

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

REFERENCE NAME: Diego - LSC

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