TAB 13

Service Level

Agreement

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IV. SERVICE LEVEL AGREEMENT; LIQUIDATED DAMAGES; RETAINAGE

1. SERVICE LEVEL AGREEMENT

A. DEVICE REPAIR AND REPLACEMENT SERVICE LEVEL AND RESPONSE REQUIREMENTS

1. SERVICE LEVELS:

a. **New Devices** - All devices to be delivered to the Department of Education for the first time will be brand-new mobile devices or Carts coming directly from the HP, Inc. manufacturing plant (Notebooks), the Apple, Inc. manufacturing plant (Tablets) and from the Spectrum Industries manufacturing plant (Carts).

   PLEASE REFER TO TABS 3, 16 and 17 FOR DETAILED INFORMATION ON MOBILE DEVICES AND CARTS.

b. **Device replacement and configuration** - The repair, replacement, configuration, installation, and test for new devices will be 100% in compliance with the Department of Education's requirements.

c. **OS DOE image** - Computerlink has vast experience (14 years) creating and configuring images for the Department of Education.

   1) All HP Notebooks images will be installed at our sub-contractor UDT's state of the art facilities in Orlando, Florida prior to shipping to Puerto Rico and deployment to assigned schools. Etching of the HP units will also be performed at the UDT's facilities in accordance with the DE's design.

   2) In the case of the Apple Tablets, the etching will be done at the Apple Manufacturing Plant prior to shipping to Puerto Rico in accordance with the DE's design. the images will be deployed by Computerlink's qualified technical personnel utilizing Apple's specialized software.

d. **Subcontractors** - Computerlink has provided in this Proposal, all the information pertaining to the subcontractors participating with Computerlink in this Proposal. Computerlink will be responsible for all the subcontractors listed below included in the proposal. We understand that the Department of Education has the right to contact any subcontractor directly upon previous notification to Computerlink.

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The Subcontractors to be working directly with Computerlink in performing this project are the following:

    i.   HP, Inc.
   ii.   Apple, Inc.
  iii.   United Data Technologies (UDT)
  iv.   Forward Learning

e. **Repairs** - HP devices include a 3-year on-site Device Warranty Service and a 1-year Battery Replacement Warranty. A Warranty against Accidental Damage option is also being offered, as well as a 2-Year extension option to the Battery Warranty that covers a single battery replacement during that period. Computerlink will offer the option to extend the equipment warranty on a yearly basis for the 4th and 5th years including accidental warranty coverage.

In case of an in-warranty hardware failure during the first three (3) years all Apple iPads delivered will be repaired or exchanged with a working device of the same make and model within the agreed upon response and repair times. The device change will be noted on our Service Management system, updated on the Asset Management software, have the failed device's warranty transferred, and included in our mutually agreed reports to the PRDE.

In case of a non-warranty hardware issue all Apple iPads can be repaired or replaced, pending PRDE approval, with a working device of the same make and model within the agreed upon response and repair times at a discounted service unit price.

f. **Delivering Devices** - Computerlink will assign 15+ dedicated logistic teams and delivery vehicles to carry out delivery and installations (as defined in the RFP) throughout the entire island, including Vieques and Culebra. A day to day delivery calendar will be created and shared with the Department of Education. All sites will be contacted through the assigned DE coordinators on the day prior to delivery. The delivery vehicles will depart daily from a highly secured warehouse. Regular deployment phase meetings will be held weekly, bi-weekly or as required with the Department of Education personnel, to be agreed beforehand.

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g. Device Training - Training will be conducted by Computerlink's subcontractor Forward Learning. Following is the detail of the Curriculum proposed:
For curriculum content samples for device training, please refer to Tab 20, Appendix "E" of proposal.

1) Professional Development and curriculum Integration
   a. Technology Integration into all classrooms
   b. Professional Development for all staff members
   c. Technical training for the OSIATD Field Technicians
2) Core Strategies
   a. Educational Program
   b. Technology
   c. Professional Development
   d. Communication
   e. External Relations
   f. Facility Optimization
3) Programmatic Plan
   a. First Year – Administrator Track
      a. Base Survey
      b. Office 365 for Innovative Leaders – Part 1
      c. Office 365 for Innovative Leaders – Part 2
      d. SAMR Model and Lesson Plan Evaluation -best practices
      e. Intermediate Survey
   b. Second Year – Administrator Track
      a. Blended Learning Implementation
      b. On-line Course using Microsoft Educator
      c. Community Learning Paths – Self-teaching
      d. Intermediate Survey
   c. First Year – Teachers Track K-2
      a. Base Survey
      b. Basic Training using of Technology in the classroom and Classroom Management
      c. Basic training using of Apple technologies in the classroom
      d. Basic device features for iPads
      e. Digital Citizenship
      f. Engaging and empowering learning through technology
      g. Engaging and empowering learning through technology – best practices
      h. SAMR Model and Lesson Plan Evaluation -best practices
      i. Intermediate Survey

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   d. Second Year – Teachers Track K-2
- **a.** Blended Learning – Part 1a
- **b.** Blended Learning – Part 1b
- **c.** Apple School Manager
- **d.** Schoolwork App
- **e.** Classroom App
- **f.** Everyone can Create Series 1
- **g.** Everyone can Create Series 2
- **h.** Apple Teacher Program Self-Paced
- **i.** Intermediate Survey

   e. Third Year – Teachers Track K-2
- **a.** Everyone can Code Series 1
- **b.** Everyone can Code Series 2
- **c.** Engaging and empowering Learning through technology – best practices using iPad Apps (Math Apps)
- **d.** Engaging and empowering Learning through technology – best practices using iPad Apps (Science Apps)
- **e.** Engaging and empowering Learning through technology – best practices using iPad Apps (Language Arts Apps)
- **f.** Final Survey

   f. First Year – Teachers Track 3rd – 12th
- **a.** Base Survey
- **b.** Basic Training using of Technology in the classroom, Classroom Management, Devices' basic features
- **c.** Digital Citizenship
  Learning how to be safe online and the use of safeguards to protect our information
  Learning how to use technology to enhance student outcomes in the different subject matters
  Understanding appropriate and inappropriate digital behaviors
  Understanding ethical and lawful use of digital tools
  Learning how to be an effective consumer in digital environments
- **d.** Office 365 in the classroom
- **e.** Engaging and empowering Learning through technology – best practices
- **f.** SAMR Model and Lesson Plan Evaluation -best practices
- **g.** Intermediate Survey

   g. Second Year – Teachers Track 3rd – 12th
- **a.** Blended Learning – Part 1a
- **b.** Blended Learning – Part 1b
- **c.** Blended Learning – Part 2a

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   d. Blended Learning – Part 2b
   e. Blended Learning – Part 3
   f. Blended Learning – Part 4
   g. Blended Learning – Part 5
   h. Blended Learning – Part 6
 h. Third Year – Teachers Track 3rd – 12th
   a. Creating engaging and relevant learning experiences through technology
    Using free resources and apps including Nearpod, Teams, OneNote and others
   b. Aligning Education with Technology Standards
   c. Building Students Digital
   d. Literacy Skills
   e. Digital Story Telling
   f. Special Ed Technology Assistance
   g. Digital Citizenship
   h. Project Based Learning enhanced through the use of Technology
   i. SAMR Model and Lesson Plan Evaluation -best practices
   j. Final Survey
 i. First Year – IT System Administrators Track
   a. Showroom Project Launching: Demonstration of the hardware and software, including common trouble-shooting needs
   b. iOS Deployment Essentials in Education
   c. iOS Deployment Workshop
   d. iOS Security and Privacy Workshop
   e. iOS Network Integration Workshop
 j. Route 1: Mobility
   a. Microsoft Technology Associate (MTA)
   b. Microsoft Certified Solutions Associate (MCSA)
   c. Microsoft Certified Solution Expert (MCSE)
 k. Route 2: Cloud
   a. Microsoft Technology Associate (MTA)
   b. Microsoft Certified Solutions Associate (MCSA)
   c. Microsoft Certified Solution Expert (MCSE)
 l. Route 3: Productivity
   a. Microsoft Technology Associate (MTA)
   b. Microsoft Certified Solutions Associate (MCSA)
     i. Microsoft Certified Solution Expert (MCSE)

PLEASE REFER TO TAP 21 AND SECTION 6.2 FOR DETAILED INFORMATION ON PROFESSIONAL DEVELOPMENT, CURRICULUM AND TECHNICAL TRAINING.

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h. **Device Tracking** – Tracking of the HP Mobile Devices and the Apple Tablets will be performed using two different systems:

1) We will track the HP Devices utilizing the Absolute Software Tracking System which is based on the persistent technology which provides the geolocation of every device.

2) We will track the Apple Devices utilizing the Mosyle Manager's Mobile Device Manager (MDM). This system can display an alarm and send regular reports including when a Device has not checked in, its general health and utilization.

PLEASE REFER TO SECTIONS 6.1.2.7 and 6.3.2 FOR DETAILED INFORMATION ON THE DEVICE TRACKING SYSTEMS PROPOSED IN THIS RFP.

i. **Requirements** – Computerlink has demonstrated during its 30 years in the market its ability to meet all its commitments and projects. The fact that we were able to obtain a Bid Bond and a commitment for a Performance Bond to participate in this RFP attests to our performance and compliance with all our commitments and projects for 30 years.

Regarding Computerlink's ability to meet all requirements covered in all sections of this RFP, we will use our financial resources which include our own funds, special lines of credit from HP Inc., Apple Inc. and a bank line of credit. Device Functional Specifications are by the equipment being proposed meeting all requirements of the RFP.

Device Service requirements will be met as Computerlink is the premier authorized service center for HP in Puerto Rico and are in process of becoming an authorized service center for Apple as well. The DE can attest to not only the quality of our service, as we have provided excellent repair services to the DE for 14 years, but to our ability to comply with our commitments in the service of the products we sell. As a matter of fact, we are the only HP service center in Puerto Rico that is authorized to open service cases by having direct access to the HP service system. Our customers do not have to contact a call center outside of Puerto Rico to be assigned to a service provider.

Warranty repair requirements will be met with our stock of HP and Apple parts, HP's local parts warehouse as well as by Apple's supply of parts. However, in any major deployment, we take extra care in stocking an adequate supply of service parts and replacement devices to be to meet our commitment in both Notebooks and Tablets. The same commitment applies to non-warranty repairs.

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Cart Services will be provided on-site by our experienced and factory trained service technicians.

Mobile Device Tracking will be performed by on-line monitoring of Notebooks with the use of Absolute Software Tracking System that will be installed at the factory and activated prior to delivery to each school and on-line monitoring of the Tablets with the use of Mosyle Manager's Mobile Device Manager (MDM) which will also be downloaded to the tablets prior to delivery.

All these systems will be monitored on our Help Desk application which will be manned during working hours.

PLEASE REFER TO SECTIONS 6.1.3, 6.1.3.4, 6.1.3.5, 6.3.1 AND ALL OTHER APPLICABLE SECTIONS FOR DETAILED INFORMATION ON THE SERVICES PROPOSED IN THIS RFP.

j. Device Hand-off and Returns –

When a technician removes a device for repair at our facilities, he or she will leave a Job Repair Form signed by the technician and the DE/School representative. The Job Repair form will include the name of the DE/School representative, the name and address of the school, the serial number of the device and a detailed description of the problem reported. This form will be uploaded to our online ticketing system and will become a permanent part of the incident record.

When a device is returned repaired or in the case where the issue reported by the user/teacher is not verifiable after extensive testing, the device will be returned to the DE Site or School and the Repair Job will include the repair performed in detail or if no problem was found, the detail of the testing performed and the results thereof. The appropriate relevant information will be uploaded into our online ticketing system.

k. Lemon Devices – If after the 2nd repair for the same verifiable or related repair issues, excluding any issues due to lack of knowledge of the user, teacher, etc., the device continues to present the same or related issues, said device will be replaced with a new device. Any device that has been repaired five (5) times for verifiable issues, that thereafter presents any issue which requires a repair, said device shall be replaced with a new device.

2. RESPONSE AND REPAIR/REPLACEMENT TIMES

a. Guaranteed On-Site Initial Response Time - 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 to the designated site. The cut off time for the event to be reported and registered is 3:00 p.m. On any call received after that hour, the time will be measured from the following business day.

Coverage window: Service is available 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.

Computerlink will staff a service and repair center with Hewlett Packard and Apple certified service technicians in the metro area and will also have HP and Apple certified technicians based around the island. All technicians are certified by the manufacturers 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 will be made available while the system is being repaired at the service center.

b. **Guaranteed Repair and Replacement Times** - 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 the service & 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.

c. **Dedicated Repair and Replacement Team** – Computerlink's Service and Logistic Departments, both under the direct supervision of Daniel Morales, Vice President, (Office phone 787-250-5465 ext. 314; Mobile phone 787-599-7511; email: daniel.morales@computerlink.cc) will support the PRDE during the execution of this project from beginning to end, initially the three years included in the RFP and any extensions granted in the future by the PRDE.

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Mr. Morales has a Bachelors Degree in Business Administration from the Florida Institute of Technology, multiple HP Inc, HPE and Apple, Inc. certifications which include mobile and desktop computers, servers, printers and network infrastructure. He also has other industry certifications including DataCore, SANsymphony-V Administration and DCIE Development, Microsoft, McAfee Security, Watchguard, Cisco and is also an HP Managed Print Services Architect.

In addition, he has managed all the projects that Computerlink has implemented for the Puerto Rico Department of Education during the past fourteen (14) years, as well as all the projects that Computerlink has implemented to other customers and government entities, including, but not limited to, the installation for the Department of Justice of the first Matrix System installed in Puerto Rico, the Consolidation of eight data centers into one for the Departamento de la Familia, Medical Card System (MCS) Medical Reform subscription centers setup and deployment, among others.

He designed and implemented Computerlink's Help Desk which has served the Puerto Rico Department of Education, Autoridad de Energía Eléctrica, Municipio de San Juan, Jetblue, ASUME, Cost Control, Inn Capital, among others.

B. REPORTS

1. Computerlink's Service Manager and Reporting System is a highly customizable tool that can create any report based on the customer's data. Presently there are several thousand designed reports. Computerlink will design the custom reports required by the Department of Education. The Service Manager and Reporting 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.

2. Our reporting software solution meets and surpasses the requested Device Damage/Replacement statistics per school and region per month on devices damaged or being repaired, replaced, retired, etc., with details and statistics on most frequent repair issues and repair status.

3. Our reporting software reports will offer statistics on repair period for all devices handed-off in person, and if mailed has been received by the proposer, and turn around statistics including the average turn around time per school, town and region with details on time for response, time for replacement/fix, or replacement.

4. To ensure adequate training progress, the Data Analyst and PD coordinators will have available data collection mechanisms in place on the PD implementation; including the educators and administrative staff participation. Beyond the usual simple methods of monitoring participation and progress; including activity attendance sign-in sheets, an online database will be created and used for professional development enrollment purposes to be able to track several indicators. In addition to its usefulness in the coordination and enrollment of the training activities, this online database will greatly assist the PRDOE with the organization and management of future employee training initiatives, and the tracking of completed training activities through a detailed history of all participating teachers and administrative staff in our program. Reports will be generated each semester from the online database, by participant, including: enrollment, attendance, contact hours, classification, progress and evaluations. Also, the online database will store qualitative data, including: a) informal feedback, b) teachers' experiences, c) school transformation testimonials, d) new technologies, apps, strategies and techniques used in schools; e) best practices observed; and f) case studies' videos. At least one of the sessions of the training will be recorded and summited to the PRDOE for their platform and a list of the workshops in video will be summited for the record each year.

   The surveys and PD activity data to be stored on the online database, will guarantee access to rich information for accountability purposes, in evidencing teacher and staff performance and progress in the integration of technology in curricular and administrative activities. The online database tool will have the capacity to generate reports and graphs by individual participants, but also by groups as requested by LEA's. The training outcomes, as reflected in the reports, and the survey data will not only measure PD performance but will greatly facilitate decision-making for LEA leaders in their future projects and initiatives.

5. Computerlink's solution offers On-Demand Reports. Computerlink has a firm commitment to work with the PRDE to provide line information feeds into the one or more of the Department's data or management systems. Authorized PRDE assigned personnel will be provided on-line access to Computerlink's Service Manager automation tool to review pre-configured reports and generate reports sourced from the PRDE data. Pre-configured reports can also be e-mailed directly to selected and authorized PRDE personnel at pre-accorded intervals, e.g. monthly.

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C. MEETINGS, NOTIFICATIONS AND SUPPORT

1. The Department of Educations' appointed personnel will have on-line access to Computerlink's highly sophisticated Help Desk via internet connection and will be able to check on the status of repairs, notifications and scheduled meetings.

2. Computerlink, as the Premier provider of HP repair services in Puerto Rico and Apple repair services provider, will be heading the repair efforts and with the use of Computerlink's highly sophisticated Help Desk system, will monitor compliance with the times committed. Both the Help Desk personnel and the technicians repairing equipment will be under Computerlink's Technical Services Department which is headed by Daniel Morales, Vice President. 787-250-5465 ext. 314 and 787-599-7511; daniel.morales@computerlink.cc

3. Computerlink will conduct quarterly scheduled status meetings (or any other required or needed meetings) with the Department of Education appointed personnel, Computerlink decision makers and technical personnel and relevant subcontractors. However, special meetings will be held at any time that a situation so warrants. Also, during the deployment phase, other scheduled meetings will be held to discuss status of deliveries and any issues that come up.

4. Proof of delivery documents (Conduces) will be uploaded into Computerlink's Service Manager and Reporting System. This tool will be available to the designated Department of Education personnel to access in real time.

   PLEASE REFER TO SECTIONS 6.3.3 FOR DETAILED INFORMATION ON THE HELP DESK SYSTEM PROPOSED IN THIS RFP

D. LIQUIDATED DAMAGES

Liquidated damages, if any, to be paid to the Department of Education, are subject to negotiation with the Department of Education after Computerlink is selected as a supplier of the devices under the RFP before signing a contract.

E. RETAINAGE

Retainage, if any, to be held by the Department of Education, is subject to negotiation with the Department of Education after Computerlink is selected as a supplier of the devices under the RFP before signing a contract.