

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

**REFERENCE NAME:** Ana Cortés - Superintendencia de Escuelas Católicas de San Juan

**PROPOSER (VENDOR) NAME :** SM, 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:

9   8   7   6   5   4   3   2   1   0

2. Rate the response time of this vendor:

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):*

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:

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:

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

The SM Company has been one of excellence in the services that have been hired. The resources of the of the contracted workshops, in their majority have been expert professionals in their subjects and has been of great contribution for our institutions. Also, the service of its employees has been a very professional one which I recommend without reservations.

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

Month: 09 Year: 2009 to Month: 09 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

Ana Cortés

Print Name

787 308-2075

Phone Number

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Email address

October 4, 2018

Date

Superintendent

Title