

ATTACHMENT K - REFERENCE QUESTIONNAIRE
ST. LUCIE PUBLIC SCHOOLS
ITB 25-06
ICE CREAM AND FROZEN SPECIALTY ITEMS

FOR: DeConna Ice Cream
(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., **DATE**, 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 St Johns County Schools
Contact Name and Title/Position Mike Baker - Director FNS
Contact Telephone Number 904-547-7626
Contact Email Address Mike.Baker@StJohns.K12.FL.US

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 been using DeConna for years as our Ice Cream Provider

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

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

Comments: Good products, good innovation and development

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: Very Responsive to our needs if changed

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: P.O.P. materials are good & up to date as needed

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

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

Comments: Nick & Kathy are always available & willing to help and answer questions

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: Nick DeConna Rating: 3

Name: Kathy Dunn Rating: 3

Name: _____ Rating: _____

Name: _____ Rating: _____

Comments:

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

Comments: Selection & variety of product is important
DeConna Ice Cream has plenty

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: Absolutely 