

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: O'Reilly Enterprises Contract/PO # 3210264

Form completed

Date: 1/8/2024 by: Yvonne Caldero Fiscal Years: 2021-2023

## 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
<b>Renewal Period (annotate with an X in box)</b>								
<b>VENDOR RESPONSIVENESS</b>								
Vendor is knowledgeable and competent about service	5	5	5					
Service level agreements are met	5	5	5					
Communication is relevant and timely	5	5	5					
Communication is professional	5	5	5					
Vendor provides timely response to questions	5	5	5					
<b>Total Vendor Responsiveness Score</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>QUALITY AND DELIVERY</b>								
Services on-time and schedule is upheld	5	5	5					
Satisfies scope of services	5	5	5					
Service is reliable	5	5	5					
Quality of deliverables	5	5	5					
Product or service provides significant added value	5	5	5					
Quality of personnel assigned	5	5	5					
Depth of vendor's team	4	4	4					
<b>Total Vendor Quality and Delivery Score</b>	<b>34</b>	<b>34</b>	<b>34</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FINANCIAL</b>								
Value of products/services is high	5	5	5					
Proposals and invoices are accurate and timely	5	5	5					
Budget is upheld	5	5	5					
Pricing is competitive	5	5	5					
Invoice pricing matches contract pricing	5	5	5					
<b>Total Vendor Financial Score</b>	<b>25</b>	<b>25</b>	<b>25</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>REPUTATIONAL</b>								
Confidentiality and security of documents and data	5	5	5					
Organizational stability and resiliency	5	5	5					
Industry reputation is in good standing	5	5	5					
<b>Total Vendor Reputational Score</b>	<b>15</b>	<b>15</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Vendor Score</b>	<b>99</b>	<b>99</b>	<b>99</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Would you hire them again?  Yes  No

O'Reilly stock availability meets the demands of the city while providing excellent lead times and offering competitive costs of goods.

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.