

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
ACER	06/18/18	1.Notebook Specification: Is the world facing camera required to be considered or approved for the bid (Section 2.3.1)	The world facing camera is no longer a minimum device specification and should be treated as optional
ACER	06/18/18	2. Will the DOE have the a volume license for Office? (section 2.3.2.1.6)	Yes. See Section 2.3.2.1.6 which states "PRDE has a volume licensing agreement for Microsoft Office"
ACER	06/18/18	3. Will the DOE consider an extension for response time from a manufacturer?	PRDE does not intend to extend the July 12, 2018 proposal deadline
ACER	06/18/18	4. 2.3.1.1.7 Device Theft Prevention – Is computrace acceptable for this requirement? (also section 2.5- Mobile tracking)	Yes, but the process of contacting local law enforcement should fall on the vendor.
ACER	06/18/18	5. Professional Development: How many hours per school is required for professional development and can schools be combined if the school does not purchase a certain threshold of systems? Can this be considered a separate fee or proposal versus part of the system cost?	PRDE professional development requirements are designed for proposers to make best practice recommendations based on their experience. Therefore, there are no preset number of hours for professional development. The administration will determine the number of devices being distributed to each school. The device pricing must include all costs, including professional development and maintenance.
ACER	06/18/18	6. 2-day response time to repair requests is noted in the RFP : Please confirm that this means 2 days to respond to requests versus 2 day repair on all systems. Is 3-5 days repair time acceptable?	See Section IV.2.a and b. The guaranteed on-site initial response time is the 2 nd business day following the date of the Department's request for services. Proposer will have ten (10) business days to complete any necessary device repairs or replacement and to return the device to the submitting school
ACER	06/18/18	7. Is EPEAT Gold required on the systems? A new standard is being phased in for EPEAT and all manufacturers will be forced to re-apply for EPEAT within the next year.	Yes, but an equivalent or improvement is acceptable as well.
ACER	06/18/18	8. Will the bid be awarded to 2 manufacturers: Tablet and Mobile Systems or several manufacturers?	The RFP states that PRDE plans to award a lease to one more proposers which can be manufacturers and/or resellers
ACER	06/18/18	9. Can a reseller respond to this bid directly?	Yes
MATRISS	06/19/18	Students Tablets Information	
MATRISS	06/19/18	1. How many tablets total needed for students?	Approximately 18,000 mobile devices will be tablets
MATRISS	06/19/18	2. What is the students tablets specifications?	See the tablet specifications in Section III.2.3.C (P. 12-21)
MATRISS	06/19/18	3. How many tablets per grade?	Approximately 18,000 tablets will be for K-2nd grade; approximately 42,000 will be for elementary school grades 3rd, 4th and 5th, and high school grades 9-12
MATRISS	06/19/18	4. Tablets need any information downloaded? Which information?	Tablets should come pre-installed with an approved image of the OS from the PRD with all basic components already included.
MATRISS	06/19/18	5. Tablets need to be imprinted?	Yes, either laser etched or tamper resistant sticker.
MATRISS	06/19/18	6. What is the tablet pc screen size?	7.9" minimum.

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
MATRISS	06/19/18	7. What is the expected DDR+flash?	Question unclear.
MATRISS	06/19/18	8. Is it WIFI only or 3G/ 4G?	See Section III.C.2.3.1.1.3 (p. 13) At a minimum, the device shall be able to connect to the existing Wi-Fi network and be able to access the Internet, wirelessly (via Wi-Fi) within the School, home or other area outside the school with wireless coverage. If the proposed device includes 3G/4G functionality, PRDE will have the ability to enable or disable such functionality as needed.
MATRISS	06/19/18	9. Is keyboard needed?	Detachable keyboards for the tablets are optional
MATRISS	06/19/18	10. Is anti shock cover needed? Material?	See Section III.C.2.3.1 (P11-12) Ruggedized casing or protective cover that is, at a minimum, capable of providing protection for the device sustaining a four-foot drop is required for both laptops and tablets.
MATRISS	06/19/18	11. Is rugged tablet pc needed?	See immediately preceding response
MATRISS	06/19/18	12. Is HDMI port needed?	HDMI or equivalent display port.
MATRISS	06/19/18	13. How long the tablet's working time needed?	8 hours minimum.
MATRISS	06/19/18	14. What is the expected front/ rear camera needed?	1.0 MP Minimum for the front-facing and the optional world facing cameras.
MATRISS	06/19/18	15. Is the total pcs expected to shipped by seperate shipments?	The initial shipment of laptops for 30,000 teachers is expected to be delivered by mid-August; the balance of the devices are expected to be delivered no later than October 31, Approximately 30,000 laptops for teachers are expected to be delivered on or about August 15, 2018.
MATRISS	06/19/18	16. When is the expected leading time for first shipment?	Approximately 30,000 laptops for teachers are expected to be delivered on or about August 15, 2018.
MATRISS	06/19/18	17. Where will be deliver all the tablets?	All devices are expected to be initially delivered to the proposer's local warehouse facility in Puerto Rico and then delivered to schools per the agreed upon deployment plan and
MATRISS	06/19/18	Teachers Tablets Information	
MATRISS	06/19/18	1. How many tablets total needed for teachers?	None
MATRISS	06/19/18	2. What is the teachers tablets specifications?	N/A
MATRISS	06/19/18	3. How many tablets per grade?	N/A
MATRISS	06/19/18	4. Tablets need any information downloaded?	N/A
MATRISS	06/19/18	5. Tablets need to be imprinted?	N/A
MATRISS	06/19/18	6. What is the tablet pc screen size?	N/A
MATRISS	06/19/18	7. What is the expected DDR+flash?	N/A
MATRISS	06/19/18	8. Is it WIFI only or 3G/ 4G?	N/A
MATRISS	06/19/18	9. Is keyboard needed?	N/A
MATRISS	06/19/18	10. Is anti shock cover needed? Material?	N/A
MATRISS	06/19/18	11. Is rugged tablet pc needed?	N/A

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
MATRISS	06/19/18	12. Is HDMI port needed?	N/A
MATRISS	06/19/18	13. How long the tablet's working time needed?	N/A
MATRISS	06/19/18	14. What is the expected front/ rear camera needed?	N/A
MATRISS	06/19/18	15. Is the total pcs expected to shipped by seperate shipments?	N/A
MATRISS	06/19/18	16. When is the expected leading time for first shipment?	N/A
MATRISS	06/19/18	17. Where will be deliver all the tablets?	N/A
WF COMPUTER SERVICES	06/22/18	1. Considering the extent and size of the contemplated acquisition, extension of time regarding the timeline for Questions and for Submittal of Proposal should be considered to assure the adequate participation of suppliers.	PRDE does not intend to extend the July 12, 2018 proposal deadline
WF COMPUTER SERVICES	06/22/18	2. What if any consideration been given to allow opportunity to PYMES and to comply with % of purchases required by law to this sector?	See Section VI.13 (P.43) - "The Proposer that qualifies for the benefits under the "Act for Investment in the Puerto Rican Industry" (PR Act No. 14-2004) shall indicate the discounted total costs upon application of the corresponding investment parameter on an additional column on the Price Proposal Form. The information provided shall coincide with the content of the Resolution by the Board for the Investment in the Puerto Rican Industry. A copy of such Board Resolution shall be included in the Proposal."
WF COMPUTER SERVICES	06/22/18	3. Are Partnership or Joint Venture allowed among manufacturers,distributors and dealers or independent suppliers to submit proposals?	Yes
WF COMPUTER SERVICES	06/22/18	4. Can the Request be divided into its different components, products and services, to increase suppliers participation?	Proposals are expected to include all products and services requested in the RFP. Proposers should feel free to designate subcontractors, partners, local businesses, etc. to deliver specific components as proposers deem appropriate.
WF COMPUTER SERVICES	06/22/18	5. Can the contemplated Acquisition be divided by Regions?	Yes
WF COMPUTER SERVICES	06/22/18	6. Why is the identification # on this Bid Invitation the same as the one the DE recently canceled?	The duplicate designation was inadvertent. The prior solicitation that was canceled was a bid.
WF COMPUTER SERVICES	06/22/18	7. Are the acquisitions contemplated in this Bid cover the same products as in Bid 2017- 009 and former 2018-001?	The objectives of the referenced RFPs were not the same as the current Mobile Device RFP
WF COMPUTER SERVICES	06/22/18	8. Are DE facilities ready to allow installation of products requested?	Yes
WF COMPUTER SERVICES	06/22/18	9. Has a poll been taken as to available supplier to meet the timelines required in the Invitation.	No

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
WF COMPUTER SERVICES	06/22/18	10. Which Regulation will apply to Protest on Bid Invitation Terms and Conditions and on Bid Adjudication ones.	See VIII.3 (P.51) Award revisions will be governed by the dispositions of the Law of Uniform Administrative Procedures (Law 38 of June 30, 2017, as amended). Any Proposer adversely affected by the decision of the Evaluation Committee may file a request for review with the Puerto Rico Appellate Court . All requests for review must be filed within twenty (20) calendar days from the date of the postmark on the envelope containing the Notice to the Proposer seeking review. Proposers who fail to file requests for review within the twenty (20) calendar-day period waive their right to contest an award. The mere filing of a revision proceeding will not paralyze the RFP proceedings.
WF COMPUTER SERVICES	06/22/18	11. Can the RFP be divided by type of service? May the proposers bid on parts of the RFP instead of the whole project?	Proposers are expected to include all requested equipment and services in their proposals, but may partner or joint venture or subcontract specific components to other parties in their proposal as set forth in the RFP. See Section II.3.C (P.4) that states - "C. Must Demonstrate Ability to Meet Requirements. The Proposer must clearly demonstrate the Proposer's ability to fully meet all of the requirements of this RFP in its proposal, including but not limited to, financial capacity, product quantities, service levels, device tracking, reporting, and professional development." Any Proposer that fails to meet each of the eligibility requirements shall be disqualified from consideration for a lease award.
WF COMPUTER SERVICES	06/22/18	P.4 Quantities are give on page 4, but not divided by regions or grades or special needs students. We can't match the percentages given later on the RFP.	Quantities are shown in section 2.3 A; the percentages referenced in the RFP are PRDE goals for student access to mobile devices. Vendor proposals should be based on quantities, not the percentages.
WF COMPUTER SERVICES	06/22/18	P.4 2E How do you understand is best to reach these percentages? It would be great if we have a more exact quantity each end of the year.	See Section III.2.3.A (P. 9) and rely on the specific mobile device quantity estimates instead of the percentages in preparing proposal
WF COMPUTER SERVICES	06/22/18	P. 4 21 Which parameters are going to be set for the system? Is it something that will only give the basic tutorials? Who is going to produce the videos, courses,tutorials, overall who's going to be responsible for the content and who's going to maintain it and keep it running? Which platforms are preferred, if any? Do you want a membership, where a user/pass word will be needed; do you want that system with different levels of authority?	The section referenced does not appear to pertain to the information on P. 4 of the RFP. Therefore, the it is unclear whether these questions pertain to professional development or devices.
WF COMPUTER SERVICES	06/22/18	P. 5 Who's going to be in charge of technology curriculum?	The selected proposer(s)
WF COMPUTER SERVICES	06/22/18	P. 6 Again we don't have exact numbers to calculate percentages. We also have concerns of the cross industry services. Can we address question (?) about dividing the RFP by service/industry type?	The question concerning percentages is answered above. The second question is unclear.

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
WF COMPUTER SERVICES	06/22/18	P. 6 Isn't a lease an obligation on this RFP?	Yes. See Section II.1 (P.3) which reads as follows: "The Department is interested in selecting the best solution for the deployment and maintenance of mobile devices, technical training and professional development and curriculum integration services for the Department's students and educators. To this end, the Department will consider lease option presented by qualified Proposers and intends to award a lease to one (1) or more qualified Proposers selected to provide the equipment and services requested in this RFP. For purposes of this RFP, in instances where a lease is not specified, references to the term contract shall refer to lease agreement."
WF COMPUTER SERVICES	06/22/18	P. 9 Has the demonstration be in English or Spanish?	English
WF COMPUTER SERVICES	06/22/18	P. 11 How are these cart going to be secured? Who is going to be in charge of the security and protection of such equipment? What will be the procedure after class, and while school is closed? Why students will have the opportunity to take home the devices? Under what circumstances is that child going to take the device out of school? Who will be responsible for that device if is damaged, destroyed, compromised, hacked, etc.?	Each proposer is expected to include in its proposal, information regarding device insurance coverage maintained by proposer and any exceptions, as well as device protection plans available to PRDE. See Appendix II, Section 3.A. PRDE will, in conjunction with selected proposer(s), establish security protocols and procedures for student checkout and after school and home use. In addition, see Section II.C.2.5 (P.20-21) for information on security tracking.
WF COMPUTER SERVICES	06/22/18	P. 11 When is the 1st. training be given? Is there any deadline? Is it in the beginning or end ofthe trimester?	Proposer is responsible for establishing the training schedule. See Section III.C.2.3.3 (P.18) which states that proposers shall submit a project plan and schedule with proposed dates for delivery of professional development services each trimester of the lease
WF COMPUTER SERVICES	06/22/18	P. 12 - 2.3 Students - Is it 1per student or 1per classroom?	There will be of 1 cart with 30 devices per school to be used as a lab. The additional quantity of carts has not yet been determined
WF COMPUTER SERVICES	06/22/18	P. 13 - B Do you want all the devices with the features for students of special need, or do you want a certain quantity only with those features for special needs students? If so, we will need more exact quantities.	All devices
WF COMPUTER SERVICES	06/22/18	p. 14 - c 2.3.1 20 We have concerns about minors capturing images and video that they can then upload to the Internet. These are minors with a device that can upload images and videos of minors in a split second and can turn ugly.	No question presented.
WF COMPUTER SERVICES	06/22/18	P. 15 Tablets Why are you asking for Apple brand when these are more costly, less user friendly and can bring compatibility issues with the laptops when it comes to sharing.	No computer or tablet brand has been specified in the RFP; the only reference to Apple in the RFP pertains to one of the types of acceptable processors for tablets. See P.12

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
WF COMPUTER SERVICES	06/22/18	P. 18 - 2.3.2.1.4 Some of these issues are due to bad practices and management of the devices. This should be addressed by the training personnel.	No question presented.
WF COMPUTER SERVICES	06/22/18	Etching Colored devices should be avoided because it will cause favouritism among users and it could bring issues on the classroom.	No question presented.
WF COMPUTER SERVICES	06/22/18	P. 19 Asset & Inventory Management - "Provide daily transfers to the student obligation information (fees and obligations) in the designated format. "What is this?"	If an alternative asset & inventory management system is proposed, it should allow for seamless integration with the current PRDE systems and requirements.
WF COMPUTER SERVICES	06/22/18	etching Colored devices should be avoided because it will cause favouritism among users and it could bring issues on the classroom.	Proposers should specify how each service is to be delivered.
VERNET	06/22/18	1. Is there is any plan to have these devices in a case?	See Section 2.3.1.1.5 (P. 13) which provides as follows: "In order to provide necessary protection for the device during normal transport, the device must include ruggedized casing or protective cover that is, at a minimum, capable of providing protection for the device sustaining a four-foot drop. If a cover is provided, it must allow schools for to visually identify the device easily. Covers, including all parts, shall be fully covered by the proposer's support. The portable computing device with cover must be highly durable and withstand reasonable and normal daily use by K-12 school students."
VERNET	06/22/18	2. Is there any need for Accidental Damage Coverage Protection for these devices?	Each proposer is expected to include in its proposal, information regarding device insurance coverage maintained by proposer and any exceptions, as well as device protection plans available to PRDE. See Appendix II, Section 3.A. PRDE will, in conjunction with selected proposer(s), will establish security protocols and procedures for student checkout and after school and home use .
VERNET	06/22/18	1. What is the preferred OS – Chrome, Android, or Windows (specify Windows Home or Pro if Windows)?	RFP already specifies Windows for laptops convertibles and Windows or iOS for tablets.
VERNET	06/22/18	2. Would a 2-in-1 device suffice here (over the 1.5lb weight limit), or does PRDE only want strictly a tablet w/out a keyboard?	A 2-in-1 device is not an acceptable alternative for the requested tablets. Detachable keyboards for tablets are optional.
VERNET	06/22/18	3. Would an alternative, comparable processor suffice if the requested Apple A7 processor or Intel Celeron N4100 Processor is not available with the Tablet?	No. PRDE already provided multiple options for processors for both Laptops and Tablets.
VERNET	06/21/18	1. Does the RFP include a request/submission of digital content assets for curriculum resources in the core content areas of English Language Arts, Spanish, Math and Science?	Yes

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
VERNET	06/21/18	2. Can you provide guidance on how many devices will be tablets and how many laptops?	Approximately 18,000 tablets and 141,330 laptops
VERNET	06/21/18	3. Are you interested in tracking other assets outside the scope of this agreement?	Yes. See Section III.C.2.5 (P. 21) which provides that proposals should include an option to install tracking solution previously purchased mobile devices.
VERNET	06/21/18	4. Would you be interested in the option of utilizing RFID to make for more streamlined audit/inventory processes?	Yes
VERNET	06/21/18	5. Would you be interested in utilizing electronic transfer forms with digital signatures?	Yes
VERNET	06/21/18	6. Would you be interested in mobile audit capabilities that support real-time feedback and updates?	Yes
VERNET	06/21/18	7. Would you be interested in tracking textbooks and instructional materials as well?	Yes.
UNITED DATA TECHNOLOGIES	06/25/18	Is Puerto Rico's Department of Education open to using GSA's Schedule 70 for IT services as they are currently eligible to use under GSA's disaster recovery?	Not at this time.
HP	06/22/18	1. Section IV, 1. Service Level Agreement – We need more information about what the PRDE wants in regard to the what should be included in the Service Level Agreement. We need more details about what the PRDE wants in that regard.	Proposers should submit proposed SLAs based on their understanding of PRDE's expectations based on information in the RFP. The terms of the final SLAs will be per Level Agreement. We need more details about what the PRDE wants in that negotiation between PRDE and the selected proposer(s)
HP	06/22/18	2. P. 22 Section IV, 1, A, 1,: How does the PRDE define the replacement service levels?	Replacement service levels are those defined within Section IV, 1, A, 1, b. Replacements vs. repair is left to the discretion of service provider as long as the device meets the minimum requirements for usability.
HP	06/22/18	3, P.22 Section IV, 1, A, 1, b: This section refers to complying with the department's requirements. Can you please explain what those requirements are?	Other than the basic requirements for each device specified in the RFP, additional requirements after repair would have to be defined between the PRDE and vendor.
HP	06/22/18	4. P.22 paragraph 4: This section reads: All general and specific terms and conditions are subject to change by the Department's legal counsel. This should be rewritten to say that: All general and specific terms and conditions are subject to negotiation between the Department and the Vendor.	The terms and conditions in the RFP reflect those approved by PRDE's legal counsel and are not subject to negotiation during the competitive bidding process. The terms and conditions of the lease will be subject negotiation between PRDE and the selected proposer(s).
HP	06/22/18	5. P.27 Section 5, Lease Term:	

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	The RFP defines the three-year lease as starting on Aug 1, 2018 and ending on June 30, 2018. This adds up to 35 months. It needs to be rewritten for example to starting on Aug. 1, 2018 and ending on July 31, 2021 to add up to a three years lease.	The lease is expected to be for a term of 3 years
HP	06/22/18	6. P27, Section 7, Proposer Compensation:	
HP	06/22/18	a. This section reads: "Compensation for services performed under the lease shall not exceed the maximum compensation authorized by the Department therein". What is the maximum compensation authorized by the Department?	The compensation for equipment and services will be negotiated by PRDE and the selected proposer(s)
HP	06/22/18	7. P.28, Section 9, a. Lease Termination	
HP	06/22/18	a. This section reads as follows Termination for Convenience or to Protect the Public Interest. If at any time during the Term of the lease, the Department determines, in its sole discretion, that the services provided by Proposer are no longer in its best interest, the Department may terminate the lease on thirty (30) calendar day's written notice to Proposer. Further, the Department may terminate the lease if the Department determines that the termination is necessary for the protection of the public interest. In either instance, the Department will not pay any early termination charges under the lease. We would like this clause to be revised, as it does not take in effect that both the Proposer's costs and lease factors are incurred at the moment of purchasing the equipment and are not subject to renegotiation at any time during the lease. The same also applies to changes that may occur when the cost of the services increase, situation that is not addressed in the clause.	The lease terms and conditions in the RFP reflect those approved by PRDE's legal counsel and are not subject to negotiation during the competitive bidding process. The terms and conditions of the lease will be subject negotiation between PRDE and the selected proposer(s).
HP	06/22/18	b. The termination clauses included in the Lease Termination are based on an open lease concept. Due to the investments required from the vendors, it is imperative that because of the complexities of this lease, we believe that whatever scenario, the lease should be a closed one.	Proposers should include all conditions and recommended lease terms in their proposals. The specific terms will be negotiated between PRDE and the selected proposer(s)
HP	06/22/18	c. Lease price adjustments should only apply to future, incremental acquisitions of equipment based on the market prices as they are adjusted by the greatest financial markets in US.	The lease terms and conditions in the RFP reflect those approved by PRDE's legal counsel and are not subject to negotiation during the competitive bidding process. The terms and conditions of the lease will be subject negotiation between PRDE and the selected proposer(s).

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	Section 10, Department Revenues	
HP	06/22/18	a. Termination for Convenience or to Protect the Public Interest. If at any time during the Term of the lease, the Department determines, in its sole discretion, that the services provided by Proposer are no longer in its best interest, the Department may terminate the lease on thirty (30) calendar day's written notice to Proposer. Further, the Department may terminate the lease if the Department determines that the termination is necessary for the protection of the public interest. In either instance, the Department will not pay any early termination charges under the lease.	The lease terms and conditions in the RFP reflect those approved by PRDE's legal counsel and are not subject to negotiation during the competitive bidding process. The terms and conditions of the lease will be subject negotiation between PRDE and the selected proposer(s).
HP	06/22/18	b. This area should be available to discuss the amendment and/or interpretation of the contract/.	
HP	06/22/18	Section 11, NO WAIVER:	
HP	06/22/18	a. This clause needs further definitions and should be included under section 9 above.	No question presented
HP	06/22/18	Pag 27- Lease Requirement , the RFP requires to enter on a written lease with the PRDE, but lease contract definition by itself is limited to the companies with proper leasing license not computer manufacturers, our request is to add to the RFP the term "Hardware as a Service" or "Device as a Service," (DAAS). This will allow to quote the services to PRDE monthly without the need for the PRIME contractor to be established as a leasing company.	The use of the term "lease" is not intended to limit vendor participation. Vendors interested in leasing devices to PRDE under a managed services arrangement may submit proposals.
HP	06/22/18	Page 1, Technology Goals E - Within the next three (3) years, we will work to achieve 25% of all our students having mobile devices and for 60% of 6th, 7th and 8th graders having mobile devices in their schools. This means that the Department of Education plan is deploy how many units the years 2018, second 2019 and Third 2020?	PRDE's goal is to distribute approximately 159,330 devices by October 31, 2018; the quantity of any devices to be distributed in 2019 and 2020 has not yet been determined.
HP	06/22/18	Page 3 – (1) OBJECTIVE – which is the maximum number of bidders that PRDE could contract	PRDE intends to issue an award to one or more vendor(s); OSIATD is not aware of any maximum bidder contract limitation.
HP	06/22/18	Pag 4 – PROPOSER ELIGIBILITY- How exactly will be measure the proposer financial capacity	General review of information Financial Statements, including items such as annual net income, assets and liabilities and concentration of credit risk, vendor experience successfully completing other comparably sized projects (references), and recent legal

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	Pag 9- Minimum Device Specification , please define if HP needs to quote different configuration of processors according to the table on page 9 A. Device quantities or if the proposer can decide any processor of the three to quote.	Up to the proposer's discretion. All configurations are there to provide multiple options to proposer. However proposer can present multiple quotes or optimize for a particular configuration.
HP	06/22/18	Pag 9- Device Quantities - the tablets equipment will be for students for Kindergarten through 2nd Grade? this Group will be the last one on the implementation schedule?	Yes, K-2 will receive 18,000 tablets total.
HP	06/22/18	Pag 11 Section 2.3.1 (22) - The industry standard for display resolution for 11.6 inches is 1366 x 768 but the RFP request 1080 x 800, we suggest amending the specification to the industry standard resolution 1366 x 768.	Yes, we will consider the request.
HP	06/22/18	Pag 14, Section 2.3.1.1.5, Four-foot drop is intended for full US Military use. The computer industry standard (MIL-STD-810G) requires drop test from 2.29 feet not 4 feet drop test, we recommend use the MIL-STD-810 industry standard.	The standard is correct but we couldn't find a reference to 4 feet drop being only for military use. Source required.
HP	06/22/18	Pag 12- Minimum Device Specifications- Tablet, The RFP don't specify operating System. We recommend Windows 10 in order to be fully compatible with PRDE platform, PRDE current applications and also full compatible with all security requirements specify on page 20 Asset & Inventory Management	The recommended OS is either Windows 10 or iOS.
HP	06/22/18	Pag 12, Tablet Four-foot drop is intended for full US Military use. The computer industry standard (MIL-STD-810G) requires drop test from 30 inches or 2.5 feet not 4 feet drop test, we recommend use the MIL-STD-810 industry standard.	The standard is correct but we couldn't find a reference to 4 feet drop being only for military use. Source required.
HP	06/22/18	Pag 12 – Tablet - we suggest including Intel Atom Processor (1.4Ghz 2MB Cache 4 cores) on the list of certified Processor for this item.	The CPU's listed are minimums for benchmark purposes; processors that are more powerful are allowed. The Intel Atom Processor (1.4 Ghz 4 core) would meet the requirement
HP	06/22/18	Pag 15 -Requested equipment and services 2.3.3 Device Services	
HP	06/22/18	Imaging & Configuration Services	
HP	06/22/18	1. Based on the requirements above, image creation is a requirement, but in the next bullets, it states that PRDE will provide the image prior to deployment.	What matters here is that the PRDE will set the requirements i.e. what needs to be included in the image. The image will likely be created by the PRDE.
HP	06/22/18	• Create streamlined custom image per device model	"
HP	06/22/18	• Custom imaging, including network domain join prior to delivery, custom lock screen (including serial number readable by QR scanners, serial number in text format, identification of educator devices, and school location number)	"
HP	06/22/18	• PRDE will provide the image prior to deployment. Image must best have tested in a PRDE location prior to approval.	"

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	• Installation of specified programs and apps, such as the latest version of Microsoft Office, McGraw Hill modern app, and Adobe Reader prior to delivery to	"
HP	06/22/18	• Assign names to devices following PRDE protocol	"
HP	06/22/18	• Configure devices to meet individual school requirements	"
HP	06/22/18	• Perform all required post-image configuration steps prior to site delivery	"
HP	06/22/18	• Store and provide image files for PRDE	"
HP	06/22/18	2. Can you please clarify if what is required is the image creation and PRDE will provide the necessary data for its creation, or if PRDE will provide the created image and only image testing and loading is required?	PRDE will provide the created master image; vendor will conduct image testing and loading.
HP	06/22/18	3. If confirmed that image creation is required, please specify the quantity of images needed (i.e. one per school per model), type of image, operating system.	N/A
HP	06/22/18	4. Please provide the list of applications that are needed to include in the	N/A
HP	06/22/18	• Configuration, Delivery & Deployment Services	
HP	06/22/18	Based on the deployment period stated in the RFP, the estimated deployment of 159k devices is expected to be completed in 3 months. Is this understanding correct?	Yes
HP	06/22/18	• Commence deployment in August 2018 prior to the start of the 2018-2019 school year according to the Proposer's project plan and schedule with proposed deployment dates, with the objective of all devices being deployed by the end of October 2018. This the deployment expected to happen in business hours or extended hours?	Regular business hours
HP	06/22/18	Asset & Inventory Management	
HP	06/22/18	What is the asset management tool currently used by PRDE?	Peoplesoft
HP	06/22/18	Are the licenses of the tool owned by PRDE? Will PRDE provide the vendor with access to the Asset Tracking Management tool?	Yes. The access will depend of the approach presented by the vendor.
HP	06/22/18	Technical Support Services	
HP	06/22/18	Does PRDE require resident technicians on site? If so, in which sites and in what schedule? What kind of issues are required to have onsite troubleshooting? Is it limited to HW break Fix? What is PRDE's ticketing system?	No, the troubleshooting can be done remotely. The problem can include software problems when they are related to the device. PRDE has a new Ticket System custom developed for the Department.
HP	06/22/18	Call Center/Help Desk	
HP	06/22/18	Does PRDE need a dedicated call center?	Yes

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	Please provide the details on the extended hours of operation required (i.e. if 24 x 7 support is required)	Proposers should identify proposed hours of operation (regular and extended) in their Call Center/Help Desk Plan (P.17)
HP	06/22/18	What kind of events are expected to be solved at the help desk? Is it limited to HW Break Fix events?	Ticket management and remote troubleshooting. It can be related to software in the device.
HP	06/22/18	What is the estimated volume of calls expected per month?	This information is not available at this time
HP	06/22/18	Do you have data on call type, volume, duration and complexity history? If so, can you please provide the data for the last 12 months?	No this information is not available at this time
HP	06/22/18	What percent of user contacts are resolved on first contact?	No way of knowing at this time, since this calls will be related to the devices. In terms of device related issues, less than 20% are resolved on the first contact.
HP	06/22/18	Are there any SLA expectations for call center, or is the PRDE accepting SLA proposals from the vendors?	Proposers are expected to include SLAs for proposed services with their proposal, as specified in Section IV
HP	06/22/18	Repairs [Ticket System]	
HP	06/22/18	Please provide the addresses to each of the sites where the repair centers are needed.	PRDE has schools all over Puerto Rico and needs a plan on where to best locate those sites to attend all regions. As long as the selected vendors can meet the timelines specified in the RFP for average turnaround, it us up to the vendors' discretion.
HP	06/22/18	With the local repair center requirement, it is our understanding that resident technicians are required in the 4 (or more) sites. Is our understanding correct?	The selected vendor(s) required to have a local repair center in at least four (4) sites throughout the Island.
HP	06/22/18	2.3.4 Accessories	
HP	06/22/18	Is there historical data on how often the accessories need to be replaced/added? What is a typical list of accessories that the PRDE can determine are needed?	Keyboards are the most typical accessories that might need replacement in the case of this RFP. Average churn in other districts is close to 10% a year.
HP	06/22/18	2.3.5 Estimated Repairs	
HP	06/22/18	Is there an estimated expected maximum of non-covered repairs?	No, not at this time.
HP	06/22/18	Cart services	
HP	06/22/18	26. Please provide the volume of carts per location to be delivered.	Each cart should carry a maximum of 30 devices but the actual distribution of carts per school depends on student enrollment. Some regions will likely receive more carts than others due to student enrollment distribution. More details can be provided upon request.
HP	06/22/18	LEASE TERM	
HP	06/22/18	We understand, based on the above, that the leasing period for the devices is of 3 years. However, in the device description and support, it is stated that the device lifecycle is of 5 years. Will the devices be leased and supported for 3 years, or for 5 years?	3 years, plus any renewal lease-end purchase or renewal
HP	06/22/18	Page 1 SECTION 2 TECHNOLOGY GOALS	

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	2.G. Evaluate technology competencies of teaching staff.	
HP	06/22/18	The Evaluation is one time only or continue and regular basis? If continue and regular basis? What's the frequency? All the time?	The evaluation is to be done in three phases. The phases are separated through the school year.
HP	06/22/18	2.K. For all of our educators to feel confident to support students' growth as digital citizens.	
HP	06/22/18	How to measure growth? On engagement and use of the technology? (devices)	Yes, that is part of the analysis.
HP	06/22/18	2.O.C. Demonstrate use of tech tools outside of class	
HP	06/22/18	How will be measure ?	Project-based learning results.
HP	06/22/18	2.O.G. Demonstrate and practice safe, responsible and legal use of technology	
HP	06/22/18	What Analytics are needed to validate this "practices"?	The analytics will be developed at a later date..
HP	06/22/18	Pag 8 -SECTION III. REQUESTED EQUIPMENT AND SERVICES	
HP	06/22/18	<i>INTRODUCTION</i>	
HP	06/22/18	Are all devices managed with Microsoft SCCM today? It's a requirement all to be managed by SCCM in the future?	We would like to see multiple options to manage devices.
HP	06/22/18	What if? the proposed Security solution can guaranty the availability and health of the SCCM agents on the devices? Based on Self-Healing technology available thought most OEMs In order to always have SCCM functionality in all devices.? It will affect the RFP evaluation score of the entire solution positively and will be binding for the total evaluation? Or will be taken as just "value add" or "nice to have but not required" with not affect at all?	It would be considered beneficial, not it is not a requirement.
HP	06/22/18	Provide Self-healing capability of BIOS based auto-regeneration and recovery is becoming an industry standard and we recommend considering include this feature as a mandatory requirement for all PRDE devices. In order to increase and guaranty availability and functionality of the devices and their mission critical management and security agents.	Optional.
HP	06/22/18	Page 9 2.3 - PERSONAL COMPUTING DEVICES	
HP	06/22/18	C. Device Functional Requirements	

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	Are the devices required to provide a self-healing capability on BIOS to regain control in case of attack, lost or stolen or being restore or reset to default factory values or in case of hardware failure like hard-drives or storage unit's replacements or main motherboard replacements, the device should provide capabilities to auto-regenerate the security solution agent to maintain and provide integrity and control of all devices all the time?	Optional.
HP	06/22/18	Imaging & Configuration Services	
HP	06/22/18	Custom imaging, including network domain join prior to delivery, custom lock screen (including serial number readable by QR scanners, serial number in text format, identification of educator devices, and school location number) – Question. The feature of custom lock screen including serial number must be designed/developed by the PRDE at the moment of creating the image since technically in Windows 10 it is not possible to do it after the image has been created	PRDE will create the image the vendor(s) will use to install on devices. Note: At this time, there is no domain to join at school level; the computer information can be included on the image but only on the desktop.
HP	06/22/18	Considering this, it is a technical prerequisite of windows 10. We request that this item be removed from the RFP since the image will be created by the PRDE.	
HP	06/22/18	Store and provide image files for PRDE. – Question. HP Inc can comply this item, storing through web server by FTP during one (1) year from a security way. Please confirm the image size.	Depends. Only if PRDE will actually end up creating image.
HP	06/22/18	Etching	
HP	06/22/18	Laser etching or affixing a permanent tamper-proof label with the PRDE logo and the words "Property of PRDE/OSIATD" or "Leased to PRDE/OSIATD," as applicable. Colored device bodies with laser engraving are optimal. Content, size, and location of etching will be determined by the PRDE. (Could include custom numbering per asset.) – Question. Please clarify about the required Service. So, If PRDE does request that PRDE logo must be printed over Notebooks carcasses with a several words, is this possible to do with laser printing technology. But, if PRDE does request to include custom numbering per asset this is possible to do with Asset Tagging through stickers. Please indicate which services is required, or both of them.	If they are equally reliable or not drastically different in reliability. PRDE would prefer the fastest one, in the sense that it doesn't delay deployment. However, if the most reliable choice can be ready on time, then we would prefer that option. Knowing the difference in cost would also be helpful. It would be one or the other, we would not employ multiple options.
HP	06/22/18	Page 14 - 2.3.1.1.7 Device Theft Prevention	
HP	06/22/18	<i>The Theft-prevention solution must provide:</i>	

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	Self-healing mechanisms in BIOS to auto-regenerate the security Agents to always provide control and monitoring to prevent theft and always be available in case of theft or stolen or lost, and ability to reinstall in case of factory reset or format or any other attack	Optional.
HP	06/22/18	Equipment Recovery? Means the capability to provide asset replacement? Cost replacement? Locate the missing or stolen device (devices) and physically recover them and bring them back to the PRDE?	The capability to provide asset replacement or locate the missing or stolen device.
HP	06/22/18	Provide Self-healing capability of BIOS based auto-regeneration and recovery is becoming an industry standard and we recommend considering include this feature as a mandatory requirement for all PRDE devices. In order to increase and guaranty availability and functionality of the devices and their mission critical management and security agents.	Optional.
HP	06/22/18	2.3.2.1 Minimum Functionality Specifications	
HP	06/22/18	2. Ability to configure multiple aspects of the device, such as security settings, wireless profiles user accounts, device restrictions, etc. Describe mass configuration capabilities. Inside and Outside of PRDE network? Over the internet?	Teacher devices should work inside and outside the PRDE network. Student devices can optionally work inside the PRDE network only.
HP	06/22/18	9. Ability to receive policies and updates through SCCM	
HP	06/22/18	What if the solution provides self-healing capability on BIOS to SCCM, in order SCCM cannot be uninstal or discomfiture? These will guarantee and secure the SCCM availability to provide its function and value to PRDE, is this additional functionality affect the evaluation points and binding to the overall solution?	No, this capability alone will not affect evaluation points, but vendors should consider proposing SCCM or self-healing capability if they believe it will provide better service to PRDE.
HP	06/22/18	Provide Self-healing capability of BIOS based auto-regeneration and recovery is becoming an industry standard and we recommend considering include this feature as a mandatory requirement for all PRDE devices. In order to increase and guaranty availability and functionality of the devices and their mission critical management and security agents.	Optional.
HP	06/22/18	2.3.2.1.3 Software Restore	
HP	06/22/18	Is this to operate inside PRDE network or outside as well, over the internet?	Teacher devices should work inside and outside the PRDE network. Student devices can optionally work inside the PRDE network only.

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	What if the solution provides self-healing capability on BIOS to SCCM, in order SCCM cannot be uninstall or discomfiture? These will guarantee and secure the SCCM availability to provide its function and value to PRDE, is this additional functionality affect the evaluation points and binding to the overall solution?	This question is answered above.
HP	06/22/18	if the device is restored to factory settings or format and restore with a generic OS due to hardware replacement like hard drive replacement, etc, etc... is possible SCCM with not be part of the restore, but what if, the solution can restore SCCM via BIOS restore of the security solution and always secure the availability of SCCM on all devices?	It would be considered a beneficial capability.
HP	06/22/18	Page 15 2.3.3 Device Services	
HP	06/22/18	<i>Device Services:</i>	
HP	06/22/18	<i>Imaging & Configuration Services</i>	
HP	06/22/18	Once create these "Gold Images" what if the solution could provide capabilities to enforce those "Gold Images" even after the devices are ship to all schools in order to always enforce require applications and configuration are always available, all the time and everywhere to all devices even if the devices are restore to factory settings or format the hard drive or hardware replacement like hard drive or main motherboard is replace?	It would be considered by the evaluation committee.
HP	06/22/18	Is this functionality just a value adds? Or will be added to the evaluation points and binding to the solution?	No, this capability alone will not affect evaluation points, but vendors should consider proposing this capability if they believe it will provide better service to PRDE.
HP	06/22/18	Page 16 -Asset & Inventory Management	
HP	06/22/18	<i>Integration with the SIFDE and SIE systems</i>	
HP	06/22/18	What is SIFDE and SIE? And what kind of integration is required?	No integration is needed.
HP	06/22/18	The security solution and Asset Management solution provide public API for integration from external applications, is that enough?	More information is required to answer the question.
HP	06/22/18	Or active integration moving data both ways is required? If so? What kind? Please may you describe in detail every process and every data exchange? Schema, transactions, etc.	This information is not available at this time.
HP	06/22/18	<i>Allow for nightly updates of student and educator data / What? Please explain in detail?</i>	LMS, and other educational tools.
HP	06/22/18	<i>Customizable to meet all PRDE requirements /Please explain? and limit scope.</i>	The tool should be adaptable to meet PRDE needs as specified prior to implementation.

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
HP	06/22/18	Track all device movement in logs / This refer to GEO-LOCATION? Or just administrative assignments? Both?	Both
HP	06/22/18	Page 20 2.5 Mobile Device Location and Utilization Tracking	
HP	06/22/18	The capability to locate the stolen and missing device and the remote locking of the device, it should persist even after the device is restore to factory settings? Re-image? It has firmware upgrade/downgrade? It always should be able to locate or lock the device? Right? And even provide offline locking/unlocking?	Ideally it would persist past factoring settings.
HP	06/22/18	These Mobile capability is not limited to just SMARTPHONES or Tables, but to all Laptops, Netbooks, Desktop, Chromebooks, actual or in the future devices?	Correct. It should be a tool what PRDE can use with current equipment, and continue to use with future equipment.
HP	06/22/18	Page 17- Professional Development and Curriculum Integration	
HP	06/22/18	• The professional development training will be limited to the 30,000 teachers and support staff?	30,000 teachers
HP	06/22/18	• Will training sessions be required also for groups of students? For how many students?	No
HP	06/22/18	• The Technology Integration Curriculum will only be offered during the professional development sessions? Is there a requirement to also submit a technology integration curriculum or several lesson examples for K-12 grades?	Yes
HP	06/22/18	• Will the PRDOE provide locations for the Instructor Led training sessions, or should the provider arrange for the venue locations?	Both
HP	06/22/18	• Will the Train the Trainer strategy be accepted as a Professional Development alternative? If so, is there a minimum number of Trainers, employees of the PRDOE, to be trained?	No
HP	06/22/18	To allow sufficient time to build a complete and robust solution post the responses on the questions submitted, we respectfully ask to consider an extension of the proposal delivery date for July 27.	PRDE does not intend to extend the July 12, 2018 proposal deadline

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
---------	------	-----------	---------------

QUESTIONS ASKED DURING PRE-PROPOSAL CONFERENCE ON 6-28-18

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
CARIBBEAN DATA SYSTEM	06/28/18	How many devices will the Department need for deployment in August 2018?	A minimum of 30,000.
CARIBBEAN DATA SYSTEM	06/28/18	Will it be a requirement to have a demo of the cart in the finalists' presentation?	Instructions and scope of demonstrations will be provided to selected finalist vendor(s).
CARIBBEAN DATA SYSTEM	06/28/18	How many devices do you estimate will be assigned to Special Ed Students and Students and Educators with Disabilities?	Unknown at this time.
CARIBBEAN DATA SYSTEM	06/28/18	How many devices do you expect to be laptops and how many do you expect to be tablets?	18,000 tablets and 141,330 laptops.
CARIBBEAN DATA SYSTEM	06/28/18	It is a mandatory requirement to have "four (4) sites throughout the Island" or could it be possible to comply with just having technicians throughout the island	The RFP requires a minimum of 4 sites, but the vendor(s) may propose fewer sites so long as there are sufficient sites to reach all schools throughout the island in compliance with SLA response time requirements.
CARIBBEAN DATA SYSTEM	06/28/18	On section 2.3.A, page 9, is established 1 cart per school in the School Labs for a total of 26,130 devices. How many carts do you expect will be necessary, one (1) for each School Lab (845) or one (1) for every 30 devices (871)?	There will be 1 cart for each school, and each cart should contain 30 devices.
CARIBBEAN DATA SYSTEM	06/28/18	Why the PRDE shall withhold a 10% Retainage if there's a Performance Bond? This usually apply in construction projects.	The retainage is to ensure ongoing compliance with SLA and professional development requirements throughout the term of the lease. The Performance Bond would be used to offset PRDE costs in the event the selected vendor(s) defaults under the contract and PRDE has to find other vendor(s) to complete the services.
CARIBBEAN DATA SYSTEM	06/28/18	On page 26 you mentioned a "proposal guaranty (bid) bond in an amount equal to 15% of the total proposal price", but on page 45 says "Proposers shall be required to include a proposal (bid) bond with their proposal, which bid bond shall be in an amount equal to 15% of the Proposer's first year price total in its price proposal". Please clear out which of the two is correct.	CORRECTION: The bid bond should be 15% of vendors' <u>1st year</u> price total. .
CARIBBEAN DATA SYSTEM	06/28/18	Please clarify what do you mean by "The Department further reserves the right to reduce services at any time during the term of the lease, without penalty or fee".	Any fees or penalties to be charged PRDE for early termination of the lease would be as negotiated in the lease by PRDE and selected vendor(s).

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
CARIBBEAN DATA SYSTEM	06/28/18	On whose behalf the proposal (bid) bond shall be done, Secretary of Treasury or Department of Education?	Commonwealth of Puerto Rico Secretary of Treasury.
CARIBBEAN DATA SYSTEM	06/28/18	Will the lease be made in one order or in several?	Probably in more than one (1) order.
CARIBBEAN DATA SYSTEM	06/28/18	On section 2.3.1, "Minimum Device Specifications" on page 11, you required a RJ-45 port. Could a RJ-45 adapter be accepted as a port?	RJ-45 port is optional, but no adapters.
CARIBBEAN DATA SYSTEM	06/28/18	The auction can be awarded by lines to several vendors?	PRDE may award a contract to one (1) or to more than one (1) vendor for all services requested in the RFP.
SESCO TECHNOLOGY SOLUTIONS	06/28/18	Can you specify the total amount of device of laptops, tablets and mobile carts that will be acquiring on the first staage of this project?	159,330.00
SESCO TECHNOLOGY SOLUTIONS	06/28/18	Will Do award only one supplier for all goods and services?	PRDE may award a contract to one (1) or to more than one (1) vendor for all services requested in the RFP.
SESCO TECHNOLOGY SOLUTIONS	06/28/18	Are the equipment and service going to be ordered in a sole Purchase order?	Funding for the full lease will be appropriated by PRDE prior to the start of the agreement.
WF COMPUTER	06/28/18	Does the Project Manager in charge of the trainig services as well? Or only inventory control?	Vendors are expected to select project staff/resources and assign responsibilities as they deem most appropriate for delivery of services.
SESCO TECHNOLOGY SOLUTIONS	06/28/18	Can a small business company participate based only on segments based on its financial capacity?	Yes. See Section VI.13 of RFP (Investment in Puerto Rico Industry).
SESCO TECHNOLOGY SOLUTIONS	06/28/18	Can vendor email Letters of Intent instead of hand deliver	Yes, the RFP states that Letters of Intent are to be emailed to osiatdproposal@de.pr.gov
UNITED DATA TECHNOLOGIES	06/28/18	What is the new ticket system? Does it have API capabilities?	The system is in the process of being developed; no additional information is available at this time.
UNITED DATA TECHNOLOGIES	06/28/18	Are only the Prime expected to submit Letter of Intent?	Yes
UNITED DATA TECHNOLOGIES	06/28/18	Content filtering - What are you using?	Fortinet web filtering.
UNNAMED	06/28/18	Did the Department consider an acqusition vs a lease?	Yes and ultimately decided on the lease option.

REQUEST FOR PROPOSALS (RFP) NO: PRDE-OSIATD-FY2018-001
PRDE-OSIATD MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS (6/28/18)
PUERTO RICO DEPARTEMENT OF EDUCATION - RESPONSES TO VENDOR QUESTIONS

NOTE: VENDOR QUESTIONS WERE COPIED FROM DIRECTLY FROM VENDOR EMAILS AND WERE NOT EDITED

COMPANY	DATE	QUESTIONS	PRDE RESPONSE
COMPUTERLINK	06/28/18	Is the 10 month storage still a requirement if you are deploying all devices by end of October?	No, extended storage is not required given the accelerated deployment schedule.
UNNAMED	6/18//18	Will the awarded contract be affected by the election?	Any conditions of the lease agreement, including possible changes due to an election, will be identified by PRDE legal counsel and included in the agreement.
UNNAMED	06/28/18	Is HDMI mandatory?	HDMI is mandatory on laptops.
UNNAMED	06/28/18	o Question: Does RFP Include q request/submission of digital content assets for curriculum resources in the core content areas of English, Arts, Spanish, Math and Science? - Page 6/17.	Yes, sample curriculum should be submitted and included in the training materials
UNNAMED	06/28/18	Will PRDE post a list of all vendors that attended the pre-proposal vendor conference	Yes
UNNAMED	06/28/18	Who installs images if a full image change is required sometime during the 3 years, not before delivery?	OSIATD will install if a full new install is subsequently required and <u>will need to be able to do so remotely.</u>
UNNAMED	06/28/18	Does PRDE require to have image on the tablets as well? What about Apple devices?	Yes for both. OSIATD will provide the image but vendors should identify an available tool for making mass changes.
UNNAMED	06/28/18	What would be the repercussion if negotiations with selected vendor(s) are not satisfactory? Would there be any penalties?	The award to the vendor(s) would be revoked and PRDE would consider awarding to other responsive vendor(s). There would not be any penalties for failure to reach a final agreement.
UNNAMED	06/28/18	What is required for the finalist demonstrations?	Instructions and scope of demonstrations will be provided to selected finalist vendor(s).