

REFERENCE QUESTIONNAIRE
PUERTO RICO DEPARTMENT OF EDUCATION RFP OSIATD-FY2018-001
MOBILE DEVICE TECHNOLOGY AND SERVICES FOR NEW GENERATION SCHOOLS

REFERENCE NAME: Maribel Rivera Viera

PROPOSER (VENDOR) NAME : Computer Network

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:

El Suplidor ha provisto la compra de equipos eficazmente.

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

Month: Julio Year: 2017 to Month: _____ Year: al Presente

Section III. ACKNOWLEDGEMENT

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

[Handwritten Signature]
Signature of Reference

Marisel Rivera Viera
Print Name

(787) 773-6193
Phone Number

Rivera_Marie@de.pr.gov
E-mail address

18 / julio / 18
Date

Aux. Administrativo I
Title