

ATTACHMENT K - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
ITB 25-04
HVAC PARTS, SUPPLIES AND EQUIPMENT

FOR: Parts Town, 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, via email at kimberly.albritton@stlucieschools.org no later than 3:00 p.m., **September 19, 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 Waxahachie ISD - Student Nutrition
Contact Name and Title/Position Mary Hodge-Department Secretary
Contact Telephone Number 972-923-4630 X 11258
Contact Email Address mhodge@wisd.org

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: We have ordered parts and supplies from Parts Town LLC for approximately 12 years. We use them through Texas Buy Board to purchase parts for all types of kitchen equipment. We have also purchased cleaning supplies.

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

Comments:

Parts Town LLC is extremely helpful finding parts for our older equipment and works well with our kitchen techs finding what they require.

3. How would you rate the Company's flexibility relative to changes in the scope and timelines?
N/A (3= Excellent; 2= Satisfactory; 1= Unsatisfactory; 0= Unacceptable)

Comments:

Our experience is with purchasing parts only. They are shipped quickly and returns for parts have never been an issue.

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:

When quotes are required they have been very accomodating and quotes are clear and well detailed.

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

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

Comments:

Parts Town service staff are a pleasure to work with, they make the extra effort when needed and are happy to assist with any issues we may come across.

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: Sabrina Lytle Rating: 3

Name: _____ Rating: _____

Name: _____ Rating: _____

Name: _____ Rating: _____

Comments:

There may be others the techs have worked with, but Sabrina is our go to representative.

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

Comments:

The extra effort they make to find the parts we need and their competitive pricing helps too.

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

Comments:

Have not had any negative experiences that I can recall. Very satisfied.

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

Comments:

We will keep using Parts Town LLC as a vendor for our equipment parts and supplies