least an additional month for training purposes.

Project Manager - will work closely with the designated PRDE personnel and personally focus on resolving any escalated issues. The project manager will also work in unison with the customer support team assigned to manage the logistics and delivery schedules for all orders. The project manager will coordinate with the PRDE assigned site personnel to produce a delivery calendar for day to day orders and a true project schedule for managed deployments. 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.

Technical Installation Team – these Apple and HP certified technicians will oversee the technical aspect of the onsite deployment. They will test all delivered devices onsite and ensure that the Apple devices are connected to the local network and have been entered in the Mobile Device Management software.

Delivery Drivers – knowledgeable in the site locations and administrative procedures related to deliveries at the island's schools. They are licensed to operate the trucks that make up our delivery fleet.

Logistics Personnel – trained and prepared to move heavy equipment safely. Their assigned task will be loading and unloading the equipment being deployed such as the carts loaded with mobile devices and those not assigned to carts such as the educators' notebooks.

Support Personnel – will assist the project manager in implementing the delivery calendar and confirm site availability prior to deliveries.

Help Desk Personnel – during the deployment phase will be updating our support management tool by updating delivery status and uploading proof of delivery documents online among other tasks.

At present, we are planning to send out deployment teams consisting of a delivery driver, an installation technician, and a logistics resource per delivery vehicle, with up to 15 vehicles making multiple deliveries per day. This number can vary depending on the number of devices awarded or conditions discussed during negotiations with the PRDE.

V. *Please answer the following:*

- ***From the execution of a contract with the Department, how long will it take for your company to source the first batch of devices and deliver them to PR and at what quantity / capacity? For example: 20,000 laptops within 30 days and 2000 laptops per week afterwards.***

All these dates and estimates are based current production schedules and data from the Apple Inc. and Hewlett Packard Inc. factories. Once a contract between PRDE and Computerlink has been finalized, these estimates can be improved using factory escalations and priority orders based on production numbers at that time. All numbers also depend on the quantity of the final devices awarded.

First delivery would cover the 18,000 tablets and would have a lead time of twenty (20) to (30) business days for manufacturing, etching, and testing before arriving in PR. The first quantities to arrive would cover 5,000 of those units in the first twenty (20) business days, with the rest arriving shortly thereafter.

Notebooks would have a manufacturing lead time of up to sixty (60) days for manufacturing of the first 15% – 20% of the 141,330 units and delivery to our preparation and imaging facilities in Orlando, Florida. These units would then be prepared and shipped at a minimum of 8,000 units per week which would then be shipped to Puerto Rico on a weekly basis. Laptops that are so assigned will be shipped to Puerto Rico already installed inside of the carts. All laptops and carts will be shipped from Jacksonville and expected to arrive within 48 to 72 hours via container ship. The clearance time at the Puerto Rico docks is extra.

- ***Once devices have been procured or acquired and delivered to Puerto Rico, how long will it take your company to distribute the first batch of ready-to-use mobile devices to schools and at what quantity / capacity?***

It should take between two (2) to three (3) business days to begin distributing the first batch of devices after they arrive in Puerto Rico and are received at our secured warehouse facilities. We should be able to begin delivery of up to 2,400 devices and carts daily from this point on.

- ***How many devices will be delivered each week thereafter and what is your target completion date for the entire roll-out?***

Devices will be delivered at a rate of up to 12,000 devices and their corresponding carts at their assigned school or site per week. From the first device delivered at the first site, to the last device delivered at the last site, we expect the delivery and installation roll-out to be completed within ninety (90) business days.

Thank you for the opportunity to clarify our proposal. If you have more questions, please feel free to contact us.

Sincerely;



David Morales

Vice-President