

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Bound Tree Medical Contract/PO # 3190015

Form completed

Date: 9/1/2023

by: N. Smith

Fiscal Years: 23

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	5							
Vendor is knowledgeable and competent about service	5							
Service level agreements are met	4							
Communication is relevant and timely	4							
Communication is professional	5							
Vendor provides timely response to questions	5							
Total Vendor Responsiveness Score	23	0	0	0	0	0	0	0
QUALITY AND DELIVERY	4							
Services on-time and schedule is upheld	5							
Satisfies scope of services	4							
Service is reliable	5							
Quality of deliverables	4							
Product or service provides significant added value	4							
Quality of personnel assigned	5							
Depth of vendor's team	4							
Total Vendor Quality and Delivery Score	31	0	0	0	0	0	0	0
FINANCIAL	4							
Value of products/services is high	4							
Proposals and invoices are accurate and timely	4							
Budget is upheld	3							
Pricing is competitive	4							
Invoice pricing matches contract pricing	3							
Total Vendor Financial Score	18	0	0	0	0	0	0	0
REPUTATIONAL	5							
Confidentiality and security of documents and data	4							
Organizational stability and resiliency	5							
Industry reputation is in good standing	5							
Total Vendor Reputational Score	14	0	0	0	0	0	0	0
Total Vendor Score	86	0	0	0	0	0	0	0

Would you hire them again? ☒ Yes ☐ No

Overall
Comments:

The assigned sales rep is accessible 24/7. He routinely calls to check status, bring new product information related to industry standards, and has made time to bring in experts within the field to provide high-quality training, not just on the products, but on procedures. High-quality team CPR training was provided not to just EMS, but all first responders within department. All requests (quotes/proposals/product information) are provided typically within less than 24 hours. If a product is not in stock, BTM has made efforts to help track down other suppliers that might have the item.

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.