



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

GOODS AND COMMODITIES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
April 1, 2022	June 30, 2022	9/1/2020	8/31/2022
Purchaser Order Number		Purchase Order Date	
Department		Real Estate and Asset Management	
Bid Number		Service Commodity	
Bid#15RFP96985C-DR		FIT Pick Micro Market, Vending Machine & Catered Events with Coca	
Contractor		Coca-Cola United	

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.
2 = Satisfactory	Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.
3 = Good	Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied
4 = Excellent	Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)
<input type="radio"/>	0	Commissions provided in accordance to contract by contractor and subcontractor. Designated Senior Center Commissions received from both. All commission revenue payments are received under one lump sum in the Employee Fund for Coca Cola Refreshments. There has been improvement in equipment service issues as product and
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)
<input type="radio"/>	0	Response time has markedly improved this quarter as vendors difficulties in getting products and available personnel to service machines are being resolved. The Contractor and subcontractor continue to work with the Department to be responsive to requests and effectively address concerns.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Staff is very responsive to inquiries and communicates effectively and promptly regarding any problems with the equipment locations.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Contract specifications were met. Complaints regarding vending machines were addressed expeditiously. There is no invoicing with this contract as it is revenue generating contract. Commissions have been received in a timely manner.
	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	The sales managers have the appropriate credentials and experience. Management and supervisors have been identified and are available when needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	6/30/22
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	April Pye		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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**DEPARTMENT OF PURCHASING &
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GOODS AND COMMODITIES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
January 1, 2022	March 31, 2022	9/1/2020	8/31/2022
Purchaser Order Number		Purchase Order Date	
Department			
Real Estate and Asset Management			
Bid Number	Service Commodity		
Bid#15RFP96985C-DR	FIT Pick Micro Market, Vending Machine & Catered Events with Coca		
Contractor			

Coca-Cola United

Performance Rating

0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.
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4 = Excellent	Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.

1. Quality of Goods/Services

(Specification Compliance – Technical Excellence –
Reports/Administration – Personnel Qualification)

<input type="radio"/>	0	Commissions provided in accordance to contract by contractor and subcontractor.
<input type="radio"/>	1	Designated Senior Center Commissions received from both. All commission revenue
<input type="radio"/>	2	payments are received under one lump sum in the Employee Fund for Coca Cola
<input checked="" type="radio"/>	3	Refreshments. Due to the pandemic there have been some equipment service issues
<input type="radio"/>	4	

2. Timeliness of Performance

(Were Milestones Met Per Contract – Response Time (per
agreement, if applicable) – Responsiveness to Directions/
Change – On Time Completion Per Contract)

<input type="radio"/>	0	Due to change in personnel and gradual recuperation from the drastic effects of the
<input type="radio"/>	1	COVID-19 pandemic, response time was reduced because vendors were faced with
<input type="radio"/>	2	difficulties in getting products and available personnel to service machines regularly and
<input checked="" type="radio"/>	3	expeditiously. But the contractor and subcontractor worked with Department to be as
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Staff is very responsive to inquiries and communicates effectively and promptly regarding any problems with the equipment locations.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Contract specifications were met. Complaints regarding vending machines were addressed as expeditiously as possible. There is no invoicing with this contract as it is revenue generating contract. Commissions have been received in a timely manner.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	The sales managers have the appropriate credentials and experience. Management and supervisors have been identified and are available when needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.40	Date	4/5/22
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	April Pye		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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Report Period Start	Report Period End	Contract Period Start	Contract Period End
April 1, 2022	June 30, 2022	9/1/2020	8/31/2022
Purchaser Order Number		Purchase Order Date	
Department			
Real Estate and Asset Management			
Bid Number		Service Commodity	
Bid#15RFP96985C-DR		FIT Pick Micro Market, Vending Machine & Catered Events with Coca	
Contractor			
Vendedge			
Performance Rating			
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4 = Excellent	Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
<input type="radio"/>	0	Commissions provided in accordance to contract by subcontractor. All commission revenue payments are received under one lump sum in the Employee Fund for Coca Cola Refreshments. There has been improvement in equipment service issues as product and personnel shortages have improved. Sub-contractor has diligently worked to keep products	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input type="radio"/>	3		
<input checked="" type="radio"/>	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
<input type="radio"/>	0	Response time has markedly improved this quarter as vendors difficulties in getting products and available personnel to service machines are being resolved. The Subcontractor continues to work with the Department to be responsive to requests and effectively address concerns.	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input checked="" type="radio"/>	3		
<input type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Staff is very responsive to inquiries and communicates effectively and promptly regarding any problems with the equipment locations.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Contract specifications were met. Complaints regarding vending machines were addressed expeditiously. There is no invoicing with this contract as it is revenue generating contract. Commissions have been received in a timely manner.
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<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	The sales managers have the appropriate credentials and experience. Management and supervisors have been identified and are available when needed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.80	Date	6/30/22
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	April Pye		
Department Head Name:	Joseph N. Davis		
Department Head Signature	<i>Joseph Davis</i>		

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Bid#15RFP96985C-DR	FIT Pick Micro Market, Vending Machine & Catered Events with Coca		
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1. Quality of Goods/Services			
		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
<input type="radio"/>	0	Commissions provided in accordance to contract by subcontractor. All commission revenue payments are received under one lump sum in the Employee Fund for Coca Cola Refreshments. Due to the pandemic there have been some equipment service issues because of product and personnel shortages but sub-contractor has diligently worked to	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input checked="" type="radio"/>	3		
<input type="radio"/>	4		
2. Timeliness of Performance			
		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
<input type="radio"/>	0	Due to change in personnel and gradual recuperation from the drastic effects of the COVID-19 pandemic, response time was reduced because vendors were faced with difficulties in getting products and available personnel to service machines regularly and expeditiously. But the subcontractor worked with the Department to be as responsive as	
<input type="radio"/>	1		
<input type="radio"/>	2		
<input checked="" type="radio"/>	3		
<input type="radio"/>	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Staff is very responsive to inquiries and communicates effectively and promptly regarding any problems with the equipment locations. Subcontractor was expeditious in notifying of supply and demand issues and any possible service interruptions but was equally diligent in working to resolve issues.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
<input type="radio"/>	0	Contract specifications were met. Complaints regarding vending machines were addressed as expeditiously as possible. There is no invoicing with this contract as it is revenue generating contract. Commissions have been received in a timely manner.
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Overall Performance Rating	3.60	Date	4/5/22
Would you select/recommend this vendor again?		<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Rating completed by:	April Pye		
Department Head Name:	Joseph N. Davis		
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