

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 Archives contract requirements less than 50% of the time not responsive. effective and/or efficient; unacceptable delay; incompetence; high degree of 0 = Unsatisfactory customer dissatisfaction. Archives contract requirements 70% of the time. Marginally responsive. effective and/or efficient; delays require significant adjustments to programs; key 1 = Poor employees marginally capable; customer somewhat satisfied. Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs 2 = Satisfactory adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction. Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees 3 = Goodare highly competent and seldom require guidance; customers are highly satisfied Archives contract requirements 100% of the time. Immediately responsive: highly efficient and/or effective; no delays; key employees are experts and 4 = Excellent require minimal directions; customers expectations are exceeded. (Specification Compliance - Technical Excellence -1. Quality of Goods/Services Reports/Administration - Personnel Qualification Commissions provided in accordance to contract by contractor and subcontractor. Designated Senior Center Commissions received from both. All commission revenue 2 payments are received under one lump sum in the Employee Fund for Coca Cola 3 Refreshments. There has been improvement in equipment service issues as product and (Were Milestones Met Per Contract – Response Time (per 2. Timeliness of Performance agreement, if applicable) - Responsiveness to Directions/ Change - On Time Completion Per Contract) 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 2 subcontractor continue to work with the Department to be responsive to requests and 3 effectively address concerns.

3. Bu	isine	ss Relations (Responsiveness to Inquires – Prompt Problem Notifications)						
00000	0 1 2 3 4	Staff is very responsive to inquiries and communicates effectively and promptly regarding any problems with the equipment locations.						
4. Cu	4. Customer Satisfaction (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)							
000	0 1 2 3 4	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.						
5. Cor	ntrac	tors Key Personnel (Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)						
00000	0 1 2 3 4	The sales managers have the appropriate credentials and experience. Management and supervisors have been identified and are available when needed.						

Overall Performance Ratio	ng	3.60	Date	6/30/22
Would you select/recommend this vendor again?			Yes	No
Rating completed by: April Pye			•	
Department Head Name:	Department Head Name: Joseph N. Davis			
Department Head Signature Geseph Davis				

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CONTRACTORS PERFORMANCE REPORT **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 Archives contract requirements less than 50% of the time not responsive. effective and/or efficient; unacceptable delay; incompetence; high degree of 0 = Unsatisfactory customer dissatisfaction. Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key 1 = Poor employees marginally capable; customer somewhat satisfied. Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs 2 = Satisfactory adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction. Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees 3 = Goodare highly competent and seldom require guidance; customers are highly satisfied Archives contract requirements 100% of the time. Immediately responsive: highly efficient and/or effective; no delays; key employees are experts and 4 = Excellent require minimal directions; customers expectations are exceeded. (Specification Compliance - Technical Excellence -1. Quality of Goods/Services Reports/Administration - Personnel Qualification Commissions provided in accordance to contract by contractor and subcontractor. Designated Senior Center Commissions received from both. All commission revenue 2 payments are received under one lump sum in the Employee Fund for Coca Cola 3 ⊚ Refreshments. Due to the pandemic there have been some equipment service issues (Were Milestones Met Per Contract – Response Time (per 2. Timeliness of Performance agreement, if applicable) - Responsiveness to Directions/ Change – On Time Completion Per Contract) 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 2 difficulties in getting products and available personnel to service machines regularly and 3 expeditiously. But the contractor and subcontractor worked with Department to be as

	- 3								
	ısine	ss Relations	(Responsiveness to Inquires – Prompt Problem Notifications)						
0	0	Staff is very respo							
0	20V problems with the equipment locations								
0	O(2)								
0	3]							
0	4	1							
	250	(Me	et User Quality Expectations – Met Specification – Within Budget –						
4. Cu	ston	ner Satisfaction Pro	per Invoicing – No Substitutions)						
	0	Contract specificat	ions were met. Complaints regarding vending machines were addressed						
	1	as expeditiously as	s possible. There is no invoicing with this contract as it is revenue						
0	2	generating contrac	et. Commissions have been received in a timely manner.						
0	3	generating contract	t. Commissions have been received in a timely manner.						
0	4								
•									
			(Credentials/Experience Appropriate – Effective						
5. Con	trac	tors Key Personnel	Supervision/Management – Available as Needed)						
0	0	T							
Ō	1	The sales manager	s have the appropriate credentials and experience. Management and						
Õ	2	supervisors have b	een identified and are available when needed.						
ŏ	3								
ŏ	4								
Overa	all Pe	rformance Rating	3.40 Date 4/5/22						
			d this vendor again? Yes No						
			ril Pye						
		nt Head Name:	Joseph N. Davis						

Department Head Signature Geseph Davis

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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 Vendedge **Performance Rating** Archives contract requirements less than 50% of the time not responsive. effective and/or efficient; unacceptable delay; incompetence; high degree of 0 = Unsatisfactory customer dissatisfaction. Archives contract requirements 70% of the time. Marginally responsive. effective and/or efficient; delays require significant adjustments to programs; key 1 = Poor employees marginally capable; customer somewhat satisfied. Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs 2 = Satisfactory adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction. Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees 3 = Goodare highly competent and seldom require guidance; customers are highly satisfied Archives contract requirements 100% of the time. Immediately responsive: highly efficient and/or effective; no delays; key employees are experts and 4 = Excellent require minimal directions; customers expectations are exceeded. (Specification Compliance - Technical Excellence -1. Quality of Goods/Services Reports/Administration – Personnel Qualification 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 2 Refreshments. There has been improvement in equipment service issues as product and 3 personnel shortages have improved. Sub-contractor has diligently worked to keep products (Were Milestones Met Per Contract - Response Time (per 2. Timeliness of Performance agreement, if applicable) - Responsiveness to Directions/ Change – On Time Completion Per Contract) Response time has markedly improved this quarter as vendors difficulties in getting products and available personnel to service machines are being resolved. The Subcontractor 2 continues to work with the Department to be responsive to requests and effectively address 3 concerns.

2 Purity D.L.ii									
3. Business Relations			(Responsiven	ess to Inquires – Prompt	: Problem Notifications)				
O	0	Staff is very respon							
0	1	any problems with	the residualities and	communicates effectively	and promptly regarding				
0	2	any problems with	the equipment location	ons.					
Õ	3								
Õ	4	-							
4. Cı	4. Customer Satisfaction (Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)								
	0	Contract specificati	ions were met Comn	laints regarding wonding					
	1	expeditiously. The	ons were met. Complaints regarding vending machines were addressed e is no invoicing with this contract as it is revenue generating contract.						
0	2	Commissions have	be a no involcing with	tris contract as it is reven	ue generating contract.				
0	3	Commissions have	been received in a tir	mely manner.					
Õ	4								
5. Co	ntrac	tors Key Personnel	(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)						
0	0	The calca							
O	1	The sales manager	s nave the appropriat	e credentials and experien	ce. Management and				
Ō	2	supervisors have be	een identified and are	available when needed.					
Ō	3								
Õ									
Over	all Pe	rformance Rating	3.80	Date	6/30/22				
14/		1			OIOOILL				

Overall Performance Rati	ng 3.80	Date	6/30/22
Would you select/recomm	nend this vendor again?	Yes	No
Rating completed by:	April Pye		
Department Head Name: Joseph N. Davis			
Department Head Signature Geseph Davis			

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CONTRACTORS PERFORMANCE REPORT

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Report Period Start Report Period		od End	Contract Period Start	Contract Period End		
January 1, 2022	March :	31, 2022	9/1/2020	8/31/2022		
Purchaser Order Nur	nber		Purchase Order Date			
Department						
Department	Rea	al Estate and	Asset Management			
Bid Number		Service Comm				
Bid#15RFP9698			Market, Vending Machine &	Catered Events with Coc		
Contractor						
		Ven	dedge			
	Archives centr	Performa	ance Rating			
0 = Unsatisfactory	effective and/c	or efficient; un	ents less than 50% of the tim acceptable delay; incompete	e not responsive, nce; high degree of		
1 = Poor	effective and/c	or efficient; de	ents 70% of the time. Margin lays require significant adjus ble; customer somewhat sati	tments to programs: key		
2 = Satisfactory	and/or efficient adjustments; e intervention; cu	ract requirements 80% of the time. Generally responsive, effective it; delays are excusable and/or results in minor programs employees are capable and satisfactorily providing service without ustomers indicate satisfaction.				
3 = Good	and/or efficient are highly com satisfied	ract requirements 90% of the time. Usually responsive; effective nt; delays have not impact on programs/mission; key employees mpetent and seldom require guidance; customers are highly				
4 = Excellent	highly efficient	ract requirements 100% of the time. Immediately responsive; t and/or effective; no delays; key employees are experts and al directions; customers expectations are exceeded.				
1. Quality of Goods/S	ervices	(Specification Reports/Adr	on Compliance – Technical E ministration – Personnel Qua	xcellence – lification		
O 1 O 1 O 2 O 3 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						
2. Timeliness of Perfo	rmance	agreement,	tones Met Per Contract – Re if applicable) – Responsiven n Time Completion Per Cont	ess to Directions/		
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						

2.0		D I						
3. B	100	ss Relations	(Responsiven	ess to Inquires – Promp	Problem Notifications)			
0	0	Staff is very respon						
0	1	Staff is very responsive to inquiries and communicates effectively and promptly regarding any problems with the equipment locations. Subcontractor was expeditious in notifying of						
0	2	arry problems with	the equipment location	ons. Subcontractor was ex	speditious in notifying of			
Ō	3	supply and deman	d issues and any pos	sible service interruptions	but was equally diligent in			
Õ	4	working to resolve	issues.					
4. C	uston	ner Satisfaction Pro	et User Quality Expect per Invoicing – No Su	tations – Met Specificatior bstitutions)	n – Within Budget –			
	0	Contract specificati	one wore met Com	lointe un un dia	1.1			
	1	as expeditionally as	possible. There is a	plaints regarding vending n	nachines were addressed			
0	2	as expeditiously as	possible. There is n	o invoicing with this contra	ct as it is revenue			
0	3	generating contract	. Commissions have	been received in a timely	manner.			
Ō	4							
			10 1 11 15					
5. Co	ntrac	tors Key Personnel	(Credentials/Experi	ence Appropriate – Effect	ive			
		, , , , , , , , , , , , , , , , , , , ,	Supervision/Manag	gement – Available as Nee	ded)			
0	0	The sales manager	s have the appropriat	e credentials and experier	NA N			
O	1	supervisors have be	en identified and are	e available when needed.	ice. Management and			
0	2	Supervisors riave be	sen identilied and are	available when needed.				
0	3							
Ō	4							
Over	all Pe	erformance Rating	3.60	Date	4/5/22			

Overall Performance Rating		3.60	Date	4/5/22
Would you select/recommend this vendor again?			Yes	□ No
Rating completed by: April Pye				
Department Head Name:	Department Head Name: Joseph N. Davis			
Department Head Signature Geseph Davis				

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