

Section 5.30 References:

The evaluation committee will review written responsive proposals submitted, including evaluating your firms' references as defined below and completed Attachment A-2 surveys that is submitted within your firms' proposal from which you have received from your client as reference to quantify both the quality of your services provided and similar services. The committee will assign up to 15 points for exceptional references. As such, the committee will evaluate all reference check forms, add up each reference check numerical score to create a grand total, divide that grand total by the # of references received to calculate an average score and then mathematically convert the average to the scale range of 0 - 15 as defined in this solicitation. (0 - 15 points)

5.601 **Required Response Information:** In order to evaluate the abilities of the proposer to perform the Elevator Maintenance & Repair Services requested, information about the proposer must be provided to determine your firm's ability to meet this entire RFP criterion, which is to be considered in the award(s) of this RFP. This section identifies specific reference information that **must be** included below in the proposal to be assigned RFP Evaluation Reference Points.

References: All proposers providing a response to this RFP **SHALL** list below a **minimum of three related references to be considered for the maximum RFP points**. If the College receives less than three completed Survey forms, the College will proportionally reduce the maximum number of evaluation points (i.e. if the College only receives two (2) reference forms, then the firm would only be able to achieve up to 66% of the maximum number of points, etc.) Proposers must have their clients utilize the attached Performance Evaluation Survey form which is attached as Attachment A-2.

A reference from the College would be accepted, **IF:**

- a) The FSCJ Representative is NOT an active Evaluation Committee Member;
- b) The FSCJ Representative has NOT had any input in regards to the solicitation and;
- c) The Reference Evaluation Survey Form is submitted with all other references.

Prior to requesting a reference from ANY FSCJ Representative, it SHALL BE the submitters' responsibility to verify that all three of the above requirements are being complied with. ANY Reference Survey Form received in which DOES NOT comply with ALL 3 requirements will not be included in the reference evaluation point assignment.

ONLY ONE OF THE THREE TOTAL REFERENCES CAN BE OBTAINED FROM ANY SINGLE ENTITY. IF MORE THAN ONE IS RECEIVED, ONLY THE FIRST REFERENCE RECEIVED WILL BE CONSIDERED FOR EVALUATION.

It is the proposer's responsibility to send this form with a transmittal cover letter (Attachment "A-1") to your reference clients providing the reference.

- a) These references should preferably be directly related in which the proposer provided the same services as being proposed to the College.
- b) The references delivered must include as requested the name and address of your client and a contact person's telephone number/email address; a summary of the product offerings or services provided; and the approximate annual aggregate dollar volume of sales provided by your company to the specific client.

5.302 Proposers **shall** list below 3-5 related references of clients your firm provided similar services as defined in this RFP that was sent Attachment A-1 and A-2:

Client	Contact Name	Phone #/Email Address	# Years of Contractual Relationship	\$ Value



Florida State College at Jacksonville
RFP #2020C-15
Title: Elevator Maintenance & Repair Services

Date: _____

To: _____ (your client)

Email: _____

Phone: _____

Fax No: _____

Subject: Performance Evaluation of _____ (company proposing)

Number of pages including cover: 2

To Whom It May Concern:

Florida State College at Jacksonville has implemented a process that collects past performance information on various Contractors that provide Elevator Maintenance & Repair Services to the College. The information will be used to assist the College Evaluation Committee in the evaluation of the Contractors which provided services to your agency or company.

The company listed in the subject line above has chosen to participate in this program. They have listed you as a past client that they provided Elevator Maintenance & Repair Services for. Both the Company and Florida State College at Jacksonville would greatly appreciate you taking five to 10 minutes out of your busy day to complete the accompanying questionnaire.

Please review all items in the following Attachment A-2 and answer the questions to the best of your knowledge. If you cannot answer a particular question, please write "N/A".

Thank you for your time and effort.

Randi Brokvist
Executive Director, Purchasing

Florida State College at Jacksonville

RFP #2020C-15

Title: Elevator Maintenance & Repair Services
REFERENCE PERFORMANCE EVALUATION SURVEY
 To be Completed by the Client Only

Client Company Name: _____
Point of Contact: _____
Phone number and Email Address: _____
Fax No. (_____) _____
Proposer Company Name (who listed your company as a reference): _____

Client representative providing the reference (name and title): _____

Phone numbers and email address of individual providing the reference: _____

Date(s) of Service: _____ Annual Aggregate Dollar Amount of Service: \$ _____

Please evaluate the performance of the Proposer noted above using the following scales:

- 4 = Exceptional (always exceeds your expectations)
- 3 = Good (meets defined minimum requirement and occasionally exceeds your expectations)
- 2 = Average (meets minimum requirements)
- 1 – Does Not Meet Minimum Standards
- 0 = Do Not Hire (our company would not hire them again)

No	Reference Criteria for Elevator Maintenance & Repair Services	Scale Range	Your Score
1	Quality of Service as it relates to the ability to provide Elevator Maintenance & Repair Services.	1 – 4	
2	Contractors’ ability to interact with its sub-contractors.	1 – 4	
3	Satisfaction with the Contract Administration (verbal and written) during the progression of the project(s).	1 – 4	
4	Ability to timely resolve issues.	1 - 4	
5	Accuracy of the cost estimate for the project and materials.	1 - 4	
6	Project on time completion and within budget.	1 – 4	
7	Project Superintendent knowledgeable about project.	1 – 4	
8	Project Superintendent readily available during project.	1 – 4	
9	Overall satisfaction of finished product.	1 – 4	
10	Overall customer satisfaction and hiring this Contractor again based on performance (comfort level in hiring Contractor company again)	1 - 4	

Overall Comments: _____

Florida State College at Jacksonville provides equal access to education, employment, programs, services and activities and does not discriminate on the basis of age, race, color, national origin, sex, disability, religious belief, or marital status. The College Equity Officer has been designated to handle inquiries regarding the non-discrimination policies and may be contacted at equityofficer@fscj.edu.

Florida State College at Jacksonville is a member of the Florida College System and is not affiliated with any other public or private university or college in Florida or elsewhere.

Florida State College at Jacksonville is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the baccalaureate and associate degree. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097, or call (404) 679-4500 for questions about the accreditation of Florida State College at Jacksonville. The Commission is to be contacted only if there is evidence that appears to support an institution's significant non-compliance with a requirement or standard.