

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

FOR: CARRIER ENTERPRISES
(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 THE School District of Lee County
Contact Name and Title/Position HVAC MECHANICAL SUPERVISOR
Contact Telephone Number 239-826-0325
Contact Email Address Williamj.p@lee.schools.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: CE PROVIDES US PARTS FOR OUR REPAIRS AS NEEDED AND REPLACEMENT EQUIPMENT

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

Comments: THEY SEEM TO HAVE RESOURCES TO EXECUTE TASKS

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

Comments: THEY DO THEIR BEST TO ACCOMMODATE NEEDS AND USE ALL RESOURCES AVAILABLE

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: THEY PROVIDE MOST MATERIALS IN A TIMELY MANNER

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: DAVID BIGNESS Rating: 3

Name: KEITH RUSSELL Rating: 3

Name: ABDULLAH ALANBAGH Rating: 3

Name: _____ Rating: _____

Comments:

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

Comments: THE RESPONSE AND CARE WHEN THERE IS AN ISSUE

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

Comments: LACK TIME IN WAITING RESPONSE OF 3RD PARTY VENDORS

UNFORTUNATELY THE INDUSTRY CONTROLS THIS NOT CARRIER OR CE

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

Comments: YES