

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: FORT BEND SERVICES, INC.

Contract # 3200000 Fiscal Year: 2020

Date: 9-Sep-20

Form completed by: SUSIE BLAKE, Wastewater 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

VENDOR RESPONSIVENESS

Vendor is knowledgeable and competent about product	5
Service level agreements are met	5
Communication is relevant and timely	5
Vendor provides timely response to questions	5
Broad contact with City of League City	5
Comments: Fort Bend is very responsive to the needs of the wastewater treatment facilities. No issues.	
Total Vendor Responsiveness Score	
	25

QUALITY AND DELIVERY

Deliveries are on-time	5
Product(s) meet specifications	5
Product(s) is free of defects	5
Product(s) is reliable	5
Product(s) is available	5
Product(s) mistakes can/will be corrected	5
Warranty is competitive and upheld	5
Depth of vendor's team	5
Comments: Polymer is delivered in a timely manner without any errors.	
Total Vendor Quality and Delivery Score	
	40

FINANCIAL

Value of product is high	5
Proposals and invoices are accurate and timely	5
Pricing is competitive	4
Invoice pricing matches contract pricing	5
Comments: Invoices are correct without any errors and are supplied in atimely manner.	
Total Vendor Financial Score	
	19

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

99

Would you hire them again? ☒ es ☐ n

Comments: Excellent vendor, no issues. Works well with city and provides excellent services.

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.