

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: SEMPER STRIPING, LLC

Contract #

3200004

Fiscal Year

2020

Date: 7/30/2020

Form completed by: GEORGE CHAPA, TRAFFIC OPS SUPERINTENDENT

## 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:	
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	5
Product or service provides significant added value	5
Quality of personnel assigned	5
Depth of vendor's team	5
Comments:	
Total Vendor Quality and Delivery Score	35

<b>FINANCIAL</b>	
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

<b>REPUTATIONAL</b>	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	5
Industry reputation is in good standing	5
Comments:	
Total Vendor Reputational Score	15

Total Vendor Score	100
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Would you hire them again? ☒ Yes ☐ 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.