

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Yellowstone Landscape Contract/PO # 3200087

Form completed

Date: August 17th 2023 by: Bob Simoneau Fiscal Years: 2020-2023

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 | 4 | 5 | | | | | | |
| Service level agreements are met | 4 | 4 | | | | | | |
| Communication is relevant and timely | 4 | 5 | | | | | | |
| Communication is professional | 5 | 5 | | | | | | |
| Vendor provides timely response to questions | 4 | 5 | | | | | | |
| Total Vendor Responsiveness Score | | | | | | | | |
| | 21 | 24 | | | | | | |
| QUALITY AND DELIVERY | | | | | | | | |
| Services on-time and schedule is upheld | 4 | 5 | | | | | | |
| Satisfies scope of services | 5 | 5 | | | | | | |
| Service is reliable | 4 | 5 | | | | | | |
| Quality of deliverables | 5 | 5 | | | | | | |
| Product or service provides significant added value | 4 | 4 | | | | | | |
| Quality of personnel assigned | 5 | 5 | | | | | | |
| Depth of vendor's team | 5 | 5 | | | | | | |
| Total Vendor Quality and Delivery Score | | | | | | | | |
| | 32 | 34 | | | | | | |
| FINANCIAL | | | | | | | | |
| Value of products/services is high | 5 | 5 | | | | | | |
| Proposals and invoices are accurate and timely | 4 | 4 | | | | | | |
| Budget is upheld | 4 | 5 | | | | | | |
| Pricing is competitive | 4 | 5 | | | | | | |
| Invoice pricing matches contract pricing | 4 | 5 | | | | | | |
| Total Vendor Financial Score | | | | | | | | |
| | 21 | 24 | | | | | | |
| REPUTATIONAL | | | | | | | | |
| Confidentiality and security of documents and data | 5 | 5 | | | | | | |
| Organizational stability and resiliency | 4 | 5 | | | | | | |
| Industry reputation is in good standing | 5 | 5 | | | | | | |
| Total Vendor Reputational Score | | | | | | | | |
| | 14 | 15 | | | | | | |
| Total Vendor Score | | | | | | | | |
| | 88 | 97 | 0 | 0 | 0 | 0 | 0 | 0 |

Would you hire them again? Yes No

Overall
Comments:

The contract Manager Arnold Cortez does an excellent job in managing his team and providing League City with excellent service. Since he became the contract Manager in 2019 the service and quality have improved every year.

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.