

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Stryker Medical Contract/PO # NA

Form completed
Date: 1/17/2024 by: N. Smith Fiscal Years: 2023

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							
Service level agreements are met	3							
Communication is relevant and timely	5							
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								
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							
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	4							
Budget is upheld	3							
Pricing is competitive	3							
Invoice pricing matches contract pricing	3							
Total Vendor Financial Score	18	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5							
Organizational stability and resiliency	5							
Industry reputation is in good standing	5							
Total Vendor Reputational Score	15	0	0	0	0	0	0	0
Total Vendor Score	91	0	0	0	0	0	0	0

Would you hire them again? Yes No

Overall Comments:

LCFD - EMS utilizes Stryker for equipment purchases and maintenance agreements. Stryker's sales rep and maintenance tech goes above just providing standard maintenance on our products. They all teach about the product, checks in frequently, is accessible and prompt on service calls. The sales rep and responded to needs and provided his own product until ours was properly repaired.

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.

