

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: UNIFIRST

Contract/PO # 3230088

Date: 9/25/2025

Form completed by: Ramiro Ochoa

Fiscal Years: 2023 -2026

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)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	4							
Service level agreements are met	4							
Communication is relevant and timely	3							
Communication is professional	4							
Vendor provides timely response to questions	3							
Total Vendor Responsiveness Score	18	0	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	4							
Satisfies scope of services	4							
Service is reliable	4							
Quality of deliverables	4							
Product or service provides significant added value	3							
Quality of personnel assigned	4							
Depth of vendor's team	3							
Total Vendor Quality and Delivery Score	26	0	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4							
Proposals and invoices are accurate and timely	3							
Budget is upheld	4							
Pricing is competitive	4							
Invoice pricing matches contract pricing	3							
Total Vendor Financial Score	18	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	3							
Organizational stability and resiliency	3							
Industry reputation is in good standing	4							
Total Vendor Reputational Score	10	0	0	0	0	0	0	0
Total Vendor Score	72	0	0	0	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Overall Comments: Worked with Unifirst in the past, using them again have noticed changes but can still work with them.

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Unifirst Holding Incorporate Contract/PO # 3230088

Form completed

Date: 9/16/2025

by: Robert Taylor

Fiscal Years: 2023-2026

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)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	4	5	5					
Service level agreements are met	3	5	5					
Communication is relevant and timely	3	5	5					
Communication is professional	4	5	5					
Vendor provides timely response to questions	3	5	5					
Total Vendor Responsiveness Score	17	25	25	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	4	5	5					
Satisfies scope of services	3	4	5					
Service is reliable	4	5	5					
Quality of deliverables	3	4	4					
Product or service provides significant added value	4	4	4					
Quality of personnel assigned	5	5	5					
Depth of vendor's team	5	5	5					
Total Vendor Quality and Delivery Score	28	32	33	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4	4	4					
Proposals and invoices are accurate and timely	3	3	4					
Budget is upheld	4	4	4					
Pricing is competitive	4	4	4					
Invoice pricing matches contract pricing	3	3	4					
Total Vendor Financial Score	18	18	20	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	4	4	4					
Organizational stability and resiliency	4	4	4					
Industry reputation is in good standing	4	4	4					
Total Vendor Reputational Score	12	12	12	0	0	0	0	0
Total Vendor Score	75	87	90	0	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Overall Comments: The start of the contract was a little shaky while we worked all of the bugs out. Monica has been fantastic and very responsive to our needs. We still have multiple invoice corrections that are needed throughout the year that Salina assists us with. Overall the service has been satisfactory.

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Unfirst

Contract/PO # 3230088

Form completed

Date: 9/11/2025

by: Tommy Arredoni 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	Year 8 Score
Renewal Period (annotate with an X in box)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	5							
Service level agreements are met	5							
Communication is relevant and timely	5							
Communication is professional	5							
Vendor provides timely response to questions	4							
Total Vendor Responsiveness Score	24	0	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	5							
Satisfies scope of services	4							
Service is reliable	4							
Quality of deliverables	5							
Product or service provides significant added value	4							
Quality of personnel assigned	5							
Depth of vendor's team	4							
Total Vendor Quality and Delivery Score	31	0	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4							
Proposals and invoices are accurate and timely	4							
Budget is upheld	4							
Pricing is competitive	4							
Invoice pricing matches contract pricing	4							
Total Vendor Financial Score	20	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	4							
Organizational stability and resiliency	4							
Industry reputation is in good standing	5							
Total Vendor Reputational Score	13	0	0	0	0	0	0	0
Total Vendor Score	88	0	0	0	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Unfirst has performed well this past year and continue to deliver a good quality product for our public works team.

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Unifirst

Contract/PO # _____

Form completed

Date: 9/10/2025

by: Cameron Parker

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)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service		1						
Service level agreements are met		1						
Communication is relevant and timely		1						
Communication is professional		2						
Vendor provides timely response to questions		2						
Total Vendor Responsiveness Score	0	7	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld		2						
Satisfies scope of services		1						
Service is reliable		2						
Quality of deliverables		2						
Product or service provides significant added value		3						
Quality of personnel assigned		2						
Depth of vendor's team		1						
Total Vendor Quality and Delivery Score	0	13	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high		2						
Proposals and invoices are accurate and timely		1						
Budget is upheld		1						
Pricing is competitive		2						
Invoice pricing matches contract pricing		1						
Total Vendor Financial Score	0	7	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data								
Organizational stability and resiliency								
Industry reputation is in good standing								
Total Vendor Reputational Score	0	0	0	0	0	0	0	0
Total Vendor Score	0	27	0	0	0	0	0	0

Would you hire them again? ☐ Yes ☒ No

Overall Comments: Weekly invoicing issues, inaccurate contract pricing for services, no communication or follow through from management to insure safe gaurds,

Grade: 86-100 = A, 76-85 = B, 66-75 = C, below 66 = F

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CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: UniFirst Contract/PO # 3230088

Date: 9/29/2025 Form completed by: Misty Ferro 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)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	5	5	5					
Service level agreements are met	4	4	4					
Communication is relevant and timely	4	4	4					
Communication is professional	4	4	4					
Vendor provides timely response to questions	3	3	3					
Total Vendor Responsiveness Score	20	20	20	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	5	5	5					
Satisfies scope of services	5	5	5					
Service is reliable	5	5	5					
Quality of deliverables	5	5	5					
Product or service provides significant added value	4	4	4					
Quality of personnel assigned	5	5	5					
Depth of vendor's team	5	5	5					
Total Vendor Quality and Delivery Score	34	34	34	0	0	0	0	0
FINANCIAL								
Value of products/services is high	5	5	5					
Proposals and invoices are accurate and timely	5	5	5					
Budget is upheld	4	4	4					
Pricing is competitive	4	4	4					
Invoice pricing matches contract pricing	4	4	4					
Total Vendor Financial Score	22	22	22	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	4	4	4					
Organizational stability and resiliency	4	4	4					
Industry reputation is in good standing	4	4	4					
Total Vendor Reputational Score	12	12	12	0	0	0	0	0
Total Vendor Score	88	88	88	0	0	0	0	0

Would you hire them again? ☐ Yes ☒ No

UniFirst offers exceptional customer service, including change of schedules, timely deliveries, and/or repairs to uniforms.

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Unifirst Contract/PO # 3230088

Date: 9/29/2025 Form completed by: David Tickell Fiscal Years: FY22-25

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)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	4							
Service level agreements are met	4							
Communication is relevant and timely	5							
Communication is professional	5							
Vendor provides timely response to questions	5							
Total Vendor Responsiveness Score	23	0	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	4							
Quality of deliverables	4							
Product or service provides significant added value	4							
Quality of personnel assigned	5							
Depth of vendor's team	4							
Total Vendor Quality and Delivery Score	30	0	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	5							
Pricing is competitive	5							
Invoice pricing matches contract pricing	5							
Total Vendor Financial Score	24	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5							
Organizational stability and resiliency	3							
Industry reputation is in good standing	5							
Total Vendor Reputational Score	13	0	0	0	0	0	0	0
Total Vendor Score	90	0	0	0	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Overall Comments: Vendor could improve in tracking and return of uniforms but vendor does keep uniforms up to expected standards of cleanliness.

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: UniFirst Contract/PO # _____

Form completed

Date: 9/30/2025 by: Lindsey Sinibaldi 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				
Service level agreements are met				3				
Communication is relevant and timely				4				
Communication is professional				5				
Vendor provides timely response to questions				5				
Total Vendor Responsiveness Score	0	0	0	22	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld				4				
Satisfies scope of services				4				
Service is reliable				4				
Quality of deliverables				4				
Product or service provides significant added value				2				
Quality of personnel assigned				4				
Depth of vendor's team				4				
Total Vendor Quality and Delivery Score	0	0	0	26	0	0	0	0
FINANCIAL								
Value of products/services is high				3				
Proposals and invoices are accurate and timely				2				
Budget is upheld				2				
Pricing is competitive				3				
Invoice pricing matches contract pricing				2				
Total Vendor Financial Score	0	0	0	12	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data				5				
Organizational stability and resiliency				4				
Industry reputation is in good standing				4				
Total Vendor Reputational Score	0	0	0	13	0	0	0	0
Total Vendor Score	0	0	0	73	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

UB is not a big contributor to this contract. Services are adequate but invoices and contract pricing has been an issue. The representative that brings our clothing and invoices weekly is excellent.

Overall
Comments:

Grade: 86-100 = A, 76-85 = B, 66-75 = C, below 66 = F

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