

**FORM 5 CONTINUED: REFERENCE QUESTIONNAIRE
PUERTO RICO DEPARTMENT OF EDUCATION
PRDE -OSIATD-2018-004- STUDENT INFORMATION SYSTEM (SIS)**

REFERENCE NAME: Christy Campbell - SBCTC

PROPOSER (VENDOR) NAME : Kastech Solutions LLC

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:

SBCTC has 47 institutions using multiple SIS systems while few institutions still run manual processes for student management. The Consolidation project is to get all the institutions to a single SIS instance for effective management and reporting. Kastech has been instrumental in planning the project, execute and roll out to institutions phase wise. The project scope also include supporting the SIS system hosted on AWS cloud after each successful roll out to institutions.

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

Month: Jan Year: 2018 to On-going

3. Annual Value of Contract: \$3.6M

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

1/12/19

Date

Christy Campbell

Print Name

Project Director

Title

510-385-4144

Phone Number

ccampbell@sbctc.edu

Email address