

REFERENCE QUESTIONNAIRE

PUERTO RICO DEPARTMENT OF EDUCATION RFP OSIATD-FY2018-002-MOBILE DEVICES, PROFESSIONAL DEVELOPMENT AND PROJECT MANAGEMENT

REFERENCE NAME (Company/Organization): Mrs. Myrna Rivero Serra, School Director
Rosalina Caraballo de Martinez School
San Juan Education Region,
Department of Education

PROPOSER (VENDOR) NAME (Company/Organization): Global Education Exchange
Opportunities, Inc. GEEO, Inc.

intends to submit a proposal to Puerto Rico Department of Education in response to the Department's RFP for Mobile Devices, Professional Development and Project Management.

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.
5. This completed document **MUST** be received no later than 4:00 p.m. on September 28, 2018 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-FY2018-002-MOBILE DEVICES,
 PROFESSIONAL DEVELOPMENT AND PROJECT MANAGEMENT**

REFERENCE NAME: Mrs. Myrna Rivero Serra, School Director
Rosalina Caraballo de Martinez School

PROPOSER (VENDOR) NAME: Global Education Exchange Opportunities, Inc.

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 provide 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:

(0) 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:

(0) 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:
0 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:
0 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:

I have known the vendor since 2013. Our schools planning committee selected this vendor in 2013, for the positive experience and the results they enabled similar schools to achieve in the San Juan and Bayamon education regions.

When I started working with this vendor, I had more than 25 years of experience as a teacher, yet was my first year as principal in a complex school. Student achievement in our school was poor, two thirds where teachers with little or no technology skills and one-third were new teachers to the system with high technological proficiency.

The vendor provided support to identify the needs and the assets of the entire school including the principal, the teachers, the student, support staff, parents, and the community. The vendor guided the school in developing a school technology plan and based on that supported the identification, purchase, inventory and equipment management and use in the school.

The vendor designed an individualized assessment of the teachers' pedagogy, content and technological literacy skills. This assessment was administered at the beginning and at the end of each year, and facilitated how I documented teachers progress.

With our planning committee, during the summer of year 3, the vendor designed and implemented a Teacher Technology Camp. The training was followed with year-round coaching support. As a result, most of the senior teachers learned to use the different electronic platforms required by the DOE, as well as began integrating and using online resources in the classroom. In summary, I fully and without hesitation support the vendor

to have the knowledge, skills and resources to design and implement a professional development program for the effective integration of technology in schools in Puerto Rico.

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

Month: May Year: 2013 to Month: June Year: 2018

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

October 3, 2018

Date

Myrna Rivero Serra, M.Ed.

Print Name

School Director

Title

(939) 644 – 2601

Phone Number

onixleerivero@me.com

Email address