

ATTACHMENT I - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
RFP 25-09
ELL SUPPLEMENTAL ELA SOFTWARE

FOR: EPS Operations, LLC
(Name of Vendor Requesting Reference)

This form is being submitted to your Company for completion as a business reference for the company listed above.

This form is to be returned to the School Board of St. Lucie County, Purchasing Department, email at kimberly.albritton@stlucieschools.org no later than 3:00 p.m., **November 22, 2024**, and **must not** be returned to the company requesting the reference.

For questions or concerns regarding this form, please contact the School Board of St. Lucie County, Purchasing Department, by telephone: (772) 429-3980, or by email at kimberly.albritton@stlucieschools.org. When contacting us, please be sure to include the request for proposal number and title listed at the top of this page.

Company Providing Reference Hillsborough County
Contact Name and Title/Position Tina Herbst
Contact Telephone Number 813-273-7563
Contact Email Address Tina.Herbst@HCPS.net

Questions:

1. In what capacity have you worked with this company in the past? If the Company was under a similar contract, please acknowledge and explain briefly whether or not the contract was successful.

Comments:

Our district has work with the company to train our middle school and high school teachers in the iSPIRE Program.

2. How would you rate this Company's knowledge and expertise?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

The company has a wide range of knowledge working with different districts and have asked what is needed to meet the needs of our jumbo district. The team was able to answer questions when asked questions by district employees and teachers as an expert of the program we purchased.

3. How would you rate the Company's flexibility relative to changes in the scope and timelines?

3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments: The EPS team has been accommodating and flexible with training dates to meet our districts timelines for teacher training.

4. What is your level of satisfaction with hard-copy materials, e.g. quotation, written scopes of work, reports, logs, etc. produced by the Company?

2 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

The report logs are satisfactory. The printed reports lack clear, defined detailed information about classes and students at the district level.

5. How would you rate the dynamics/interaction between the Company and your staff?

 3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

The interaction between our district team and our EPS team has been collaborative and supportive. The EPS team has tailored training to our school districts needs and expectations. They have also been flexible and accommodating.

6. Who were the Company's principle representatives involved in providing your service and how would you rate them individually? Would you comment on the skills, knowledge, behaviors or other factors on which you based the rating? (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Name: Sarah Arel Rating: 3

Name: Laura Davis Rating: 3

Name: Aaron Sjoberg Rating: 3

Name: Scott Green Rating: 3

Comments:

The Hillsborough County iSPIRE have all been helpful and responsive when we have had questions regarding the program lessons, assessments, and reports.

7. With which aspect(s) of this Company's services are you most satisfied?

Comments:

The company's support, flexibility, and collaboration to meet our needs.

8. With which aspect(s) of this Company's services are you least satisfied?

Comments:

The Report system and exporting student data can be difficult to navigate and pull individual school/class level data easily. The data for students does not move from teacher to teacher for the next school year.

9. Would you recommend this Company's services to your organization again?

Comments:

Yes, this is our second year using iSPIRE in our district. We have trained more teachers in the second year and have had more teachers using the program this year than in the pilot year.