

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Thirkettle DBA Aqua

Vendor Name: Metric Sales Company

Contract/PO # 3300005

Form completed Lindsey

Date: 7/12/2023

by: Sinibaldi

Fiscal Years: 2019-2022

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 product			5	5				
Service level agreements are met			5	2				
Communication is relevant and timely			5	4				
Vendor provides timely response to questions			5	3				
Broad contact with City of League City			5	3				
Total Vendor Responsiveness Score	0	0	25	17	0	0	0	0
QUALITY AND DELIVERY								
Deliveries are on-time			3	1				
Product(s) meet specifications			3	5				
Product(s) is free of defects			3	3				
Product(s) is reliable			3	4				
Product(S) is available			3	1				
Product(s) mistakes can/will be corrected			3	4				
Warranty is competitive and upheld			3	5				
Depth of vendor's team			5	5				
Total Vendor Quality and Delivery Score	0	0	26	28	0	0	0	0
FINANCIAL								
Value of product is high			3	5				
Proposals and invoices are accurate and timely			4	5				
Pricing is competitive			3	3				
Invoice pricing matches contract pricing			5	5				
Total Vendor Financial Score	0	0	15	18	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data			3	5				
Organizational stability and resiliency			3	5				
Industry reputation is in good standing			5	5				
Total Vendor Reputational Score	0	0	11	15	0	0	0	0
Total Vendor Score	80	0	77	78	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Sole Source. Product fulfillment has not been timely and response time is lacking when requesting a one-time data request. Products are reliable and operate as needed.

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.