

**SERVICE LEVEL AGREEMENT BETWEEN EDICIONES SANTILLANA, INC. AND
THE PUERTO RICO DEPARTMENT OF EDUCATION FOR THE PROVISION OF
PROFESSIONAL DEVELOPMENT FOR THE SERVICES UNDER 6.2 CATEGORY 2
SERVICES: PROFESSIONAL DEVELOPMENT, CURRICULUM INTERGATION AND
TECHNICAL TRAINING OF RFP NO: PRDE – OSIADT – FY2018-002-MOBILE
DEVICES, PROFESSIONAL DEVELOPMENT AND PROJECT MANAGEMENT**

I. PURPOSE

This document sets out the services to be provided to the Puerto Rico Department of Education (hereinafter referred to as “PRDE”) by Ediciones Santillana (hereinafter referred to as “the Proposer”) included in the Equipment and Service Proposal submitted by Proposer (hereinafter referred to as “the Proposal”).

The Service Level Agreement (hereinafter referred to as “SLA”) shall be in full force and effect for the contract period agreed by the PRDE and the Proposer.

II. RESPONSIBILITIES OF THE PARTIES

A. Puerto Rico Department of Education Responsibilities:

1. Calling for the participation of teachers in the trainings.
2. Removing obstacles that could impede the successful execution of trainings.
3. Providing supplementary educational materials that are specific to the Puerto Rico educational system to the proposers that request so.

B. Proposer’s Responsibilities:

1. Provide the professional development services included in the Proposal.
2. Comply with the laws and regulations applicable.

III. SERVICE LEVEL OBJECTIVES

The Proposer will:

- A. Provide Professional Development for educators on usage of laptops, carts and accessories for Windows.
- B. Provide Professional Development for educators on integration of laptops in the classroom and curriculum.

- C. Provide Technical training for OSIATD Data Center and Field Technicians providing support to schools with laptops and carts.
- D. Provide Professional Development for educators on usage of tablets, carts and accessories for Windows and/or MAC.
- E. Provide Professional Development for educators on integration of tablets in the classroom and curriculum.
- F. Provide technical training for OSIATD Data Center and Field Technicians providing support to schools with tablets and carts.
- G. Generate statistic reports two times a year on findings on training progress provided to participant teachers.

IV. SUPPORTED SERVICES

The supported services provided by the Proposer under this agreement for the three (3) year contract include:

- A. Onsite Professional Development and Technology Training
 - 1. Mentoring sessions for participant teachers
 - 2. Coaching sessions for participant teachers
 - 3. Demonstrative lessons for each participant teachers
 - 4. Workshops for every teacher on usage of mobile devices acquire by each school.
- B. Online Professional Development and Technology Training
 - 1. Instructional videos will be created, uploaded and available for participant teachers
 - 2. Instructional Modules will be created, uploaded and available for participant teachers
 - 3. Webinars will be provided for instructional technology teachers
 - 4. Web-Based Seminars will be provided for participant teachers
- C. Offsite Professional Development and Technology Training
 - 1. Workshops will be provided offsite for participant teachers

V. REPORTS

- A. The Proposer will deliver the following reports to summarize progress and outcomes of professional development activities:
 - 1. Interim Progress Report (IPR) - After six months of each project year
 - 2. Annual Performance Report (APR) – At the end of each project year
- B. The Proposer will generate the reports use the following collection data tools:
 - 1. Pre/post-tests results from workshops
 - 2. Questionnaires
 - 3. Digital reports for views, downloads or hits
 - 4. Certification of provided services per teacher
 - 5. Observation lists
 - 6. Online surveys
 - 7. Academic plans

VI. SERVICE LIMITATIONS

- A. At the execution of the SLA, there are no service limitations.

VII. SERVICE ASSURANCES

The Proposer assures that:

- A. Possesses the preparation, capacity and experience necessary to comply with all the obligations and responsibilities set forth in the Proposal.
- B. Possesses the economic capacity comply with all the obligations and responsibilities set forth in the Proposal.
- C. Shall coordinate and meet with the PRDE or its authorized representative, or representatives of other government agencies, to ensure a uniform public policy.
- D. Shall facilitate the visit of any government representative for evaluation purposes regarding the development and compliance of the project.

VIII. PROPOSER COMPENSATION

In exchange for the services set forth in the SLA and the Proposal, the PRDE shall compensate the Proposer for services performed. Compensation for services performed shall not exceed the maximum compensation authorized by law. Payment of compensation shall be based on actual services performed during the term of the SLA.

Signatories:

Name: **Ignacio M. Romero**

On behalf of **Ediciones Santillana, Inc.**

Signature: _____

Role: General Director

Date: September _____ 2018

Name: _____

On behalf of **Puerto Rico Department of Education**

Signature: _____

Role:

Date: