

Commodity OE Contract: J1251303B1 - Advertising Delinquent
Personal Real Property Taxes, Tax Deed

Prime Vendor: BROWARD DAILY BUSINESS REVIEW ALM MEDIA, LLC

[CA:TOM
KENNEDY](#)

Renewal Commodity Evaluation - Status: Approved

Start Dt: **2/13/2018** End Dt: **8/12/2018**

Evaluation Score: **4.00**

**BROWARD DAILY BUSINESS REVIEW ALM MEDIA, LLC Is
RECOMMENDED For Future Contracts**

Remarks: **Compiled and reported on behalf of the Tax Collection Section in RTT**

Rated By: **Gary Mehringer for Abbey Ajayi and Dana Frank Buker On 8/27/2018**

Reviewed By: **Gary Mehringer/Asst. Director, RTT On 8/27/2018**

Numerical Score : 4

Quality	Category Average: 4
How responsive was the vendor to notification of an unauthorized substitution?	4
How close did the delivered product(s) or software perform to expectations?	4
How accurate and timely were any necessary repairs or reconfigurations?	N/A
How timely were necessary parts or software made available?	N/A
How appropriate were any vendor recommended repairs or upgrades?	N/A
How efficient and timely were product/software installations and training completed?	N/A
How complete and timely did the vendor submit warranties, manuals, etc.?	N/A
How well did the vendor performance meet agreement expectations?	4
Comments:	The delivered product was advertising services. No goods or software received in conjunction with this contract.

Quantity	Category Average: 4
How well did the amount of product shipped match the amount ordered?	4
How fast were partial deliveries or non-deliveries satisfied?	4
If there were backorders, how accurate were estimates of delivery times?	N/A
How accurate was the weight of the item received as compared to the weight listed on the invoice?	N/A
How accurate was the paperwork in the shipment?	4
	N/A

How accurate were the licensing estimates for the software installation(s)?

Comments: The delivered product was advertising services. No goods or software received in conjunction with this contract.

Delivery	Category Average: 4
How timely was the complete order received, based on industry standards?	4
How well was the shipment protected against damage or loss?	N/A
How responsive was the vendor to notice of damaged goods?	N/A
How proactive was the vendor response to replacing damaged goods?	N/A
How cooperative was the vendor in making the delivery at a satisfactory time?	4
How accurate were the prices quoted to the invoiced price?	4
How accurate were the documents provided at closeout, e.g. packing slips, invoices, technical manuals, etc. regarding the correct material codes and purchase order numbers?	N/A
How accurate was the method of delivery?	4
How correct was the delivery location?	4
How visible were the required inspection stamps?	N/A
How well did the vendor manage delivery of the product and/or service?	N/A
How accurately were close-out procedures followed?	N/A

Comments: The delivered product was advertising services. No goods or software received in conjunction with this contract.

Customer Service	Category Average: 4
How knowledgeable was the vendor regarding the requested product and/or service?	4
How timely were requests for information, proposals and quotes answered?	4
How prompt were County staff communications returned or responded to?	4
How proactive was the vendor in addressing County staff problems or concerns regarding the product or service?	4
How courteous/professional was the vendor in dealing with the County, Sub-vendors, County Tenants/Customers?	4
How sensitive/responsive was the vendor to working around County operational needs?	4
How consistent and clear were the vendor communications with County staff?	4

Comments:

Support	Category Average: 4
How close was the level of vendor technical expertise to what was needed to support the product or service?	4
How appropriate was the contact information provided by the vendor for questions?	4
How well did the vendor respond to additional questions regarding the product or service?	4
	4

How timely was the vendor response compared to the contract requirements?	
How clear was the vendor information regarding the warranty or replacement policy?	N/A
How well did the vendor respond to warranty service requests?	N/A
How timely were repairs completed?	N/A
How well did the vendor coordinate any sub vendors?	4
How responsive and competent were vendor representatives?	4
Comments:	

Emergency Procurement	Category Average: 4
How responsive was the vendor to providing after hours contact information?	4
How clear was the vendor regarding the local warehousing and availability of products in the event of an emergency?	N/A
How proactive was the vendor in providing emergency support for repair or replacement of a failed or unusable commodity?	N/A
How accessible was the vendor before, during and after the emergency?	N/A
How willing was the vendor to provide support services?	N/A
How cooperative was the vendor in demonstrating extra effort to meet County staff requirements in the emergency?	4
Comments:	No emergency procurements have occurred under this agreement, but service has always been satisfactory in after hours situations and with IT staff in data transmissions.