

SCHOOL BOARD OF CLAY COUNTY Vendor Performance Evaluation Form for Services / Long-Term Performance

6 responses

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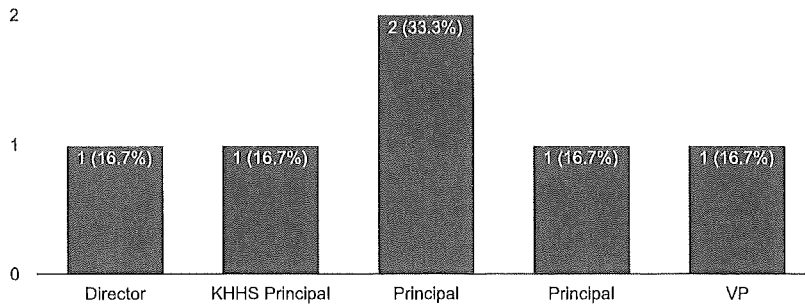
Evaluator Name

6 responses

- Adele Reed
- Barry Underwood
- Corinne
- Laurie Burike
- Tammy Winkler
- Phil Hans

Evaluator Title

6 responses



Evaluator Phone

6 responses

9043360775

904-336-7782

9043361375

904-336-7775

904-336-2128

904-576-1214

Evaluator School

6 responses

Clay Hill Elementary

Keystone Heights Jr. Sr. High School

Keystone Heights Elementary

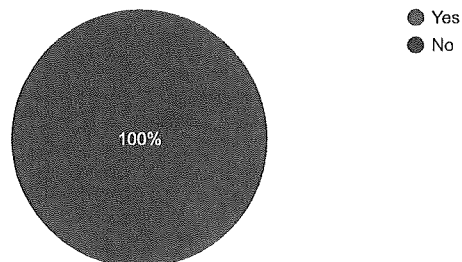
Keystone Heights High School

McRae Elementary

District Wide

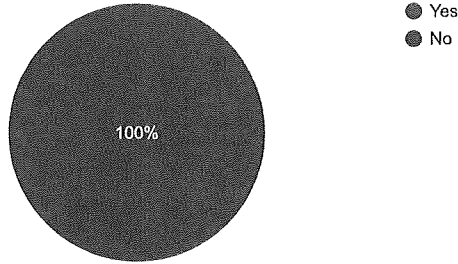
Did the vendor respond to request, or problems in a timely manner?

6 responses



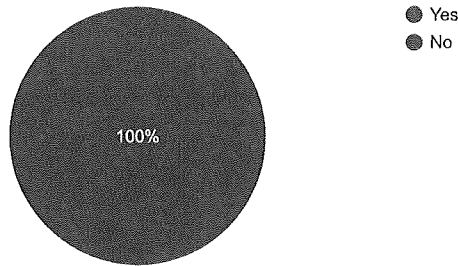
Was the dedicated Trane Field Technician "Eddie" courteous and professional?

6 responses



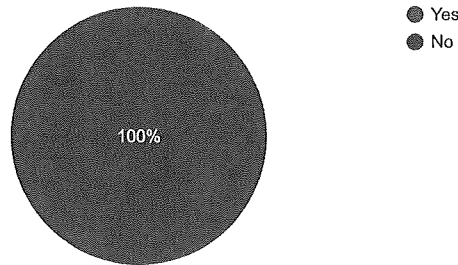
Was the work area left in a clean and orderly manner?

6 responses



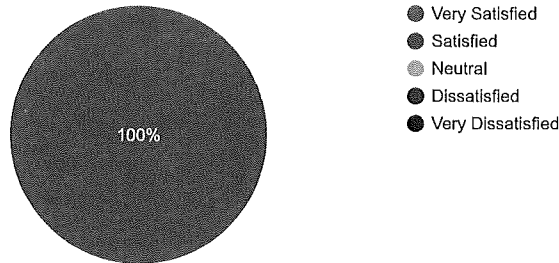
Did the vendor provide a solution and or resolve the problem or issue

6 responses



Rate the overall quality of HVAC Maintenance Services provided by Trane.

6 responses



Please provide a detailed explanation in the space below for the rating you selected above.

5 responses

Although we continue to have HVAC issues long term, I don't believe this is a reflection of Trane or Eddie's work. He is always timely, responsive, professional, and highly communicative. We appreciate him at CHE!

Eddie is always available and communicates with us on a regular basis.

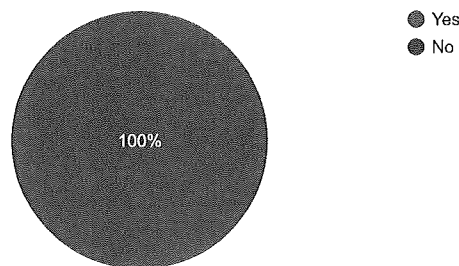
Eddie has a big job and we always appreciate how he "takes care of us" when we have issues. He always answers phone calls or responds in a timely manner and will provide updates on jobs that require more than one to repair.

Eddie responds to our calls very quickly. He is always professional and kind. Everyone at McRae likes dealing with him. He communicates often with our head custodian regarding problems and solutions. We truly appreciate his dedication to our school.

Very Professional, gre4at attitude, works well with others

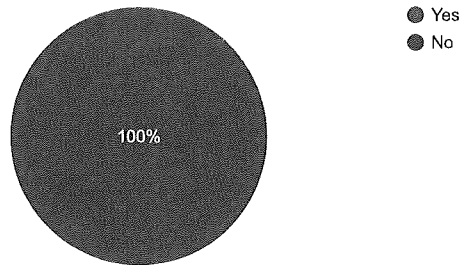
Would you continue to do business with this vendor?

6 responses



Did the contracted services meet the needs of the School?

6 responses



Please provide a detailed explanation in the space below for your response above.

4 responses

See previous response.

Eddie checks in every time we have an issue on campus. If the problem cannot be resolved that day he gives an estimate of when it can be fixed. He is very easy to work with.

We look forward to working with Eddie. He goes above and beyond to make sure that our classrooms and offices are comfortable for teachers and students.

Eddie/Trane always has someone available to complete requested work

Additional Comments for continuing and/or improving Service.

6 responses

N/A

The timeliness of service is outstanding. The quality of the work is superb, and the relationship with Eddie is great.

It is really not a concern about the quality of service. Our concern is about the age and condition of our HVAC units and the need to replace them instead of having to repair with "pieced" parts; however, I understand budget and the size of our county.

None

We love Eddie!!!

REnew the contract



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Meeting Date: June 24, 2021 **Regular** School Board Meeting

Title: Maintenance Service Agreement for 6 schools MRE, KHE, KHH, WES, WJH, CHE

Description: Service Agreement to include Parts and Labor coverage for Heating Ventilation and Air Conditioning (HVAC) system equipment, scheduled and unscheduled repairs under an annual planned maintenance contract.

Gap Analysis:

Previous Outcomes: Contract has successfully been in place since 2015.

Expected Outcomes: Continued timely proper maintenance actions on HVAC alleviates unplanned down time and unexpected expenses, increasing the effective learning environment.

Strategic Plan Goal:

Ensure effective management of the organization, operations, and facilities to maximize the use of resources and promote a safe, efficient, and effective learning environment for Clay County students.

Recommendation: approval

Financial Impact:

Contact:

Bryce Ellis, Assistant Superintendent Operations, (904) 336-6853, bryce.ellis@myoneclay.net,
Phil Hans, Director of Maintenance, (904) 336-6827, phil.hans@myoneclay.net

Attachment(s): ■ Yes □ No