

## CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Municipal Emergency Services, Inc.

Contract # 3200042 Fiscal Year 2020

Date: 8-Oct-20

Form completed by: Tamara Boegler

### 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	Score
<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	5
Vendor provides timely response to questions	5
<b>Comments:</b>	

**Total Vendor Responsiveness Score** 25

<b>QUALITY AND DELIVERY</b>	
Services on-time and schedule is upheld	4
Satisfies scope of services	5
Service is reliable	5
Quality of deliverables	4
Product or service provides significant added value	5
Quality of personnel assigned	5
Depth of vendor's team	5
<b>Comments:</b>	

**Total Vendor Quality and Delivery Score** 33

<b>FINANCIAL</b>	
Value of products/services is high	5
Proposals and invoices are accurate and timely	4
Budget is upheld	5
Pricing is competitive	5
Invoice pricing matches contract pricing	5
<b>Comments: A few invoicing issues this past FY, but nothing major. Problems were quickly resolved</b>	

**Total Vendor Financial Score** 24

<b>REPUTATIONAL</b>	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	5
Industry reputation is in good standing	5
<b>Comments:</b>	

**Total Vendor Reputational Score** 15

**Total Vendor Score** 97

**Would you hire them again?**  **es**  **no**

**Comments:**

**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.**