

## CITY OF LEAGUE CITY VENDOR REPORT CARD: Professional Service

Vendor Name: Netsync

Contract #

Fiscal Year: FY21

Date: 7/21/2021

Form completed by: Andrew Hernandez/Ryan Smith

### 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	5
Service level agreements are met	5
Communication is professional, relevant and timely	5
Post-engagement support	5
Comments:	

Total Vendor Responsiveness Score	20
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<b>QUALITY AND DELIVERY</b>	
Deliverables are on-time	4
Project completed on-time	5
Satisfies scope of services	5
Information provided is reliable	5
Depth of consultant's team	5
Quality of deliverables	5
Working with this consultant is adding value	5
Comments:	

Total Vendor Quality and Delivery Score	34
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<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
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<b>REPUTATIONAL</b>	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	5
Industry reputation is good standing	5
Consultant represents City of League City properly	5
Comments:	

Total Vendor Reputational Score	20
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Total Vendor Score	99
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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.