

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:	Greenvalley School
CONTACT NAME/TITLE:	Patricia Zorrilla Zorrilla
CONTACT EMAIL: SERVICE DATES:	direccion@greenvalley.edu.mx
CONTACT PHONE:	222 240 88 43
SERVICE DATES:	
DESCRIPTION OF WORK PERFORMED /PERFORMING:	
CONTRACT AMOUNT (\$):	

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

REFERENCE NAME: Greenvalley School

PROPOSER (VENDOR) NAME: EDICIONES SANTILLANA INC

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:

PLENO is integrated to the LMS we use from Santillana.
PLENO is an excellent product where teachers can create activities and exams on line to evaluate the students learning and improve the formative assesment. The service is good because they solve the problems as soon as possible. The vendor always gives solutions to the coordination and teachers.

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

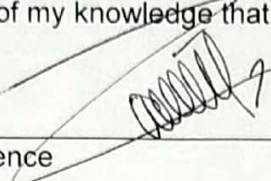
Month: August Year: 2017

to Month: January Year: 2019

3. Annual Value of Contract: \$ 80,000

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 11th , 2019

Date

Patricia Zorrilla Zorrilla

Print Name

School Principal & Owner

Title

222 240 88 43

Phone Number

direccion@greenvalley.edu.mx

Email address