



Monterey County Parks Department

Concession Performance Evaluation

Concessionaire:				Date:			
Categories	<i>(Check the appropriate rating and include comments. Written comments are required on any scores of excellent or contract noncompliance)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Accounting	Payments made in a timely manner						
	Comments:						
	Inventories reported timely and accurate						
	Comments:						
	Maintains and provides adequate and accurate accounting records						
	Comments:						
	Annual financial reports timely and accurate						
Insurance	Maintains required liability insurance						
	Comments:						
	Maintains required vehicle insurance						
	Comments:						
	Maintains required performance bond						
	Comments:						
	Maintains workers compensation insurance						
	Comments:						
Safety	Fire safety and prevention						
	Comments:						
	General safety and illness prevention programs						
	Comments:						
	Electrical safety						
	Comments:						
	Pest control						
Comments:							

	Categories (Check the appropriate rating and include comments as necessary)	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Staffing	General Manager						
	Comments:						
	Operations Manager						
	Comments:						
	Marina Manager						
	Comments:						
	General staff training / knowledge / skills						
	Comments:						
	Emergency call back response						
Naci Rental Condos	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Marina / Boat Rental	Fiscal performance						
	Comments:						
	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
Comments:							
Fiscal performance							
Comments:							

	Categories (Check the appropriate rating and include comments as necessary)	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Naci General Store	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							
Naci Admin	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Restaurant	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Naci Laundry Facility	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Swimming Pool	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Pool housekeeping and maintenance						
	Comments:						
	Grounds housekeeping / maintenance / grounds						
	Comments:						
Naci Trailer Rentals	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						

	Categories (Check the appropriate rating and include comments as necessary)	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
Naci Mobile Home Units	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
Naci Dry Storage	Fiscal performance						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
SA South Marina / Boat Rental	Comments:						
	Fiscal performance						
	Comments:						
	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
Comments:							
Exterior housekeeping / maintenance / grounds							
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
SA South Restaurant	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							
SA South General Store and Gas Station	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							
SA South Laundry / Storage	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
SA South Mobile Home Units	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
SA South Ice House	Service / staffing / operations / hours						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
SA South Dry Storage	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
Comments:							

	Categories <i>(Check the appropriate rating and include comments as necessary)</i>	Excellent	Satisfactory	Needs Improvement	Contract Noncompliance or Unacceptable	Contract Compliance	Not Applicable
SA North General Store	Goods- Food and beverage						
	Comments:						
	Goods- General merchandise						
	Comments:						
	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
SA North Mobile Home Units	Service / staffing / operations						
	Comments:						
	Prices						
	Comments:						
	Interior housekeeping and maintenance						
	Comments:						
	Exterior housekeeping / maintenance / grounds						
	Comments:						
	Fiscal performance						
	Comments:						
Marketing Program	Service level / productivity						
	Comments:						
	Staffing						
	Comments:						
	Creativity						
	Comments:						
	Web content						
	Comments:						
	Social media content						
	Comments:						
Written materials							
Comments:							

	Overall Contract Evaluation				Excellent	Good	Satisfactory	Unacceptable Performance	Contract Non-compliance
	(Check the appropriate rating and include comments as necessary)								
Overall Evaluation	Product mix and pricing								
	Comments:								
	Customer service								
	Comments:								
	Facility Maintenance								
	Comments:								
	Fiscal performance								
	Comments:								
General comments:									
Rater's Signature:							Date:		
In signing this evaluation, I do not necessarily agree with the conclusions of the rater and have been offered the opportunity to provide a written response that will be attached to this evaluation.									
Concessionire's Signature							Date:		