

September 4, 2018

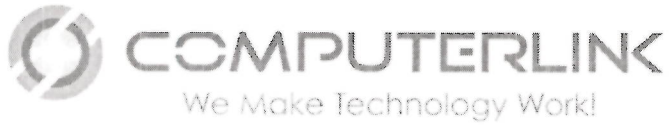
**José L. Narváez Figueroa
Director Ejecutivo III
Puerto Rico Department of Education
Corrections Building, 4th Floor
Tte. César González, Esquina Kalaf
Urb. Industrial Tres Monjitas
Hato Rey, PR 00926**

Re: RFP NO: PRDE-OSIATD-FY2018-002

Dear Mr. Narváez Figueroa:

After a thorough reading of the RFP, we have the following questions:

- 1- Can you clarify if the DE will entertain the idea of receiving a Managed Device as a Service Proposal in addition to the Sale/Purchase Proposal?
- 2- Could you please validate the exact number of laptops and carts for each school? There's a discrepancy on the numbers provided on page 10 and 12.
- 3- Will the SLA be negotiated in good faith after the award?
- 4- 6.1.2.10 Software Restore: Does base state refer to the initial custom device image?
- 5- 6.1.3.1 Imaging: In which manner will the PRDE request the image files? Which types of media will be acceptable? Will it require bootable image media?
- 6- 6.3.1 Distribution Logistics and Technical Support: Will the PRDE have a single point of contact for all distribution logistics? Will this person help coordinate with schools to ensure access and availability prior to all visits?



7- 6.3.2 Asset and Inventory Management: What records should the individual schools be able to modify in the asset tracking tool? Will the PRDE be handling the day to day administration of the asset tracking tool?

We appreciate your time and effort in answering these questions.

Sincerely;

A handwritten signature in blue ink, appearing to read "David Morales", is written over a large, light blue, stylized loop that serves as a decorative flourish or part of the signature.

David Morales

Vice President