

OFFICIAL RECORD DOCUMENT # [4.E-2 VENDOR REFERENCES\\_EVERTEC GROUP](#)  
PRDE-OSIATD-2018-003-WIRELESS EQUIPMENT AND SERVICES

## REFERENCE QUESTIONNAIRE

### PUERTO RICO DEPARTMENT OF EDUCATION RFP OSIATD-FY2018-003-WIRELESS EQUIPMENT AND SERVICES

REFERENCE NAME (Company/Organization): Sistema Universitario Ana G. Méndez  
PROPOSER (VENDOR) NAME (Company/Organization): EVERETEC intends to submit a proposal to Puerto Rico Department of Education in response to the Department's RFP for wireless network equipment and services.

#### INSTRUCTIONS TO INDIVIDUAL COMPLETING REFERENCE QUESTIONNAIRE:

1. Complete **Section I. RATING** using the Rating Scale provided.
2. Complete **Section II. GENERAL INFORMATION** (*This section is for information only and will not be scored.*)
3. Complete **Section III. ACKNOWLEDGEMENT** by manually signing and dating the document. (*Reference documents must include a manual actual signature.*)
4. E-mail **THIS PAGE** and your completed reference document, **SECTIONS I through III** to [osiatdproposal@de.pr.gov](mailto:osiatdproposal@de.pr.gov).
5. This completed document **MUST** be received no later than 4:00 p.m. on January 4, 2019 AST. Reference documents received after this time will not be considered. References received without a manual signature will not be accepted.
6. DO **NOT** return this document to the Proposer (Vendor).
7. The Puerto Rico Department of Education may contact references by phone for further clarification if necessary.

**REFERENCE QUESTIONNAIRE  
 PUERTO RICO DEPARTMENT OF EDUCATION  
 RFP NO. OSIATD-FY2018-003-WIRELESS EQUIPMENT AND SERVICES**

Sistema Universitario Ana G. Méndez

**REFERENCE NAME:** \_\_\_\_\_

**PROPOSER (VENDOR) NAME :** EVERETEC

**Section I. RATING**

Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

**RATING SCALE**

| CATEGORY                       | SCORE |
|--------------------------------|-------|
| Poor or Inadequate Performance | 0     |
| Below Average                  | 1 – 3 |
| Average                        | 4 – 6 |
| Above Average                  | 7 - 9 |
| Excellent                      | 10    |

1. Rate the overall quality of the vendor's services:

10 9 ~~8~~ 7 6 5 4 3 2 1 0

2. Rate the response time of this vendor:

10 9 ~~8~~ 7 6 5 4 3 2 1 0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. *(This pertains to delays under the control of the vendor):*

10 9 8 ~~7~~ 6 5 4 3 2 1 0

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

10 9 8 7 ~~6~~ 5 4 3 2 1 0

5. Rate the knowledge of the vendor's assigned staff and their ability to accomplish duties as contracted:

10 9 8 ~~7~~ 6 5 4 3 2 1 0

6. Rate the accuracy and timeliness of the vendor's billing and/or invoices:

10 9 8 ~~7~~ 6 5 4 3 2 1 0

7. Rate the vendor's ability to resolve a problem related to the services provided quickly and effectively:

10 9 8 ~~7~~ 6 5 4 3 2 1 0

8. Rate the vendor's flexibility in meeting changing business requirements:

~~10~~ 9 8 7 6 5 4 3 2 1 0

9. Rate the likelihood of your company/organization recommending this vendor to others in the future:

10 9 ~~8~~ 7 6 5 4 3 2 1 0

**Section II. GENERAL INFORMATION**

1. Please include a brief description of the products and services provided by this vendor for your business/organization and any other comments you would like to provide:

Compra/venta de WAP y sus controladoras para reemplazar la red existente de SUAGM. El servicio con EVERTEC se limitó a parte comercial (cotización, venta, entrega y facturación) solamente. Personal de SUAGM estará a cargo de la instalación y configuración del equipo.


2. During what time period did the vendor provide these services for your business?

Month: 01 Year: 2018 to Month: 12 Year: 2018

3. Annual Value of Contract: \$ \$162,848

**Section III. ACKNOWLEDGEMENT**

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:

  
Signature of Reference

12/18/2018  
Date

Raymond Arce  
Print Name

Gerente de Telecomunicaciones  
Title

787 751 0178 x 7234  
Phone Number

raarce  
Email address