

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Ameriwaste Inc. Contract/PO # \_\_\_\_\_

Form completed

Date: 3/12/2024

by: David Tickell

Fiscal Years: FY24

## Scoring Guide

- 1** Does not meet criteria
- 2** Generally does not meet criteria
- 3** Meets criteria
- 4** Exceeds some criteria
- 5** Exceptional criteria

Evaluation Criteria	Year 1 Score	Year 2 Score	Year 3 Score	Year 4 Score	Year 5 Score	Year 6 Score	Year 7 Score	Year 8 Score
<b>Renewal Period (annotate with an X in box)</b>								
<b>VENDOR RESPONSIVENESS</b>								
Vendor is knowledgeable and competent about service	5							
Service level agreements are met	5							
Communication is relevant and timely	5							
Communication is professional	4							
Vendor provides timely response to questions	5							
<b>Total Vendor Responsiveness Score</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>QUALITY AND DELIVERY</b>								
Services on-time and schedule is upheld	5							
Satisfies scope of services	4							
Service is reliable	4							
Quality of deliverables	5							
Product or service provides significant added value	5							
Quality of personnel assigned	5							
Depth of vendor's team	5							
<b>Total Vendor Quality and Delivery Score</b>	<b>33</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FINANCIAL</b>								
Value of products/services is high	5							
Proposals and invoices are accurate and timely	5							
Budget is upheld	5							
Pricing is competitive	5							
Invoice pricing matches contract pricing	5							
<b>Total Vendor Financial Score</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>REPUTATIONAL</b>								
Confidentiality and security of documents and data	5							
Organizational stability and resiliency	5							
Industry reputation is in good standing	5							
<b>Total Vendor Reputational Score</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Vendor Score</b>	<b>97</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Would you hire them again?**  Yes  No

**Overall Comments:**

Ameriwaste is always ready to meet expectations and goes above and beyond when responding to citizen complaints. Ameriwaste will strive to correct any issues that may arise, resulting in customer and League City staff satisfaction. When faced with challenging customer issues the employees are very direct while also being respectful to the customers. We are also properly notified if trucks will be working outside allowed hours to complete their daily task.

Grade: 86-100 = A, 76-85 = B, 66-75 = C, below 66 = F

If a contract is not being renewed and/or is being broken due to performance issues, please send a copy of the report card to the vendor.