

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: KING SOLUTION SERVICES, LLC Contract/PO # 3230336

Form completed
Date: 2/12/2024 by: ROBERT TAYLOR Fiscal Years: 2024

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	Year 1 Score	Year 2 Score	Year 3 Score	Year 4 Score	Year 5 Score	Year 6 Score	Year 7 Score	Year 8 Score
Renewal Period (annotate with an X in box)								
VENDOR RESPONSIVENESS								
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							
Total Vendor Responsiveness Score								
	25	0	0	0	0	0	0	0
QUALITY AND DELIVERY								
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							
Total Vendor Quality and Delivery Score								
	35	0	0	0	0	0	0	0
FINANCIAL								
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							
Total Vendor Financial Score								
	25	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5							
Organizational stability and resiliency	5							
Industry reputation is in good standing	5							
Total Vendor Reputational Score								
	15	0	0	0	0	0	0	0
Total Vendor Score								
	100	0	0	0	0	0	0	0

Would you hire them again? Yes No

King Solution is always very responsive and provides prompt professional services.

Overall
Comments:

Grade: 86-100 = A, 76-85 = B, 66-75 = C, below 66 = F

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.