

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: GALVESTON COUNTY HEALTH DISTRICT

Contract/PO #: 3250019

Date: August 8, 2025

Form completed by: RAMIRO OCHOA

Fiscal Years: 2025

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 service | 5 | 5 | 5 | | | | | |
| Service level agreements are met | 5 | 4 | 4 | | | | | |
| Communication is relevant and timely | 5 | 5 | 4 | | | | | |
| Communication is professional | 5 | 5 | 5 | | | | | |
| Vendor provides timely response to questions | 5 | 4 | 4 | | | | | |
| Total Vendor Responsiveness Score | 25 | 23 | 22 | 0 | 0 | 0 | 0 | 0 |
| QUALITY AND DELIVERY | | | | | | | | |
| Services on-time and schedule is upheld | 5 | 5 | 5 | | | | | |
| Satisfies scope of services | 5 | 5 | 5 | | | | | |
| Service is reliable | 5 | 5 | 5 | | | | | |
| Quality of deliverables | 4 | 4 | 4 | | | | | |
| Product or service provides significant added value | 4 | 4 | 4 | | | | | |
| Quality of personnel assigned | 5 | 5 | 4 | | | | | |
| Depth of vendor's team | 4 | 4 | 4 | | | | | |
| Total Vendor Quality and Delivery Score | 32 | 32 | 31 | 0 | 0 | 0 | 0 | 0 |
| FINANCIAL | | | | | | | | |
| Value of products/services is high | 5 | 5 | 5 | | | | | |
| Proposals and invoices are accurate and timely | 5 | 5 | 5 | | | | | |
| Budget is upheld | 5 | 5 | 5 | | | | | |
| Pricing is competitive | 4 | 4 | 4 | | | | | |
| 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 | 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 | 96 | 94 | 92 | 0 | 0 | 0 | 0 | 0 |

Would you hire them again? Y ☒s No ☐

Overall Comments: GCHD inspects wastewater treatment facilities, provides recommendations, and samples to ensure compliance with state and federal requirments.

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.