

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Paradigm Traffic Systems

Contract/PO # 3220238

Form completed

Date: 5/2/2023

by: George Chapa

Fiscal Years:

FY2022

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	Renewal Period (annotate with an X in box)	Year 1 Score	Year 2 Score	Year 3 Score	Year 4 Score	Year 5 Score	Year 6 Score	Year 7 Score	Year 8 Score
VENDOR RESPONSIVENESS									
Vendor is knowledgeable and competent about service		4							
Service level agreements are met		5							
Communication is relevant and timely		4							
Communication is professional		5							
Vendor provides timely response to questions		5							
	Total Vendor Responsiveness Score	23	0	0	0	0	0	0	0
QUALITY AND DELIVERY									
Services on-time and schedule is upheld		5							
Satisfies scope of services		4							
Service is reliable		4							
Quality of deliverables		5							
Product or service provides significant added value		5							
Quality of personnel assigned		4							
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		5							
Proposals and invoices are accurate and timely		5							
Budget is upheld		5							
Pricing is competitive		4							
Invoice pricing matches contract pricing		5							
	Total Vendor Financial Score	24	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	93	0	0	0	0	0	0	0

Would you hire them again? Yes No

This vendor is very knowledgeable in the industry. They continue to give the support needed to make sure equipment is installed and operating correctly.

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.