# Mobile Devices

## RFP PRDE-OSIATD-2018-002 Mobile Devices, Professional Development and Project Management

Presented by: Evertec

December 13, 2018

# Introduction

The Puerto Rico Department of Education (PRDE) issued a Request for Proposal to acquire mobile device equipment, delivery and maintenance for PRDE educators and students.

Evertec is pleased to present our solution for the PRDE's Category 1 Services-Mobile Devices and Carts.

**Evertec has assembled a Team of industry-leading experts** to offer the most qualified resources and ensure a successful project delivery.

The Team is composed of the following companies:

We are confident our Team can meet the PRDE's business requirements.

# About Evertec

> We are a leading technology company in Puerto Rico

> The #1 acquirer/processor in Central America and the Caribbean and within the top 10 in Latin America.

> Business in 26 countries in Latin America and offices in other 11 countries

> Warehouse facilities of 10,000sq.ft and more than 2,000 employees.

> Call Center Service / Help Desk 24/7 in our facilities for US Virgin Islands and Puerto Rico

> More than 30 years of experience providing products and services to government agencies.

evertec®

Technology that speaks your language

# About Caribbean Data System Inc.

> Local company established since 1969.

> With almost 50 years of experience in the IT industry, we will assist you as your System Integrator in selecting the best hardware and software integration while providing the best solution applicable to your needs.

> With a 12,000sq.ft warehouse and 50 ft height located at airport premises.

> Only Titanium Dell EMC Partner in Puerto Rico authorized to resell and support all Dell branded products.

> Microsoft Surface authorized reseller.

# About Camera Mundi

> Largest and most complete provider of products and services to the Puerto Rico Department of Education with 44 years of experience. 16 years of experience providing mobile computer labs to school environments.

> Camera Mundi, Inc. has the curated and experienced human resources that have been leading large scale implementations of technology into the classrooms.

> Today the largest provider of Assistive Technology products, equipment and services for the Secretariat of Special Education for the PRDE.

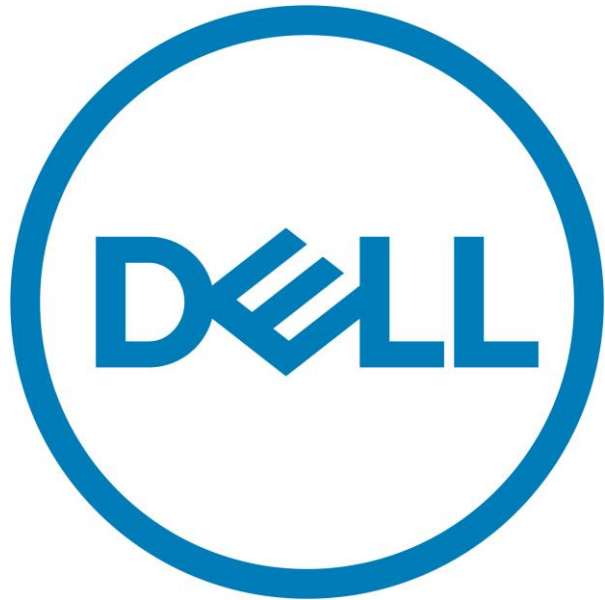> Counts with a staff of 115 resources and 100,000sq.ft facilities.

*Camera Mundi, Inc.*
At the forefront of education since 1974

# About Dell

> Seven technology leaders working together under one name — that's the power of Dell Technologies. We're the largest privately controlled technology company in the world

> Over 140K team members globally with $74B combined Revenue in 2017

> Dell operates in 180 countries and has over 30K full time customer services and support team members

> Dell invests $4.5B per year in R&D and holds 22,275 patents and patent pending applications  Over 60+ awards received at CES

> Dell is the only major computer manufacturer with a line of Ruggedized products

> Dell has been the first to embrace initiatives to preserve the environment  through sustainable innovations such as: recycling ocean bound plastics, closed-loop gold recycling, collected industrial waste from aerospace industry to recycle carbon fiber.

## About Microsoft

> Worldwide leading technology industry

> Microsoft enables digital transformation for the era of an intelligent cloud and an intelligent edge.

> The mission is to empower every person and every organization on the planet to achieve more.
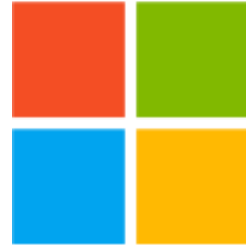
# Agenda

> Mobile Devices

> Deployment Schedule

> Image Deployment Strategy

> Ticketing System

> Warranty & Replacement

> Q&A

# Mobile Devices

# Dell Latitude 3190 2-in-1 Laptop

## Why Dell?

> Support Assist (Proactive & Predictive Diagnostic Alerts)

> Tested to withstand 30,000 hinge cycles

> Backpack tested (microdrops)

> Kid-proof power cables withstand yanking and pulling

## Specifications:

> Intel® Celeron® N4100 Processor (Quad Core, up to 2.4GHz)

> 4GB Memory

> 128GB Solid State Drive

> Wireless + Bluetooth

> Up to 11 hours Battery Life

> 3.17 pounds weight

> RJ45 Adapter

> 3 Years Warranty

> Sealed spill-resistant keyboard

> Rubberized base

# Microsoft Surface Go

**Specifications:**

> Intel® Pentium® Gold Processor

> 4GB Memory

> 64GB eMMC Drive

> Windows 10

> 1.15 pounds weight

> 10" Touch Display

> Up to 9 hours Battery Life

> Wireless + Bluetooth

> 3 Years Warranty

*Keyboard is optional.

# Carts

> Carts manufactured by Bretford company. With 200 employees and 350,000sq.ft manufacturing facilities.

> 3 shelves up to 36 devices, rear doors, 90° outlets

> Cart 25.3 x 26.5 x 41.4 inches

> Slots 1.25 x 14.8 x 9.9 inches

> Weight 142 pounds

> 5" four-swivel and locking casters

> UL-Listed power manager continuously analyzes power requirements and efficiently charges devices in a round robin cycle-all from one 15 Amp electrical circuit.

# Mobile Devices Deployment Schedule

Asset Tags and Proof of Delivery Document Preparation -4 employees + 1 Supervisor

(1) Receive Merchandise and Scan Boxes

(2) Open Boxes and Dispose of Them

(3) Put Asset Tag (in the case of Tablets) and Rugged Case

(4) Connect to Cart (in the case of Students Devices)

(5) Wrap and prepare carts for delivery

(6) Delivery

Warehouse 3 employees

2 employees

# Distribution Plan

> Distribution begins 60 days after contract signature.

> 45,000 devices will be delivered to schools within 30 days. Then a deployment of 5,700 devices per week.

> Devices will be delivered to schools in the carts "ready to use" with the image, etching, ruggedized case, tracking system installed and activated.

> More than 40 employees dedicated to achieve the schedule.

> 7 trucks with cargo space between 12 to 24ft long; Ford, Isuzu, International and Kenworth trucks.

## Delivery Schedule of Devices to Educators

|  | School Working Days | Truck 1 | Truck 2 | Truck 3 | Truck 4 | Truck 5 | Truck 6 | Truck 7 | Daily Total | Weekly Total |
|---|---|---|---|---|---|---|---|---|---|---|
| WEEK 1 | 3/4/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/5/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/6/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/7/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/8/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | 7895 |
| | SATURDAY | | | | | | | | | |
| | SUNDAY | | | | | | | | | |
| WEEK 2 | 3/11/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/12/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/13/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/14/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/15/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | 7895 |
| | SATURDAY | | | | | | | | | |
| | SUNDAY | | | | | | | | | |
| WEEK 3 | 3/18/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/19/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/20/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/21/2019 | 316 | 316 | 316 | 316 | 315 | | | 1579 | |
| | 3/22/2019 | HOLIDAY ACCORDING TO SCHOOL CALENDAR | | | | | | | 0 | 6316 |
| | SATURDAY | | | | | | | | | |
| | SUNDAY | | | | | | | | | |

# Risks & Assessments

| Stages | Risk Factor | Contingency Plan |
|---|---|---|
| **Manufacturing** | Unexpected Regional Situations | • Manufacturing partners have multiple WW manufacturing plants |
| | Computer Components Availability | • Multiple providers for most critical internal components |
| | Carts manufacturing capacity | • US-built and raw materials inventory secured for this project |
| **Imaging & Etching** | Out of Band Delivery | • Dell secured additional 35% upside capacity for contingencies<br>• Imaging procedure is integrated into Dell's production line, not dependent on third parties |
| **Shipping** | Shipment Delays | • As a worldwide company our manufacturing partners have preferred agreements with different carries that can handle different scenarios. |

# Risks & Assessments

| Stages | Risk Factor | Contingency Plan |
|---|---|---|
| **Warehouse and Delivery Logistics** | Potential facility issues (resilience) | • At least two (2) alternate warehouse facilities in Puerto Rico with similar size, capacity and backup power generation.<br>• Secured and guarded facilities |
| | Local distribution capacity limits | • Additional personnel can be activated if needed |
| **Service** | Potential excessive number of calls | • Automatic case creation for system incidents |

# Image Deployment Strategy

# Dell Image Assist
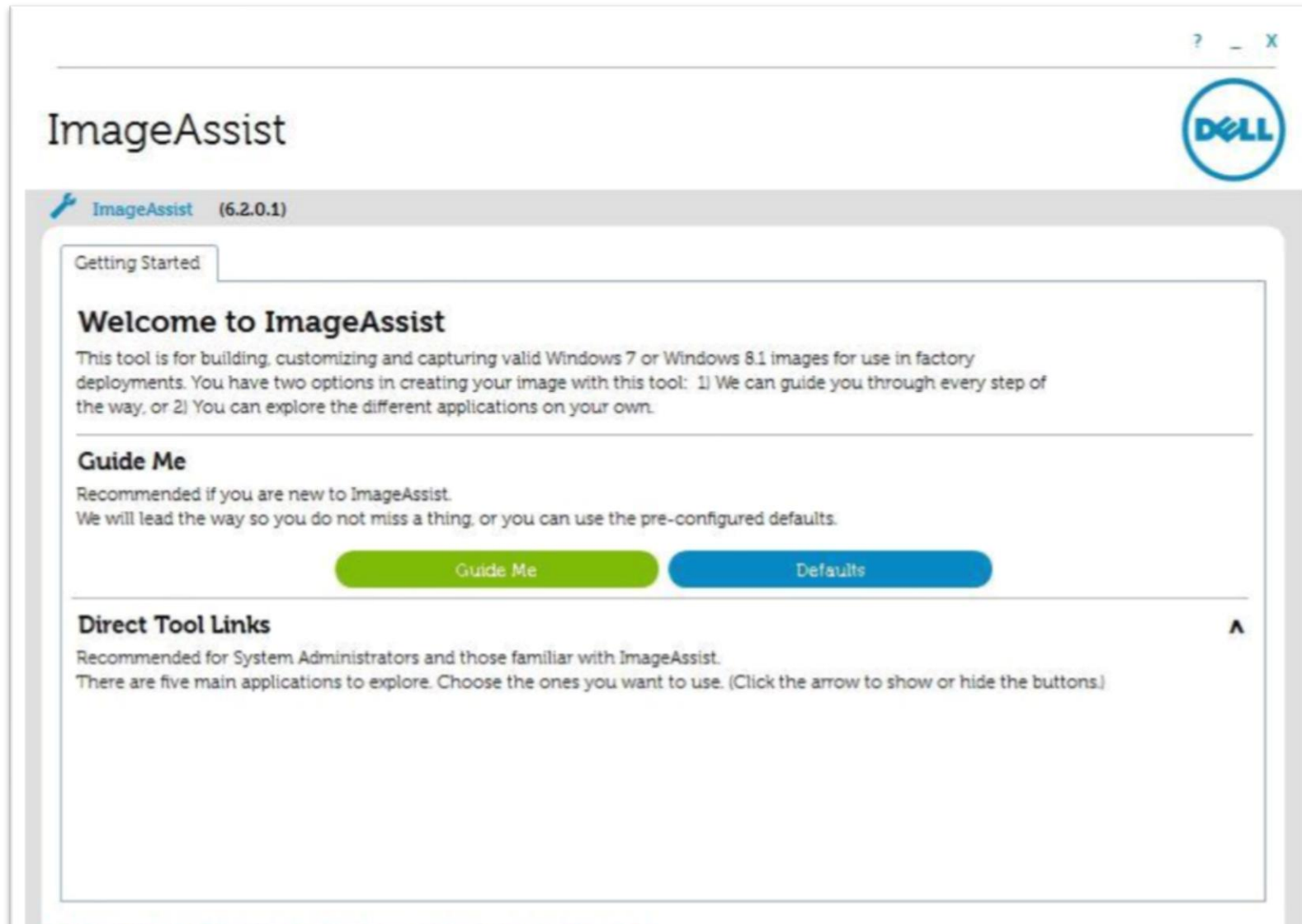


Effortlessly create, deploy, and update cross-platform images faster than ever

# Configuration Services: Basic ProDeploy
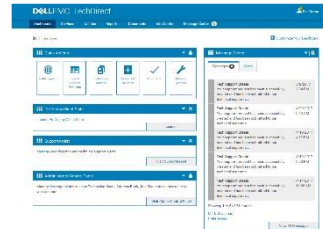
## Basic ProDeploy with Imaging

Connect with Engagement Manager

Additional services setup & engineered and approved. Project ID created

Place Order with ProDeploy and Project ID

For ProDeploy options, Customer approves T&C's, selects configuration options and supplies deployment details
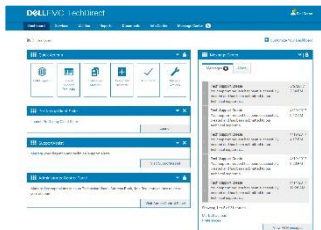
Units built, configured, shipped, and installed (if installation is included)

## Basic ProDeploy Repeat Orders

Place Order with ProDeploy and Project ID

Supply deployment details in TechDirect (as needed)

Order released to factory and installation preparation

Units built, configured, shipped, and installed (if installation is included)

# Configuration Services: Laser Etch

## The Basics

> Laser-etches any logo, image or name to your systems

> Offered on laptops, desktops, & workstations

> Consistent, professional application

## Advantages

> Deters theft and unlawful sale of your company's assets

> Lends prestige to systems, and reinforces brand identity

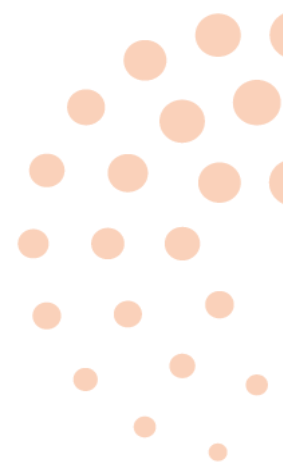> Aids in messaging PRDE identity.

# Mobile Devices
# Ticketing System

# Evertec Help Desk

General Information:

> Local Facility

> Over 70 call center agents locally

> 24/7-365 days available service

Our Offering to PRDE:

> 7 dedicated Call Center Agents, 1 Supervisor, 1 Quality Agent, 1 Workforce Management Agent and 1 Trainer.

> Call Overflow Capability

> Remote access with a web ticketing platform (eService)
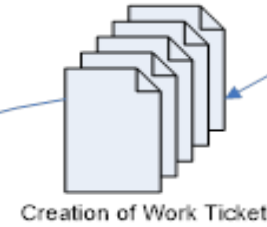
> 7:00am to 6:00pm support service

# Ticketing Schedule



Initiation — An Issue is identified and informed to the Help Desk

Planning — If is necessary, a Work Ticket is issued

Execution & Control — Ticket is assigned to Technical Personnel to verify And deliver service.

Closure — Validation of service with end user. Closure of task.

End User detect a problem

Place call Help Desk

Help Desk

Creation of Work Ticket

Technical Personnel

Review & Identification of Problem

Resolution of situation

Validation of Service

Quality Assurance prior task closure

User with service

# Estimated Timeline to Integrate PRDE Ticketing System with Evertec Help Desk

| # | Milestone | January | | | | February | | | | March | | | | April | | | | | May | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 7 | 14 | 21 | 28 | 4 | 11 | 18 | 25 | 4 | 11 | 18 | 25 | 1 | 8 | 15 | 22 | 29 | 6 | 13 | 20 | 27 |
| 1 | **Initiate** | ■ | ■ | ■ | | | | | | | | | | | | | | | | | | |
| 2 | Project manager assignment | ■ | | | | | | | | | | | | | | | | | | | | |
| 3 | Kickoff meeting | | ■ | | | | | | | | | | | | | | | | | | | |
| 4 | Generate project plan | | | ■ | | | | | | | | | | | | | | | | | | |
| 5 | **Elaborate** | | | | | ■ | ■ | ■ | ■ | | | | | | | | | | | | | |
| 6 | **Analysis of "PRDE Ticketing Services"** | | | | | ■ | ■ | ■ | ■ | | | | | | | | | | | | | |
| 7 | Analysis of "PRDE Ticketing Services" | | | | ■ | | | | | | | | | | | | | | | | | |
| 8 | Identify fields and data | | | | | ■ | | | | | | | | | | | | | | | | |
| 9 | View reports | | | | | | ■ | | | | | | | | | | | | | | | |
| 10 | Analyze data | | | | | | | ■ | | | | | | | | | | | | | | |
| 11 | **Construct** | | | | | | | | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | ■ | | |
| 12 | BRD-Business Request Document | | | | | | | | ■ | | | | | | | | | | | | | |
| 13 | ESR Evertec service request | | | | | | | | | ■ | | | | | | | | | | | | |
| 14 | Programming phase | | | | | | | | | | ■ | ■ | ■ | | | | | | | | | |
| 15 | Testing | | | | | | | | | | | | | ■ | ■ | | | | | | | |
| 16 | Setup and configuration of network firewalls | | | | | | | | | | | | | | ■ | ■ | | | | | | |
| 17 | PRDE application testing / acceptance | | | | | | | | | | | | | | | | ■ | ■ | | | | |
| 18 | Deploy solution | | | | | | | | | | | | | | | | | | ■ | ■ | | |
| 19 | **Close** | | | | | | | | | | | | | | | | | | | | ■ | ■ |
| 20 | Application monitoring | | | | | | | | | | | | | | | | | | | | ■ | ■ |
| 21 | Documentation | | | | | | | | | | | | | | | | | | | | ■ | ■ |
| 22 | Knowledge Transfer | | | | | | | | | | | | | | | | | | | | ■ | ■ |
| 23 | **Closed** | | | | | | | | | | | | | | | | | | | | | ★ |
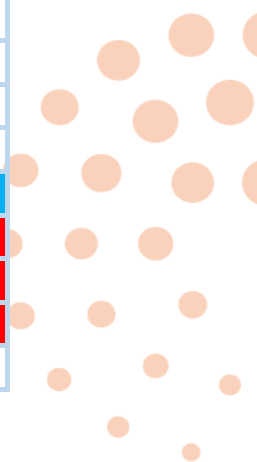
# Our Experience

> The Team has more than 25 years of experience providing services to schools and other educational entities.

> For example:
> - PRDE
> - University of Puerto Rico
> - Sistema Universitario Ana G. Mendez
> - Others

CENIT Initiative – Over 800 mobile computer carts with semi-rugged laptops for schools. Imaging, professional development and ongoing support. PRDE –UTC.

Fixed Labs Initiative – Installed more than 300 fixed labs for PRDE. Images, furniture, networking, professional development and support.

After School Program – Over 120 mobile carts with laptops. Imaging, service and support.

Schools for the 21st Century – Technology for school renovation. Laptops, Desktops, Multipoint labs, interactive boards and projectors. 15 schools.

Cuentos que leen y escuchan nuestros ninos – UTC – PRDE – Mobile computer carts for 21 schools.

Kinect for Learning – UTC – PRDE – 50 classrooms with mobile computer labs including PRDE image, training and support.

# Warranty & Replacements

# Warranty & Replacement

> Warranty transfer process:
>> Non functional devices – warranty is transferable
>> Lost or stolen devices – newly purchased device will include 3 year warranty

> Rather than having a per site inventory we will have a centralized inventory warehouse.

> A loaner device program was not included as part of our proposed offering as it was not requested, nonetheless we can discuss the inclusion of such program.

> Replacement models will be presented to PRDE for approval and the warranty transfer process will be the same as discussed above.

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