

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Faith Utilities Contract/PO # 3240481

Form completed  
Date: 8/22/2024 by: Robert Taylor Fiscal Years: 2024

## 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 service	5							
Service level agreements are met	5							
Communication is relevant and timely	4							
Communication is professional	4							
Vendor provides timely response to questions	4							
<b>Total Vendor Responsiveness Score</b>	<b>22</b>	0	0	0	0	0	0	0
<b>QUALITY AND DELIVERY</b>								
Services on-time and schedule is upheld	5							
Satisfies scope of services	5							
Service is reliable	5							
Quality of deliverables	5							
Product or service provides significant added value	5							
Quality of personnel assigned	4							
Depth of vendor's team	3							
<b>Total Vendor Quality and Delivery Score</b>	<b>32</b>	0	0	0	0	0	0	0
<b>FINANCIAL</b>								
Value of products/services is high	4							
Proposals and invoices are accurate and timely	3							
Budget is upheld	3							
Pricing is competitive	4							
Invoice pricing matches contract pricing	3							
<b>Total Vendor Financial Score</b>	<b>17</b>	0	0	0	0	0	0	0
<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>	0	0	0	0	0	0	0
<b>Total Vendor Score</b>	<b>86</b>	0	0	0	0	0	0	0

Would you hire them again?  Yes  No

Faith delivered as promised.

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.