

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Paradigm Traffic Systems

Contract # _____ Fiscal Year: 2022

Date: 6/21/2022

Form completed by: George Chapa

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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent about product	4
Service level agreements are met	4
Communication is relevant and timely	4
Vendor provides timely response to questions	4
Broad contact with City of League City	4
Comments: Paradigm provides and support many products in they signal industry, and responses to any issue in a timely manner.	
Total Vendor Responsiveness Score	20
QUALITY AND DELIVERY	
Deliveries are on-time	5
Product(s) meet specifications	5
Product(s) is free of defects	5
Product(s) is reliable	5
Product(S) is available	5
Product(s) mistakes can/will be corrected	4
Warranty is competitive and upheld	5
Depth of vendor's team	5
Comments: Paradigm provides quality equipment and software along with techincal support.	
Total Vendor Quality and Delivery Score	39
FINANCIAL	
Value of product is high	4
Proposals and invoices are accurate and timely	5
Pricing is competitive	4
Invoice pricing matches contract pricing	5
Comments: Pricing is very competitive and invoices are very accurate.	
Total Vendor Financial Score	18
REPUTATIONAL	
Confidentiality and security of documents and data	4
Organizational stability and resiliency	5
Industry reputation is good standing	5
Comments: Paradigm has a very high reputation of offering some of the best customer service and techincal support in the industry.	
Total Vendor Reputational Score	14
Total Vendor Score	
91	
Would you hire them again? <input checked="" type="checkbox"/> es <input type="checkbox"/> no	
Comments: Paradigm is staffed with experienced employees that are always willing to provide customer service. Paradigm stands behind their product and offers excellent technical support.	
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.	


 6/21/22

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Consolidated Traffic Controls, Inc.

Contract # _____ Fiscal Year: 2022

Date: 6/21/2022

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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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent about product	5
Service level agreements are met	5
Communication is relevant and timely	5
Vendor provides timely response to questions	5
Broad contact with City of League City	5
Comments: CTC provides excellent customer service and staff is very knowledgeable of their products.	
Total Vendor Responsiveness Score	25
QUALITY AND DELIVERY	
Deliveries are on-time	5
Product(s) meet specifications	5
Product(s) is free of defects	4
Product(s) is reliable	5
Product(s) is available	5
Product(s) mistakes can/will be corrected	4
Warranty is competitive and upheld	4
Depth of vendor's team	5
Comments: CTC offers great quality products and delivery.	
Total Vendor Quality and Delivery Score	37
FINANCIAL	
Value of product is high	5
Proposals and invoices are accurate and timely	5
Pricing is competitive	4
Invoice pricing matches contract pricing	5
Comments: Proposals and invoices are accurate and on time. They always follow up.	
Total Vendor Financial Score	19
REPUTATIONAL	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	4
Industry reputation is good standing	5
Comments: CTC reputation is of high standards.	
Total Vendor Reputational Score	14
Total Vendor Score	
95	
Would you hire them again? <input checked="" type="checkbox"/> es <input type="checkbox"/> no	
Comments: CTC provides quality products and offers great customer and technical support.	
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.	

George Chapa
6/20/22