

CITY OF LEAGUE CITY VENDOR SCORECARD: GENERAL SERVICES

Vendor Name: Galveston County Health District

Contract # 3300012

Fiscal Year 2021 - 2022

Date: August 3, 2022

Form completed by: Susie Blake

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
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VENDOR RESPONSIVENESS

Vendor is knowledgeable and competent about service	5
Service level agreements are met	5
Communication is relevant and timely	5
Communication is professional	5
Vendor provides timely response to questions	5

Comments: GCHD is very responsive to complaints. Provides answers to questions in a timely manner.

Total Vendor Responsiveness Score	25
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QUALITY AND DELIVERY

Services on-time and schedule is upheld	4
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	4

Comments:

Total Vendor Quality and Delivery Score	33
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FINANCIAL

Value of products/services is high	5
Proposals and invoices are accurate and timely	5
Budget is upheld	5
Pricing is competitive	4
Invoice pricing matches contract pricing	5

Comments: GCHD provides all invoices in a timely manner, all invoices are correct.

Total Vendor Financial Score	24
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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
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Total Vendor Score	97
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Would you hire them again? Yes No

Comments: GCHD inspects wastewater treatment plants, provides recommendations, and samples to ensure compliance with state and federal requirements.

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.