



March 6, 2019

**By hand delivery**

Evaluation Committee  
Department of Federal Affairs (OSIATD)  
PR Department of Education  
150 Federico Costa St.  
San Juan, PR 00919

**Re: RFP No. PRDE-OSIADT-2018-002 Mobile Devices**

Dear all:

We are in receipt of the Notice of Award and Acceptance letter regarding Contracts Awarded Pursuant to RFP NO. PRDE-OSIADT-2018-002-MOBILE DEVICES, PROFESSIONAL DEVELOPMENT AND PROJECT MANAGEMENT in which Ediciones Santillana is awarded the Training for Expert School Teachers/Coaches in Schools and the Instruction Help Desk.

As part of our analysis about the services awarded, we reviewed information submitted to the Department of Education as part of RFP process.

To this effect, based on the chronology of events, on October 12, 2018, Santillana delivered the Services Proposal to the Department of Education as required by the RFP.

On December 13, 2018, the Department of Education sent a "Professional Development Clarification Pricing Sheet." On that same date, Ediciones Santillana sent the response to the "Professional Development Clarification Pricing Sheet".

On December 21, 2018, Ediciones Santillana made a presentation about its proposal to the Department of Education.

On February 18, 2019, the Department of Education requested a "Professional Development Price Breakdown". Ediciones Santillana sent the "Professional Development Price Breakdown on February 19, 2019.

As a result of the analysis, we have discovered that the services awarded were based on the information included in the "Professional Development Vendor Price Breakdown". Said breakdown was submitted with the understanding that it would be used for pricing purposes only. The fact that the services were broken down, did not mean that Santillana could provide the help desk services independently from the professional development services. The professional development services proposed were conceptualized as a whole and to be provided by region.

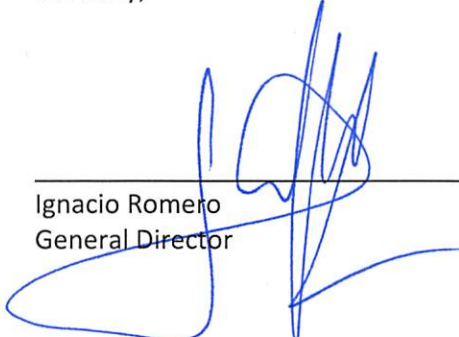
On the other hand, upon review of the Notice we have discovered that the definition of what constitutes the "Training for Expert School Teachers/Coaches in Schools" does not coincide with the

interpretation we have given to that term upon receipt of the "Professional Development Vendor Price Breakdown". We understood that the "Teacher Training and Mentoring on Integration of Technology in the Classroom" included the "Training Expert Teachers in Schools".

Additionally, the "Instruction Help Desk" was never envisioned as an independent service. It was always considered to be part of the other services to be provided.

Accordingly, before considering the acceptance of the award, Ediciones Santillana request that that a clarification of the services awarded be provided in order for it to consider the same. As it stands right now, the services awarded do not coincide with the services set out in the RFP and for which Ediciones Santillana submitted its proposal.

Cordially,



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Ignacio Romero  
General Director