

PROPOSAL SUBMITTAL FORM 5 - PROPOSER REFERENCES (3 Required)

Proposer is required to provide a minimum of three (3) customer references for similar scope and magnitude of work that Proposer has performed within the past three years. Please include only references for services that are similar enough to demonstrate Proposer's ability to perform the services requested in the above-referenced RFP.

CLIENT REFERENCE NO. 1

CLIENT NAME: ADDRESS:	ChoiSys Technology, Inc. 20098 Ashbrook PI Suite 160, Ashburn, VA 20147
CONTACT NAME/TITLE:	George Whitbeck Program Director
CONTACT EMAIL:	George.whitbeck@choisystechnology.com
CONTACT PHONE:	571.286.1115
SERVICE DATES:	September 2016 to August 2020
DESCRIPTION OF WORK PERFORMED /PERFORMING:	U.S. Army Training and Doctrine Command (TRADOC) Proponent-Lifelong Learning Center (LLC)
CONTRACT AMOUNT (\$):	\$5.1M

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

REFERENCE NAME: TRADOC

PROPOSER (VENDOR) NAME : PlanIT Group 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:
As our subcontractor, PlanIT group runs 2 of the 5 sites for the Army's Lifelong Learning Center contract. They administer Blackboard.com with SMEs, handle service calls, train instructors, provide videography, perform software development, and do server administration. Their team is exceptionally talented, organized, and well-motivated, and it reflects in the confidence their customers have in them.
2. During what time period did the vendor provide these services for your business?
Month: Aug Year: 2016 to Month: Jan Year: 2019 (to present)
3. Annual Value of Contract: ~\$1.3M

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

1/15/2019

Date

George S. Whitbeck

Print Name

Program Director

Title

571.286.1115

Phone Number

George.whitbeck@choisystechnology.com

Email address