

REFERENCE QUESTIONNAIRE

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

REFERENCE NAME (Company/Organization): INTERNATIONAL CHRISTIAN SCHOOL OF CASCAIS

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: _____

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 is an AMAZING tool for our school. As the Administrator I have only excellent praise for the entire Gradelink team. They are always ready to help, have streamlined report cards for me (it literally takes me a few hours to run report cards, instead of nearly a week!). We are an international school and many of the parents either do not live here, or they are always travelling – with Gradelink they have 24hr access to their child's performance – be it academic or behavioural. At a glance I can see lesson plans, oh the list is endless!!!!

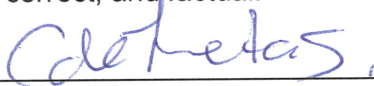
I highly recommend Gradelink to any school. With gradelink the teachers and the administration save time, my teachers are far more productive (and not overworked typing up information, etc), the students are happy as they can organize their studies, parents are happy as they can see exactly how their child is progressing – really, an amazing blessing!!

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

Month: 09 Year: 2013 to Present date – and NO intention of changing!!!

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

January 15, 2019
Date

Charmaine Freitas
Print Name

School Administrator
Title

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