

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Boundtree Medical

Contract # 3190015 Fiscal Year 22

Date: 9/16/2022

Form completed by: N. Smith

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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent about service	5
Service level agreements are met	4
Communication is relevant and timely	5
Communication is professional	5
Vendor provides timely response to questions	5
Comments: Leader in EMS products	
Total Vendor Responsiveness Score	24
QUALITY AND DELIVERY	
Services on-time and schedule is upheld	5
Satisfies scope of services	5
Service is reliable	5
Quality of deliverables	5
Product or service provides significant added value	5
Quality of personnel assigned	5
Depth of vendor's team	5
Comments:	
Total Vendor Quality and Delivery Score	35
FINANCIAL	
Value of products/services is high	5
Proposals and invoices are accurate and timely	5
Budget is upheld	5
Pricing is competitive	5
Invoice pricing matches contract pricing	5
Comments:	
Total Vendor Financial Score	25
REPUTATIONAL	
Confidentiality and security of documents and data	5
Organizational stability and resiliency	5
Industry reputation is in good standing	5
Comments:	
Total Vendor Reputational Score	15
Total Vendor Score	
99	
Would you hire them again? Yes No	
Comments: YES - Would contract with them again. Craig Gray is an exceptional sales representative. In addition to ensuring competitive pricing, quick response, education	
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.	