

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Silsbee Ford Contract/PO # 2230977

Date: 12/8/2023 Form completed by: Yvonne Calderon Fiscal Years: 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) | | | | | | | | |
| VENDOR RESPONSIVENESS | | | | | | | | |
| Vendor is knowledgeable and competent about product | 5 | | | | | | | |
| Service level agreements are met | 5 | | | | | | | |
| Communication is relevant and timely | 5 | | | | | | | |
| Vendor provides timely response to questions | 5 | | | | | | | |
| Broad contact with City of League City | 3 | | | | | | | |
| Total Vendor Responsiveness Score | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| QUALITY AND DELIVERY | | | | | | | | |
| Deliveries are on-time | 3 | | | | | | | |
| Product(s) meet specifications | 5 | | | | | | | |
| Product(s) is free of defects | 5 | | | | | | | |
| Product(s) is reliable | 5 | | | | | | | |
| Product(S) is available | 3 | | | | | | | |
| Product(s) mistakes can/will be corrected | 5 | | | | | | | |
| Warranty is competitive and upheld | 5 | | | | | | | |
| Depth of vendor's team | 5 | | | | | | | |
| Total Vendor Quality and Delivery Score | 36 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| FINANCIAL | | | | | | | | |
| Value of product is high | 5 | | | | | | | |
| Proposals and invoices are accurate and timely | 5 | | | | | | | |
| Pricing is competitive | 5 | | | | | | | |
| Invoice pricing matches contract pricing | 5 | | | | | | | |
| Total Vendor Financial Score | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| REPUTATIONAL | | | | | | | | |
| Confidentiality and security of documents and data | 5 | | | | | | | |
| Organizational stability and resiliency | 5 | | | | | | | |
| Industry reputation is in good standing | 5 | | | | | | | |
| Total Vendor Reputational Score | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Vendor Score | 94 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Would you hire them again? Yes No

Overall Comments: Silsbee Ford has a long standing positive history on quality Ford vehicles for a multitude of local municipalities and state agencies. Although vehicles are hard to come by, Silsbee works to diligently to ensure the city receives the vehicles as soon as possible.

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.