

CITY OF LEAGUE CITY VENDOR REPORT CARD: Professional Service

Vendor Name: Laurel's House Contract # 3220190 Fiscal Year: 2022
 Date: 9/19/2022 Form completed by: Jasmine O'Keefe

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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent	5
Service level agreements are met	5
Communication is professional, relevant and timely	5
Post-engagement support	5
Comments:	
Total Vendor Responsiveness Score	20

QUALITY AND DELIVERY	
Deliverables are on-time	5
Project completed on-time	5
Satisfies scope of services	5
Information provided is reliable	5
Depth of consultant's team	5
Quality of deliverables	5
Working with this consultant is adding value	5
Comments:	
Total Vendor Quality and Delivery Score	35

FINANCIAL	
Value of products/services is high	5
Proposals and invoices are accurate and timely	5
Budget is upheld	5
Pricing is competitive	5
Invoice pricing matches contract pricing	5
Comments:	
Total Vendor Financial Score	25

REPUTATIONAL	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	5
Industry reputation is good standing	5
Consultant represents City of League City properly	5
Comments:	
Total Vendor Reputational Score	20

Total Vendor Score	100
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Would you hire them again? <input checked="" type="checkbox"/> es <input type="checkbox"/> no
Comments:

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.