

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Witmann Enterprises Contract/PO # _____

Form completed

Date: 9/25/2024

by: N. Smith

Fiscal Years: FY 22, 23, & 24

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)			X					
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	5	5	5					
Service level agreements are met	4	4	4					
Communication is relevant and timely	5	5	5					
Communication is professional	4	4	4					
Vendor provides timely response to questions	4	4	4					
Total Vendor Responsiveness Score	22	22	22	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	4	4	4					
Satisfies scope of services	4	4	4					
Service is reliable	4	4	4					
Quality of deliverables	4	4	4					
Product or service provides significant added value	4	4	4					
Quality of personnel assigned	5	5	5					
Depth of vendor's team	4	4	4					
Total Vendor Quality and Delivery Score	29	29	29	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4	4	4					
Proposals and invoices are accurate and timely	4	4	4					
Budget is upheld	4	4	4					
Pricing is competitive	4	4	4					
Invoice pricing matches contract pricing	4	4	4					
Total Vendor Financial Score	20	20	20	0	0	0	0	0
REPUTATIONAL								
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					
Total Vendor Reputational Score	15	15	15	0	0	0	0	0
Total Vendor Score	86	86	86	0	0	0	0	0

Would you hire them again? Yes No

Overall Comments:

During the beginning FY24, the Team flew into Houston to help present and answer questions about increasing billing rates to City council. Jennifer and her team were extremely helpful providing required information, outside of normal EMS billing and collections, to complete the Medicare Ground Ambulance Survey. Wittman is very responsive to reporting requests and customer inquiries of accounts.

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.