CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: **Paradigm Traffic Systems** Contract/PO # **3230421**

Date: **7/21/2024** Form completed by: **Lance Libby** Fiscal Years: **FY23-FY24**

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	4							
Total Vendor Responsiveness Score	24	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	4							
Quality of deliverables	4							
Product or service provides significant added value	4							
Quality of personnel assigned	5							
Depth of vendor's team	4							
Total Vendor Quality and Delivery Score	31	0	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4							
Proposals and invoices are accurate and timely	5							
Budget is upheld	4							
Pricing is competitive	4							
Invoice pricing matches contract pricing	4							
Total Vendor Financial Score	21	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	4							
Organizational stability and resiliency	5							
Industry reputation is in good standing	5							
Total Vendor Reputational Score	14	0	0	0	0	0	0	0
Total Vendor Score	**90**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Would you hire them again? ☐ **Yes** ☑ **No**

Paradigm has high quality products, and are very knowledgable on the products they sell.

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.