

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Kustom Sweeping, LLC Contract/PO # 3190481

Date: 9/6/2023 Form completed by: Princeton Rideaux 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)								
<b>VENDOR RESPONSIVENESS</b>								
Vendor is knowledgeable and competent about service	5							
Service level agreements are met	4							
Communication is relevant and timely	4							
Communication is professional	5							
Vendor provides timely response to questions	5							
Total Vendor Responsiveness Score								
<b>QUALITY AND DELIVERY</b>								
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	5							
Quality of personnel assigned	4							
Depth of vendor's team	5							
Total Vendor Quality and Delivery Score								
<b>FINANCIAL</b>								
Value of products/services is high	4							
Proposals and invoices are accurate and timely	5							
Budget is upheld	4							
Pricing is competitive	5							
Invoice pricing matches contract pricing	5							
Total Vendor Financial Score								
<b>REPUTATIONAL</b>								
Confidentiality and security of documents and data	5							
Organizational stability and resiliency	5							
Industry reputation is in good standing	5							
Total Vendor Reputational Score								
<b>Total Vendor Score</b>	<b>91</b>							

Would you hire them again? ☒ Yes ☐ No

Kustom Sweeping is very knowledgeable in this industry. They continue to give great support needed to make sure the streets are clean.

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.