

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

FarrWest Environmental

Vendor Name: Supply, Inc

Contract/PO # 3250092

Form completed

Date: 9/12/2025

by: Tboegler

Fiscal Years: 2025

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
Renewal Period (annotate with an X in box)		x						
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	5	5						
Service level agreements are met	5	5						
Communication is relevant and timely	5	5						
Communication is professional	5	5						
Vendor provides timely response to questions	5	5						
Total Vendor Responsiveness Score	25	25	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	4	4						
Satisfies scope of services	5	5						
Service is reliable	5	5						
Quality of deliverables	5	5						
Product or service provides significant added value	5	5						
Quality of personnel assigned	5	5						
Depth of vendor's team	5	5						
Total Vendor Quality and Delivery Score	34	34	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	5	5						
Proposals and invoices are accurate and timely	5	5						
Budget is upheld	5	5						
Pricing is competitive	5	5						
Invoice pricing matches contract pricing	5	5						
Total Vendor Financial Score	25	25	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5	5						
Organizational stability and resiliency	5	5						
Industry reputation is in good standing	5	5						
Total Vendor Reputational Score	15	15	0	0	0	0	0	0
Total Vendor Score	99	99	0	0	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Overall
Comments:

FarrWest has been maintaining our gas meters for over 10 years. They are very knowledgeable regarding the services they provide. They are the only vendor in Texas that will service and lease this equipment. They are very responsive to our questions and the shipping back of meters that need repair work.

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.