

REFERENCE QUESTIONNAIRE

PUERTO RICO DEPARTMENT OF EDUCATION
PRDE-OSIATD-2018-2004-STUDENT INFORMATION SYSTEM (SIS)

REFERENCE NAME (Company/Organization):

Yamini N. Gonzalez / Coa y Patria

PROPOSER (VENDOR) NAME:

Cass Grande

intends to submit a proposal to Puerto Rico Department of Education in response to PRDE's RFP PRDE-OSIATD-2018-004-STUDENT INFORMATION SYSTEM (SIS).

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 [SIS_RFP @de.pr.gov](mailto:SIS_RFP@de.pr.gov).
5. This completed document **MUST** be received no later than **4:00 p.m. on January 2, 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 (PRDE) may contact references by phone for further clarification if necessary.

**FORM 5 CONTINUED: REFERENCE QUESTIONNAIRE
PUERTO RICO DEPARTMENT OF EDUCATION
PRDE – ~~XXXXXX~~ – STUDENT INFORMATION SYSTEM (SIS)**

REFERENCE NAME: Yermi U. Gonzalez / Eva y Patricia Cuatrecasas
 PROPOSER (VENDOR) NAME : Casa Grande

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:

Excelentes recursos. Personal preparado y comprometido
con su trabajo

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

Month: Feb Year: 2015 to Month: Dic Year: 2018

Section III. ACKNOWLEDGEMENT

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

Yamini N. Gonzalez Orzech
Signature of Reference

11 Enero 2019
Date

Yamini N. Gonzalez Orzech
Print Name

Directora
Title

787 - 219 - 1833
Phone Number

de113617@miescuela.pr
Email address