

## CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Kustom Sweeping, LLC

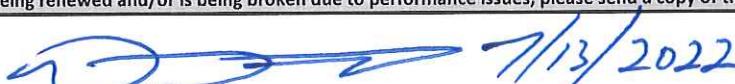
Contract # 3190481 Fiscal Year 2022

Date: 7/13/2022

Form completed by: David Tickell

### 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		Score
<b>VENDOR RESPONSIVENESS</b>		
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		5
Comments: Vendor responds to request in a timely manner and stays in constant communications with us.		
Total Vendor Responsiveness Score		25
<b>QUALITY AND DELIVERY</b>		
Services on-time and schedule is upheld		5
Satisfies scope of services		5
Service is reliable		5
Quality of deliverables		4
Product or service provides significant added value		5
Quality of personnel assigned		5
Depth of vendor's team		4
Comments: Sometimes have to remind them to sweep better in areas.		
Total Vendor Quality and Delivery Score		33
<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		5
Invoice pricing matches contract pricing		5
Comments: Vendor does all requested work but sometimes does not charge for all services rendered. We then have to contact them to ask for invoices for work they have performed.		
Total Vendor Financial Score		24
<b>REPUTATIONAL</b>		
Confidentiality and security of documents and data		5
Organizational stability and resiliency		4
Industry reputation is in good standing		5
Comments: They are a smaller company so it can be difficult for them to meet demands but they typically always do.		
Total Vendor Reputational Score		14
Total Vendor Score		96
<b>Would you hire them again?</b>		
<input checked="" type="checkbox"/> Yes <input type="checkbox"/>		
Comments: Vendor strives to meet our expectations. If we have an issue vendor will work to correct. Vendor keeps streets clean as requested. Vendor is flexible and will change work direction when requested to meet our needs.		
<p>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.</p> <p style="text-align: center;"> 7/13/2022</p>		