

## CITY OF LEAGUE CITY VENDOR REPORT CARD: Professional Service

Vendor Name: Kelsey Seybold

Contract # \_\_\_\_\_

Fiscal Year: FY2022

Date: 9/7/2022

Form completed by: Tamara Boegler

### 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	Score
<b>VENDOR RESPONSIVENESS</b>	
Vendor is knowledgeable and competent	4
Service level agreements are met	4
Communication is professional, relevant and timely	4
Post-engagement support	4
<b>Comments: All of our account representatives at Kelsey-Seybold are knowledgeable and easy to talk to. If there is something we don't understand or have questions about, they are very responsive and quick to schedule meetings with Doctors if they can't answer our questions</b>	
<b>Total Vendor Responsiveness Score</b>	<b>16</b>

<b>QUALITY AND DELIVERY</b>	
Deliverables are on-time	5
Project completed on-time	5
Satisfies scope of services	5
Information provided is reliable	5
Depth of consultant's team	5
Quality of deliverables	5
Working with this consultant is adding value	5
<b>Comments: Feedback from one of our Firefighters: Everyone there was great. Super friendly and talked through all of the steps and processes that we were going to do. I had some really bad experiences in the past at Kelsey. The staff today turned that feeling 180 degrees.</b>	
<b>Total Vendor Quality and Delivery Score</b>	<b>35</b>

<b>FINANCIAL</b>	
Value of products/services is high	4
Proposals and invoices are accurate and timely	5
Budget is upheld	5
Pricing is competitive	5
Invoice pricing matches contract pricing	4
<b>Comments: We receive invoices very quickly. If someone doesn't need a test run for whatever reason, Kelsey will back the tests they didn't run out of the contract package pricing and only charge us for the services provided.</b>	
<b>Total Vendor Financial Score</b>	<b>23</b>

<b>REPUTATIONAL</b>	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	5
Industry reputation is good standing	5
Consultant represents City of League City properly	5
<b>Comments: We are not the only department in the area that uses Kelsey Seybold. We started using them several years ago when we received wonderful reviews from Pearland and Webster Fire Departments</b>	
<b>Total Vendor Reputational Score</b>	<b>20</b>

**Total Vendor Score** **94**

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

**Comments:** Kelsey Seybold has been a great vendor to work with over the years. This past fiscal year they went above and beyond to accommodate our volunteers for physicals. There were several campus locations that were closed due to construction which increased appointments at the Webster and Pearland locations. They were still able to accommodate us and get the job done.

**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.**