

**REFERENCE QUESTIONNAIRE  
 PUERTO RICO DEPARTMENT OF EDUCATION  
 RFP NO. OSIATD-FY2018-002-MOBILE DEVICES, PROFESSIONAL DEVELOPMENT AND  
 PROJECT MANAGEMENT**

**REFERENCE NAME:** Nilda L. Ortiz Valdés

**PROPOSER (VENDOR) NAME :** Camera Mundi

**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

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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**

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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:

The vendor provided technological equipment: computers and educational equipment for technological centers of language arts, math, science and technology. The centers included the infrastructure and furniture (desks and chairs). The vendor provided workshops about the use, management and integration of the technology in the classroom. They also provided professional development.

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

Month: September Year: 2007 to Month: May Year: 2015

**Section III. ACKNOWLEDGEMENT**

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

*Nilda L. Ortiz Valdés*

Signature of Reference

September 10, 2018

Date

Nilda L. Ortiz Valdés

Print Name

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