

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Paradigm Traffic Systems, Inc Contract/PO # 3220443

Date: 5/3/2023 Form completed by: George Chapa Fiscal Years: 2022

## 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 product | 5            |              |              |              |              |              |              |              |
| Service level agreements are met                    | 5            |              |              |              |              |              |              |              |
| Communication is relevant and timely                | 4            |              |              |              |              |              |              |              |
| Vendor provides timely response to questions        | 4            |              |              |              |              |              |              |              |
| Broad contact with City of League City              | 5            |              |              |              |              |              |              |              |
| <b>Total Vendor Responsiveness Score</b>            | <b>23</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>                         |              |              |              |              |              |              |              |              |
| Deliveries are on-time                              | 4            |              |              |              |              |              |              |              |
| Product(s) meet specifications                      | 5            |              |              |              |              |              |              |              |
| Product(s) is free of defects                       | 4            |              |              |              |              |              |              |              |
| Product(s) is reliable                              | 5            |              |              |              |              |              |              |              |
| Product(S) is available                             | 4            |              |              |              |              |              |              |              |
| Product(s) mistakes can/will be corrected           | 4            |              |              |              |              |              |              |              |
| Warranty is competitive and upheld                  | 5            |              |              |              |              |              |              |              |
| Depth of vendor's team                              | 4            |              |              |              |              |              |              |              |
| <b>Total Vendor Quality and Delivery Score</b>      | <b>35</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 product is high                            | 4            |              |              |              |              |              |              |              |
| Proposals and invoices are accurate and timely      | 5            |              |              |              |              |              |              |              |
| Pricing is competitive                              | 4            |              |              |              |              |              |              |              |
| Invoice pricing matches contract pricing            | 5            |              |              |              |              |              |              |              |
| <b>Total Vendor Financial Score</b>                 | <b>18</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>91</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

This vendor is very knowledgeable in the industry, and will support any product they provide.

Overall  
Comments:

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.