

CITY OF LEAGUE CITY VENDOR REPORT CARD: PROFESSIONAL SERVICES

Vendor Name: Alliance Printing Contract/PO # _____

Form completed

Date: 6/3/2026 by: Sarah Osborne Fiscal Years: 2024, 2025, 2026

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	4	4	4					
Service level agreements are met	3	3	3					
Communication is professional, relevant and timely	4	4	4					
Post-engagement support	4	4	4					
Total Vendor Responsiveness Score	15	15	15	0	0	0	0	0
QUALITY AND DELIVERY								
Deliverables are on-time	4	4	4					
Project completed on-time	4	4	4					
Satisfies scope of services	4	4	4					
Information provided is reliable	4	4	4					
Depth of consultant's team	4	4	4					
Quality of deliverables	4	4	4					
Working with this consultant is adding value	5	5	5					
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	5	5	5					
Budget is upheld	5	5	5					
Pricing is competitive	5	5	5					
Invoice pricing matches contract pricing	5	5	5					
Total Vendor Financial Score	24	24	24	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5	5	5					
Organizational stability and resiliency	4	4	4					
Industry reputation is good standing	4	4	4					
Consultant represents City of League City properly	5	5	5					
Total Vendor Reputational Score	18	18	18	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:

The vendor is extemley easy to work with and is very responsive to emails and phone calls. They handle requests for changes to magazine design once a proof is received in an efficient and timley manner. The quality of the product is excellent and delivery is always on time. Our customer service representative is always responsive to our needs and ensures the product is of the upmost quality.

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.

