

ATTACHMENT K - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
ITB 25-03
FIRE EXTINGUISHER SERVICE AND INSPECTIONS

FOR: Price Fire Protection, 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., **August 28, 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 solicitation number and title listed at the top of this page.

Company Providing Reference Gulfstream Eye
Contact Name and Title/Position Danielle Norvell
Contact Telephone Number 772-448-4865
Contact Email Address dnorvell@gulfstreameye.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:

Price Fire has provided our fire systems and serviced for 9 years now. Price Fire has always been professional, courteous and polite. We are a medical practice and they are always willing to work around our patient and surgery schedule to cause no disruptions.

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

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

Comments: Price Fire is a leader in their industry and involved in every step of our needs. There is no one else I would trust.

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: As a busy medical practice they always offer to work with what is best for our schedule without us even having to ask. They get the job done quickly and efficiently.

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: Price Fire has taken all the work out of it for us by providing the best materials and training. They consistently provide us the best product for value.

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

Comments: From the person who answers the phone to every fire tech we have worked with each have been nothing short of kind, professional and proud of their quality of work along with being exceedingly personable.

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: Justin Price Rating: 3

Name: _____ Rating: _____

Name: _____ Rating: _____

Name: _____ Rating: _____

Comments: Justin takes extreme pride in the product and experience he provides. He always is happy and personable to each staff he has interacted with. Justin has been exceedingly helpful when we were moving offices and was able to resolve our fire needs before all inspections. There is no one I would trust more.

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

Comments: Price Fire provides a personal touch that is rare to experience in business anymore. It's such a pleasure to work with a local company that does not source out their work and seeing Price Fire active in local community reassures us our business choices are supporting local.

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

Comments: None.

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

Comments: Without hesitation and we have recommended to fellow businesses around us as well as personally have our home equipment provided and serviced by Price Fire.