

CITY OF LEAGUE CITY VENDOR REPORT CARD: PROFESSIONAL SERVICES

Vendor Name: Kelsey-Seybold Contract/PO # 3230082

Form completed
Date: 10/13/2023 by: T. Boegler Fiscal Years: FY2024 - FY31

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	4							
Service level agreements are met	5							
Communication is professional, relevant and timely	4							
Post-engagement support	4							
Total Vendor Responsiveness Score	17	0	0	0	0	0	0	0
QUALITY AND DELIVERY								
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							
Total Vendor Quality and Delivery Score	35	0	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	5							
Proposals and invoices are accurate and timely	5							
Budget is upheld	4							
Pricing is competitive	4							
Invoice pricing matches contract pricing	5							
Total Vendor Financial Score	23	0	0	0	0	0	0	0
REPUTATIONAL								
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							
Total Vendor Reputational Score	20	0	0	0	0	0	0	0
Total Vendor Score	95	0	0	0	0	0	0	0

Would you hire them again? Yes No

Overall Comments:

We have been utilizing Kelsey Seybold for a while now for our new hire and annual physicals. They are used for Firefighter physicals by most departments in the Houston area. The feedback we get from people that we send to Kelsey is positive. Kelsey Seybold representatives take the time to explain the physical to our firefighters and walk them through the entire process. Their billing office sends us all invoices in a timely manner.

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.

