


CITY OF LEAGUE CITY VENDOR SCORECARD: GENERAL SERVICES

Vendor Name: <u>REPUBLIC SERVICES OF HOUSTON</u>	Contract #: <u>3190385</u>	Fiscal Year: <u>2020</u>
Date: <u>May 5, 2020</u>	Form completed by: <u>Susie Blake /</u> 	
Name of vendor contact with whom report card was discussed with: <u>Lori Wilson</u>		

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 about service	5
Service level agreements are met	5
Communication is relevant and timely	4
Communication is professional	5
Vendor provides timely response to questions	5
Comments: Republic works well with the City. Works to address the City needs and is very responsive to communication.	
Total Vendor Responsiveness Score	24
QUALITY AND DELIVERY	
Services on-time and schedule is upheld	5
Satisfies scope of services	5
Service is reliable	5
Quality of deliverables	5
Product or service provides significant added value	5
Quality of personnel assigned	5
Depth of vendor's team	4
Comments: Republic's service is reliable, have worked out pending issues on schedules, services, and is very adaptive to the City's schedule.	
Total Vendor Quality and Delivery Score	34
FINANCIAL	
Value of products/services is high	5
Proposals and invoices are accurate and timely	2
Budget is upheld	3
Pricing is competitive	5
Comments: Pricing is competitive, but lacks in turning in invoices in a timely manner.	
Total Vendor Financial Score	15
REPUTATIONAL	
Confidentiality and security of documents and data	4
Organizational stability and resiliency	4
Industry reputation is in good standing	5
Comments: Exceeds in the industry reputation and Republic's Rep (Lori Wilson) works to make sure all needs are satisfied.	
Total Vendor Reputational Score	13
Total Vendor Score	
86	
Would you hire them again? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Comments: Will do 1-year renewals until contract goes up for Bid again.	