

WF COMPUTER SERVICES  
CAROLINA, PR 00982

September 4, 2018

Proposed VendorQuestions- PRDE-OSIATD-2018-002  
[osiatdproposal@de.pr.gov](mailto:osiatdproposal@de.pr.gov)

1. Will the PRDE select multiple suppliers ?
  - a. If yes, Describe the criteria for the selection and how many will be selected?
2. Who will be placing the orders MOE or Schools?
  - a. Describe the process for orders ? including payment and expected terms of delivery
  - b. Provide the estimated roll out? Describe the quantity of orders and machines?
3. Can a supplier one bid on part of the RFQ?
4. Describe the operating system for Tablet and version required? Android or Windows? Describe procedures as to updates.
5. Can PRDE provide a copy of the Image for both Tablets and Notebooks before Bid due date for testing? How can it be sent prior to the letter of intent deadline.
6. Do you require Etching on Tablet? Can you provide a sample of logo?
  - a. Would an asset tag be acceptable? Sticker
  - b. Provide regulations as to manner of labeling each property item. That includes places and dates of delivery, person to be delivered to and installation. What are the procedures in place for the acceptance of the items?
7. Can you confirm screen size maximum? Can a vendor offer both 8" and 10"?

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8. Can a vendor offer 2 options for Tablets and Notebooks?
9. Describe security for classrooms where items will be kept. Describe procedures in place for PRDE for storage, and security of the items under RFP. Describe the facilities of where the items would be used and kept. Provide plans for that area, including ventilation, electricity, size, etc.
10. Provide measures that guarantee that a vendor that shows up for maintenance or required service has access to computers or items for service. Describe procedures if person who has key for opening areas of storage is not available for vendor.
11. 7. Are the acquisitions contemplated in this Bid cover the same products as in Bid 2017- 009 and former 2018-001
12. Describe the PRDE's Request for Information or Requests for Questions prior to publishing the PRDE-OSIATD-2018-001 and PRDE-OSIATD-2018-002. Provide copy of those.
13. Describe how are carts secured. Describe procedures for securing those items and the protection of those items, during classrooms hours, after hours?
14. Describe procedures for taking products home. Procedures to report irregularities for f=damage, theft, any lost items by the PRDE  
Describe procedures to avoid usage of inappropriate sites by minors. Describe what is considered an inappropriate site, or download, persons responsible for determining those sites, procedures to report inappropriate use by minors or guardian.
15. With regards to identifying a minimum of three (3) references from programs of similar scope and magnitude for which the Proposer is currently providing services similar to the services required herein or has provided such services within the last 3 years.—  
Describe what it means by services similar. Describe if it means a program of this magnitude, or individual items on the RFP. Describe and explain if it means that it should be the provider or a person in joint venture with provider that has to submit that reference.
16. Describe process as to issues of calling for service for devices and items that are due to improper maintenance or not following instructions set by manufacturer or vendor.
17. Describe if the answers provided by the PRDE in the PRDE-OSIATD-2018-001 are any different in the PRDE on this RFP. Clarify and provide individualized answers for those questions.

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18. Is the PRDE aware that in order to guarantee security for users, that the carts have to be 100% UL certificated, not only the components of the carts. Provide study and reasoning to change or deviate from this industry based norm.
19. Is the PRDE making sure that the carts have to charge the items in the least charging time possible.
20. Is the PRDE requesting an intelligent charging station. Describe and explain reasons as to the PRDE decision. Is the PRDE aware that it is recommended that it should be an intelligent power charging systems, and that it would adjust without human intervention in order to provide the minimum energy requirements, without exceeding amperage per electric circuit
21. Is the PRDE considering that a temporizer or timer does not constitute an intelligent charging system? Describe options by the PRDE
22. Describe procedures as to improper use of charging stations with items that are not the one provided under this RFP
23. Will the PRDE remove the requirement of external LED charge, since its not necessary for the devices being charge by the station. Describe reason as to include the requirements
24. Describe if the PRDE will require an additional lock for charging carts, besides the one already in it
25. Describe manners in which carts will be secured unto the floor in order to avoid moving it from designated place
26. Describe or clarify if the doors giving access to the item in the carts, would only be to the front of the cart, and another one for the it team, or if one door with a security systems with three access points is sufficient
27. Describe the requirements for ventilation integrated unto the cart in order to avoid overheating of the items being charged.
28. With regards to the training required under the RFP, what is the expected hours and days where it would be provided, including the amount of people in each session. Describe training requirements as to usage of using the equipment, or if the training will include basic skills using any specific programs, such as Office, windows, or any other programs requested by the PRDE. Describe expectations as to evaluating the before and after knowledge of the personnel that is trained.
29. Describe the PRDE time frame and need for computers and items for the subcategories under K-2 and 3-12 grade. Provide expected amount of delvivery for each category.

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30. Describe and provide legal frame work for having the PRDE using the RFP method instead of the Formal Bidding process that is allowable under the rules and regulations for the PRDE.

31. Describe and provide manner as to publishing other vendor's letters of intent, and proposals submitted under this RFP and any other RFP before and similar to this one.

32. Describe and provide manners as to which a vendor can object or imprve a proposal after examining other vendors proposals.

33. Describe and provide rules and regulations that govern, examination, adjudication, protests under this RFP.

34. Is the PRDE aware that the following RFO is governed by federal regulations since this is a federally funded program? Describe those regulations.

35. Is the PRDE considering any extension of timelines, or modifying them in order to provide vendors an opportunity to examine other vendor's offers, and improve their own offer?