

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Davis Vision (Metlife) Contract/PO # 3200256

Form completed

Date: 7/31/2023 by: James Brumm Fiscal Years: FY23

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
Renewal Period (annotate with an X in box)			x					
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service			4					
Service level agreements are met			5					
Communication is relevant and timely			5					
Communication is professional			4					
Vendor provides timely response to questions			5					
Total Vendor Responsiveness Score	0	0	23	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld			4					
Satisfies scope of services			4					
Service is reliable			4					
Quality of deliverables			4					
Product or service provides significant added value			5					
Quality of personnel assigned			4					
Depth of vendor's team			5					
Total Vendor Quality and Delivery Score	0	0	30	0	0	0	0	0
FINANCIAL								
Value of products/services is high			4					
Proposals and invoices are accurate and timely			5					
Budget is upheld			4					
Pricing is competitive			5					
Invoice pricing matches contract pricing			2					
Total Vendor Financial Score	0	0	20	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data			4					
Organizational stability and resiliency			4					
Industry reputation is in good standing			5					
Total Vendor Reputational Score	0	0	13	0	0	0	0	0
Total Vendor Score	0	0	86	0	0	0	0	0

Would you hire them again? Yes No

Overall Comments:

Employee support for Davis Vision has been strong. Customer service provided to employees and to HR when addressing issues has been reported as timely and professional. An error was found where invoice prices were below the contracted agreement and Davis Vision honored the lesser invoice prices for the City. Davis Vision was recently purchased by MetLife, increasing their stability.

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