

**Queensborough Community College  
The City University of New York**

**Academic Senate**

**Committee on Vendor Services**

**To:** Kathleen Villani, Secretary, Academic Senate Steering Committee  
**From:** Nancy Laurel-Petersen, Chairperson, Committee on Vendor Services  
**Subject:** **Committee on Vendor Services Annual Report**  
**Date:** September 15, 2006

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The Committee on Vendor Services is charged with:

- (a) receiving and evaluating the report of the Auxiliary Enterprise Board on vendor services that include the bookstore and food services;
- (b) considering and evaluating suggestions and complaints for all vendors to the College, and sending a report to the Auxiliary Enterprise Board; and
- (c) reviewing the College's contractual arrangements with all vendors and making recommendations.

Although the first requirement of this committee is to review the Auxiliary Board's Report on vendor services, Dean Faulkner has indicated that there is no specific report prepared on vendor activity for Senate review. There are standard budget reports covering the entire Auxiliary entity that are reported to the Auxiliary Board each year. If the Academic Senate requests further information, Dean Faulkner will research those reports.

We also enlisted Dean Faulkner's assistance in obtaining the dates that each vendor's contract will renew, and he has informed us of the following renewal dates:

1. Bookstore agreement with Barnes and Noble: July 31, 2012

2. Pouring rights with Coca-Cola Enterprises: August 31, 2006 <sup>1</sup>
3. Food service with Metropolitan Foods: August 30, 2006 <sup>2</sup>.

An inquiry with the Student Government revealed that many students were frustrated by vending machines that consume their money, but don't provide the soda or snack they attempted to purchase. Although many machines have telephone number that students can call to obtain a refund, few students do so. Moreover, certain machines appear to repeatedly "eat" the students' money. Thus, this committee would like to recommend that the vendors be expected to provide *improved* vending machine maintenance.

On behalf of the committee, Pete Marchitello extended the invitation for a member of the student government to join the committee, but to date there has not been a response.

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<sup>1</sup> Inasmuch as the pouring rights, contract renewal with the soda machine vendor, are coming up, as per standard procedure for large contracts, a Request for Proposal (RFP) will be issued to all interested parties.

<sup>2</sup> The food service contract was renewed on an option last year, and will probably be renewed this year, while administration assesses how the cafeteria should be remodeled or expanded, and how to finance it.