

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: O'Reilly Auto Enterprises LL Contract/PO # 3210264

Form completed

Date: 1/1/2025 by: Misty Ferro Fiscal Years: 2024-2025

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 service	5	5	5	5				
Service level agreements are met	5	5	5	5				
Communication is relevant and timely	5	5	5	5				
Communication is professional	5	5	5	5				
Vendor provides timely response to questions	5	5	5	5				
Total Vendor Responsiveness Score	25	25	25	25	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	5	5	5	5				
Satisfies scope of services	5	5	5	5				
Service is reliable	5	5	5	5				
Quality of deliverables	5	5	5	5				
Product or service provides significant added value	5	5	5	5				
Quality of personnel assigned	5	5	5	5				
Depth of vendor's team	4	4	4	4				
Total Vendor Quality and Delivery Score	34	34	34	34	0	0	0	0
FINANCIAL								
Value of products/services is high	5	5	5	5				
Proposals and invoices are accurate and timely	5	5	5	5				
Budget is upheld	5	5	5	5				
Pricing is competitive	5	5	5	5				
Invoice pricing matches contract pricing	5	5	5	5				
Total Vendor Financial Score	25	25	25	25	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5	5	5	5				
Organizational stability and resiliency	5	5	5	5				
Industry reputation is in good standing	5	5	5	5				
Total Vendor Reputational Score	15	15	15	15	0	0	0	0
Total Vendor Score	99	99	99	99	0	0	0	0

Would you hire them again? Yes No

O'Reilly stock availability meets the demands of the city while providing excellent lead times and offering competitive cost of goods.

**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.