

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Paradigm Traffic Systems Contract/PO # 3250233

Form completed

Date: 7/15/2025

by: Lance Libby

Fiscal Years: FY24-FY25

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	5						
Service level agreements are met	5	5						
Communication is relevant and timely	5	5						
Communication is professional	5	5						
Vendor provides timely response to questions	4	4						
Total Vendor Responsiveness Score	24	24	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	5	5						
Satisfies scope of services	5	5						
Service is reliable	4	4						
Quality of deliverables	4	4						
Product or service provides significant added value	4	4						
Quality of personnel assigned	5	5						
Depth of vendor's team	4	4						
Total Vendor Quality and Delivery Score	31	31	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4	4						
Proposals and invoices are accurate and timely	5	5						
Budget is upheld	4	4						
Pricing is competitive	4	4						
Invoice pricing matches contract pricing	4	4						
Total Vendor Financial Score	21	21	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	4	4						
Organizational stability and resiliency	5	5						
Industry reputation is in good standing	5	5						
Total Vendor Reputational Score	14	14	0	0	0	0	0	0
Total Vendor Score	90	90	0	0	0	0	0	0

Would you hire them again? ☐ Yes ☒ No

Overall

Comments:

Paradigm has all the signal materials we use and are able to get them to us in a timely manner. If problems arrive with a product they will address it and get the issue resolved in a timely manner.

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.