

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Unifirst Uniforms

Contract # 3200311 Fiscal Year 2020

Date: 9/9/2020

Form completed by: Rusty Bolen

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	4
Communication is relevant and timely	4
Communication is professional	4
Vendor provides timely response to questions	4
Comments:	

Total Vendor Responsiveness Score	21
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QUALITY AND DELIVERY	
Services on-time and schedule is upheld	4
Satisfies scope of services	5
Service is reliable	4
Quality of deliverables	4
Product or service provides significant added value	5
Quality of personnel assigned	5
Depth of vendor's team	4
Comments:	

Total Vendor Quality and Delivery Score	31
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FINANCIAL	
Value of products/services is high	4
Proposals and invoices are accurate and timely	4
Budget is upheld	3
Pricing is competitive	3
Invoice pricing matches contract pricing	4
Comments:	

Total Vendor Financial Score	18
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REPUTATIONAL	
Confidentiality and security of documents and data	4
Organizational stability and resiliency	4
Industry reputation is in good standing	3
Comments:	

Total Vendor Reputational Score	11
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Total Vendor Score	81
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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.