

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

REFERENCE NAME: Dr. Jesús Torres, Auxilliary Superintendent of the PRDE

PROPOSER (VENDOR) NAME : Ediclones 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

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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

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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:

PRDE Online planning and contents tool development and implementation.

Professional training to 330 schools of the PRDE (Regions of Bayamón, Arecibo & San Juan)

As of today, there are more than 9,000 teachers enrolled in Santillana's LMS platform and actively using the online planning tool. Contract was renewed to present.

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

Month: Sept Year: 2017 to Month: May Year: 2019

3. Annual Value of Contract:

\$2,000,000.00 (2017-1018) +

\$700,000.00 (2018-2019)

**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:

  
Signature of Reference

14 enero 2019  
Date

Jesus M. Torres  
Print Name

Overseeing Supt.  
Title

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