

The State of Mississippi seeks to acquire 6,000 to 12,000 personal computers and related services to support Governor Musgrove's initiative of placing an Internet-accessible computer in every public elementary and secondary classroom in Mississippi by the end of 2002.

We would appreciate your taking a few moments and responding to this reference check via email. We are using email hoping you will be able to respond quickly and at your convenience, without phone interruptions to your otherwise busy schedules. We thank you in advance for your assistance and hope that we may be able to return the favor at a future date. If at all possible, we would appreciate a response ASAP, but no later than 5:00 PM, Friday, July 21, 2000.

Please BOLD your responses to the questions in Italics.

Reference Questionnaire - Project: Governor Musgrove's Initiative for a PC in every classroom

Date: 07/19/2000

Proposal Submitted By: **Dell**

Reference: ***Palm Beach County School District (FL)***

Reference Contact Information:

Name: ***Larry Padgett (Conversation with Kelly Riley, July 21, 2000, 9:53 a.m.)***

Title: ***Director of Network Services***

Phone #: ***561-434-8223***

E-mail address: ***lpadgett@palmbeach.k12.fl.us***

Mr. Padgett asked if he could give a quick summary to begin. His district currently has 50,000 PCs, 18,000 of which are Dells. His district utilizes the Enterprise Tier System for vendors and Dell has won the volume quotes for multiple projects. Dell's current project involves placing 1,700 computers on middle school teachers' desks.

What were the dates of the Project?

Proposed Start:

Proposed End:

Actual Start:

Actual End:

Padgett said that the multiple projects all had different dates, but that Dell has always delivered on time. Every project has been "top drawer" and Dell "has delivered."

What was the scope of the project?

Dell's current project involves placing 1,700 computers on middle school teachers' desks.

What hardware was acquired from this Vendor for this project?

If PC's were acquired:

a) What was the configuration of the system? ***The current configuration will utilize Windows 2000 for the teachers. Past projects included Windows 95 and Windows 98.***

b) How many systems were acquired from this Vendor? ***This project involves 1,700. Have had as small as 50 machines.***

What services were acquired from this Vendor for this project?

Project Cost Information:

Proposed cost?

Actual cost?

Note: If actual > proposed: What is the justification for the difference?

Padgett didn't have specifics, but said that, overall, there have been no discrepancies. They utilize volume quotes to the entire tier. His district's price with Dell has been far below the state contract price and, from his inquiries and research, they are getting the best price in the nation. Dell has outstanding pricing.

Was the project successfully completed on schedule? **Yes / No**

If no, please justify the schedule slippage.

Was the project outcome used as the basis of additional work? If so, what?

Dell is very timely and goes the extra mile to ensure it. For example, the district had a small project that involved 50-60 machines. They were being trucked in and the truck broke down in another state. Dell rented another trucking line to go to the disabled truck, unload the machines and load them on the new truck. Dell worked through the weekend to ensure the installation was completed on time. Dell did all of this at no additional cost to the district.

Project Communication Information:

Did the contractor keep you informed about potential issues pertaining to the project? **Yes / No**

85-90% great communication rate. Overall very good. Padgett offered that the key to good communication will be the our state employee assigned as the contact/project manager. We need to make sure that this person has the clout with and respect of Dell for active response if there is a problem.

On a scale of 1 to 10: What is your overall satisfaction with the vendor?

9.

Would you hire this vendor again? ***Absolutely if they are the volume quote winner.***

If not, why?

Please note other relevant comments.

Dell has been able to deliver when the Big 3 couldn't. IBM hasn't responded. COMPAQ has had some problems delivering and he has heard this from other entities as well. HP hasn't been too responsive. Dell is doing a superb job. Padgett raised this flag of awareness: The coordinated delivery of this state-wide project involving delivery to multiple sites around the state, will be different than his experience where Dell delivered to his district, although it is the 3rd (?) largest district and the largest county geographically. While attending a Gardner conference last year, Padgett did hear concerns expressed over Dell's delivery outside the U.S. on the multi-national level (i.e., multiple sites in multiple countries for one company). He hasn't ever heard any concerns expressed concerning delivery to multiple sites here in the U.S.

Again thanks in advance for your assistance with this matter.

Cheryl Yelverton
Technology Consultant
Information Technology Services (ITS)