



November 26, 2018

Evaluation Committee
Puerto Rico Department of Education
Re: PRDE OSIAT-2018-002

To the Evaluation Committee,

In response to the email received last November 21, 2018, here we are submitting the additional information requested.

1. 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?

As per our proposal, in Tab 13 (Service Level Agreement) we are including advanced hardware replacement. This means that systems or hardware reported as not functioning will be replaced by a working unit with pre-installed PRDE image (SSD) and delivered within 2 business days of initial call. This minimizes downtime for the end users given that the equipment will be replaced and restored to fully functional status in just one visit. Attached submitted Warranty (Advanced Hardware Replacement) Service Requests Flow Chart.

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

In Tab 13 (Service Level Agreement), we state that the time guarantee for completion of repair/replacement and return is 2 business days or less. (Attached submitted Service Level Agreement)

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

Attached table with detailed and priced out of warranty services as well as included warranty services. They were mentioned in Tab 13 (Service Level Agreement). We highly recommend that PRDE includes the Accidental Damage Service as part of the acquisition.



Qty	Description	Unit Price	Total Price
IN-WARRANTY TERMS SERVICES (3 YEARS)			
1	Defective of motherboard (memory modules, video card, ports, processor, Wifi card, network card)		INCLUDED
1	Defective LCD Display		INCLUDED
1	Defective Touchscreen		INCLUDED
1	Defective Touchpad		INCLUDED
1	Defective AC Power Adapter		INCLUDED
1	Defective battery		INCLUDED
1	Defective 128GB Solid State Drive (PRDE image included)		INCLUDED
1	Defective keyboard replacement		INCLUDED
NON-COVERED SERVICES			
1	AC Power Adapter	\$ 89.00	\$ 89.00
1	Defects occurred by accidental damage: Motherboard	\$ 139.00	\$ 139.00
1	Defects occurred by accidental damage: Broken LCD	\$ 199.00	\$ 199.00
1	Defects occurred by accidental damage: 128GB SSD replacement	\$ 129.00	\$ 129.00
1	Defects occurred by accidental damage: Touchscreen	\$ 199.00	\$ 199.00
1	Defects occurred by accidental damage: Keyboard	\$ 129.00	\$ 129.00
1	Defects occurred by accidental damage: Touchpad	\$ 89.00	\$ 89.00
1	Battery replacement	\$ 69.00	\$ 69.00
OUT-OF-WARRANTY TERMS SERVICES			
1	Motherboard replacement	\$ 139.00	\$ 139.00
1	LCD Display replacement	\$ 199.00	\$ 199.00
1	Touchscreen replacement	\$ 199.00	\$ 199.00
1	Touchpad replacement	\$ 89.00	\$ 89.00
1	AC Power Adapter replacement	\$ 89.00	\$ 89.00
1	Battery replacement	\$ 89.00	\$ 89.00
1	128GB Solid State Drive replacement (PRDE image included)	\$ 129.00	\$ 129.00
1	Keyboard replacement	\$ 129.00	\$ 129.00

4. 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.

Based on the quantities in our proposal:

- **10 Teams of Mobile Device Deployment consisting of 2 people each (20 dedicated resources)**
- **2 Project Managers**
- **2 Back Office Managers**
- **Each team will deliver 1-2 schools per day based on an average of 200 units per school.**
- **10 Teams x 200 units = 2000 units delivered per day**
- **2000 units delivered per day x 5 days = 10000 units delivered per week**
- **Note: In case we are awarded the teacher's laptops**

5. Please answer the following:



- a) 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.

As per our proposal, on Tab 18 (Project Plan & Schedule), the first delivery will take place (60) days after the approved PRDE image has been provided. This first delivery will consist of (10,000) units and 2,500 units on a weekly basis thereafter.

We kindly request an additional day to accurately answer this question. We understand the PRDE's urgency to complete this project. We are working with the manufacturer to obtain updated lead times.

- b) 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?

Upon PRDE equipment receipt, tagging and school designation we will have the necessary resources ready for immediate distribution.

- c) How many devices will be delivered each week thereafter?

Please see answer to Question 5a.


- d) What is your target completion date for the entire roll-out?

As per our proposal, on Tab 18 (Project Plan & Schedule), our target completion for the entire roll-out is 100 days. (Attached Project Plan & Schedule submitted)

All the information provided in questions 4 & 5 is based on our proposed quantities. We are willing and able to make the necessary adjustments to comply with the PRDE objectives in case we are awarded a larger number of devices and services.

If more information is needed, please contact us immediately.

Cordially,


Jose Aquino Rengifo
General Manager