

REFERENCE QUESTIONNAIRE

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

REFERENCE NAME (Company/Organization): ST. EUPHRASIA SCHOOL

PROPOSER (VENDOR) NAME: LS Innovative Education Centers in association with Gradelink

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.
5. 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-OSIATD-2018-2004-STUDENT INFORMATION SYSTEM (SIS)**

REFERENCE NAME: ST. EUPHRASIA SCHOOL

PROPOSER (VENDOR) NAME: LS Innovative Education Centers in association with Gradelink

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:

Gradelink provides the following services to St. Euphrasia School: Online enrollment management and registration for all students and families (through Enroll Me platform); online gradebook and grading system for all teachers; report card formatting (including customized options for us); online lesson planning options for all teachers; website construction, hosting, support and development for our current school website.

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

Month: July Year: 2015 to Month: Jan. Year: 2019

Section III. ACKNOWLEDGEMENT

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

Mary B Blair
Signature of Reference

1-15-19
Date

Mary B. Blair
Print Name

School Principal
Title

818-363-5515 ext. 12
Phone Number

mblair@stemail.org
Email address