

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Faith Utilities, LLC Contract/PO # _____

Form completed

Date: 2/24/2025 by: Tommy Arredondo Fiscal Years: FY2025

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
Renewal Period (annotate with an X in box)							
VENDOR RESPONSIVENESS							
Vendor is knowledgeable and competent about service	5						
Service level agreements are met	4						
Communication is relevant and timely	4						
Communication is professional	4						
Vendor provides timely response to questions	4						
Total Vendor Responsiveness Score	21	0	0	0	0	0	0
QUALITY AND DELIVERY							
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	4						
Quality of personnel assigned	4						
Depth of vendor's team	4						
Total Vendor Quality and Delivery Score	30	0	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	4						
Total Vendor Financial Score	22	0	0	0	0	0	0
REPUTATIONAL							
Confidentiality and security of documents and data	5						
Organizational stability and resiliency	5						
Industry reputation is in good standing	5						
Total Vendor Reputational Score	15	0	0	0	0	0	0
Total Vendor Score	88	0	0	0	0	0	0

Would you hire them again? Yes No

Vendor performs quality services on Utility repair projects. Vendor is very detailed and responsive to the city needs.

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