

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 25-11
CHARTER BUS SERVICES**

FOR: PHOENIX BUS 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 13, 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 M & P PRO SERVICE
Contact Name and Title/Position PAULO PIMENTEL / CEO
Contact Telephone Number (786)890-3075
Contact Email Address MANDPPROSERVICE@GMAIL.COM

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:

PHOENIX BUS IS OUR PARTNER ON TRANSPORTATION SERVICE IN MIAMI AREA AND ORLANDO. WE HIRE THEM TO TRANSFERS AIRPORT-HOTEL, CITY TOURS, AND ROUND TRIPS TO THEME PARKS IN ORLANDO.

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

Comments:

DRIVERS AND STAFF ARE VERY PROFESSIONAL.

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:

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:

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

Comments:

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: Michelle - manager Rating: 3

Name: Manoel - dispatcher Rating: 3

Name: Lashon - Driver Rating: 3

Name: Merce - Driver Rating: 3

Comments:

All of them do a good job.

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

Comments:

Punctual, clean buses, and good prices.

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

Comments:

N/A

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

Comments:

Yes.