

## REFERENCE QUESTIONNAIRE

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

REFERENCE NAME (Company/Organization): SAINTE TERESA OF AVILA SCHOOL  
LOS ANGELES, CALIFORNIA

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](mailto: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: CHRISTINA FERNANDEZ-CASO, PRINCIPAL  
SANT TERESA OF AVILA SCHOOL, LOS ANGELES, CA  
 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:

GRADELINE HAS BEEN OUR STUDENT INFORMATION SYSTEM PROVIDER FOR MANY YEARS. WE HAVE BEEN VERY HAPPY WITH THEIR PRODUCT OF MAINTAINING STUDENT GRADES, GENERATING REPORT CARDS, PROGRESS REPORTS, FAMILY FINANCIAL RECORDS, TRANSCRIPTS, AND ALL OTHER AREAS COVERED IN A STUDENT INFORMATION SYSTEM. WE ALSO USE GRADELINE TO MAINTAIN OUR SCORES FOR OUR ARCHDIOCESE DEATHLON EVENT.

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

Month: 8 Year: 2008

to Month: Year: 2019

CURRENTLY USE THE SERVICES OF GRADELINE



**Section III. ACKNOWLEDGEMENT**

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

Christina Fernandez-Caso  
Signature of Reference

Jan. 15, 2019  
Date

CHRISTINA FERNANDEZ-CASO  
Print Name

PRINCIPAL  
Title

1-323-662-3777  
Phone Number

STAPANTHERS@gmail.com  
Email address

