

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

FOR: De Conna 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 Union County School Food Service
Contact Name and Title/Position Betsy Whitehead, Director of Food + Nutrition Services
Contact Telephone Number 352-428-5102
Contact Email Address whiteheadb@union.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:

Union County has had a contract with DeConna Ice Cream for approximately 30 years. Every year we have had a successful contract.

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

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

Comments: As a family owned business they have passed down their values and product knowledge + sustained the business to meet the needs of schools.

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: DeConna immediately developed recipes/nutritionals to meet the USDA Guidelines everytime they changed to meet the needs of our customers.

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: Never had any issues or negative concerns with billing, reporting etc.

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: Vince DeConna Rating: 3

Name: Leroy Chandler Rating: 3

Name: Nick DeConna Rating: 3

Name: Gale Hayden Rating: 3

Sabrina 3

Comments:

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

Comments:

Product quality and service are outstanding

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

Comments: Have not ever been dissatisfied with any aspect

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

Comments: Absolutely. We currently have a contract with DeConna for the 2024-2025 School Year.

Betsy Whitehead
352-448-5102