

ATTACHMENT K - REFERENCE QUESTIONNAIRE

The St. Lucie Public School (SLPS) as a part of the ITB process requires proposing Vendor to submit a minimum of three (3) business references as required within this document. The purpose of these references is to document the experience relevant to the scope of work and provide assistance in the evaluation process.

The Bidder is required to send the following reference form to each business reference listed on Attachment E. The business reference, in turn, is requested to submit the Reference Form directly to the SLPS by the date indicated on the form for inclusion in the evaluation process. The form and information provided will become a part of the submitted bid. The business reference may be contacted for validation of the response. It is the Proposer's responsibility to verify their references have been received by SLPS by the date indicated on the reference form.

**ATTACHMENT K - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
ITB 25-10
CABLING LABOR AND MATERIALS**

FOR: Network Cabling Solution INC.
(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, via email at kimberly.albritton@stlucieschools.org no later than 3:00 p.m., **February 11, 2025**, 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 solicitation number and title listed at the top of this page.

Company Providing Reference Palm Beach Atlantic University
Contact Name and Title/Position Robert Moore / Network Services Manager
Contact Telephone Number 561-803-2029
Contact Email Address robert.moore@pba.edu

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: The university has used Network Cabling Solution INC. (NCSI) for various low voltage cabling projects and additions. These consist of cabling for voice/data/WI-FI/CCTV/ digital signage and card access applications and documentation.

2. How would you rate this Company's knowledge and expertise?
3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

They have always been able to assist the university in all aspects of the low voltage needs for projects and additions.

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)

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Comments:

NCSI is very flexible with both scheduling and changes to the scope of work whether its before or during installs. They have always met our timelines and expectations.

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?

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

Comments:

Documentation prior to and after the completion of work is exemplary.

5. How would you rate the dynamics/interaction between the Company and your staff?
3 (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

NSCI is always professional and has a great reputation for quality and professionalism at my university. They work around my staff's and classroom schedules.

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: Alfredo Morejon Rating: 3

Name: Robert Morejon Rating: 3

Name: _____ Rating: _____

Name: _____ Rating: _____

Comments:

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

Comments: I am completely satisfied with all aspects of the company. If I had to pick one, it is their commitment to excellence of customer service and professionalism.

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

Comments:

There is not one. The university is completely satisfied with NCSI.

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

Comments:
Most Definitely