

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Aqua-Metric Sales Company

Contract # _____ Fiscal Year: 2020

Date: 9/9/2020

Form completed by: Lindsey Sinibaldi

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 product	5
Service level agreements are met	2
Communication is relevant and timely	4
Vendor provides timely response to questions	4
Broad contact with City of League City	4
Comments:	
Total Vendor Responsiveness Score	
	19

QUALITY AND DELIVERY	
Deliveries are on-time	3
Product(s) meet specifications	3
Product(s) is free of defects	3
Product(s) is reliable	3
Product(s) is available	3
Product(s) mistakes can/will be corrected	3
Warranty is competitive and upheld	3
Depth of vendor's team	5
Comments:	
Total Vendor Quality and Delivery Score	
	26

FINANCIAL	
Value of product is high	5
Proposals and invoices are accurate and timely	5
Pricing is competitive	5
Invoice pricing matches contract pricing	5
Comments:	
Total Vendor Financial Score	
	20

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

Total Vendor Score	
	80

Would you hire them again? ☒/es ☐/o

Comments: Technical Support exceeds expectations. The most recent meter replacement project was did not meet standard as many agreed upon meters were not changed out. Most of the time antennas are back ordered and take several weeks to be delivered. The meters are functioning properly for the most part and all deliveries come in expected condition. All other goods and services provided meets the requirements.

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.