

# CITY OF LEAGUE CITY VENDOR REPORT CARD: PROFESSIONAL SERVICES

Vendor Name: Pilot One LLC Contract/PO # 2231381

Form completed

Date: 9/5/2023 by: Sarah Osborne Fiscal Years: FY2023

## 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	5							
Service level agreements are met	5							
Communication is professional, relevant and timely	5							
Post-engagement support								
Total Vendor Responsiveness Score	15	0	0	0	0	0	0	0
<b>QUALITY AND DELIVERY</b>								
Deliverables are on-time	4							
Project completed on-time	4							
Satisfies scope of services	5							
Information provided is reliable	5							
Depth of consultant's team	4							
Quality of deliverables	5							
Working with this consultant is adding value	5							
Total Vendor Quality and Delivery Score	32	0	0	0	0	0	0	0
<b>FINANCIAL</b>								
Value of products/services is high	5							
Proposals and invoices are accurate and timely	4							
Budget is upheld	5							
Pricing is competitive	4							
Invoice pricing matches contract pricing	4							
Total Vendor Financial Score	22	0	0	0	0	0	0	0
<b>REPUTATIONAL</b>								
Confidentiality and security of documents and data	4							
Organizational stability and resiliency	5							
Industry reputation is good standing	5							
Consultant represents City of League City properly	5							
Total Vendor Reputational Score	19	0	0	0	0	0	0	0
<b>Total Vendor Score</b>	<b>88</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Would you hire them again?  Yes  No

Adam Socie, the owner and primary artist for Pilot One LLC, is extremely reliable, dependable, and always delivers an unbelievable product.

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.