

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Yellowstone Landscape Contract/PO # 3200087

Form completed

Date: October 23rd 2024 by: Bob Simoneau Fiscal Years: 2020-2024

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
Renewal Period (annotate with an X in box)			X					
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	4	5	5					
Service level agreements are met	4	4	4					
Communication is relevant and timely	4	5	4					
Communication is professional	5	5	5					
Vendor provides timely response to questions	4	5	5					
Total Vendor Responsiveness Score	21	24	23					
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	4	5	4					
Satisfies scope of services	5	5	5					
Service is reliable	4	5	5					
Quality of deliverables	5	5	5					
Product or service provides significant added value	4	4	5					
Quality of personnel assigned	5	5	5					
Depth of vendor's team	5	5	5					
Total Vendor Quality and Delivery Score	32	34	34					
FINANCIAL								
Value of products/services is high	5	5	5					
Proposals and invoices are accurate and timely	4	4	5					
Budget is upheld	4	5	5					
Pricing is competitive	4	5	5					
Invoice pricing matches contract pricing	4	5	5					
Total Vendor Financial Score	21	24	25					
REPUTATIONAL								
Confidentiality and security of documents and data	5	5	5					
Organizational stability and resiliency	4	5	5					
Industry reputation is in good standing	5	5	5					
Total Vendor Reputational Score	14	15	15					
Total Vendor Score	88	97	97	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.