

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Galls LLC Contract # 3200187 Fiscal Year: 2020
 Date: 7/1/2020 Form completed by: Jessica Crook

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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent about product	4
Service level agreements are met	3
Communication is relevant and timely	4
Vendor provides timely response to questions	4
Broad contact with City of League City	3
Comments:	

Total Vendor Responsiveness Score	18
-----------------------------------	----

QUALITY AND DELIVERY	
Deliveries are on-time	3
Product(s) meet specifications	4
Product(s) is free of defects	4
Product(s) is reliable	4
Product(s) is available	3
Product(s) mistakes can/will be corrected	4
Warranty is competitive and upheld	4
Depth of vendor's team	3
Comments:	

Total Vendor Quality and Delivery Score	29
---	----

FINANCIAL	
Value of product is high	4
Proposals and invoices are accurate and timely	3
Pricing is competitive	4
Invoice pricing matches contract pricing	4
Comments:	

Total Vendor Financial Score	15
------------------------------	----

REPUTATIONAL	
Confidentiality and security of documents and data	3
Organizational stability and resiliency	3
Industry reputation is good standing	3
Comments:	

Total Vendor Reputational Score	9
---------------------------------	---

Total Vendor Score	71
---------------------------	-----------

Would you hire them again? ☒ **Yes** ☐ **No**

Comments:

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Galls, Inc.

Contract # 3200632 Fiscal Year 2020

Date: 11/16/2020

Form completed by: Tamara Boegler

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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent about service	4
Service level agreements are met	4
Communication is relevant and timely	4
Communication is professional	4
Vendor provides timely response to questions	4
Comments:	

Total Vendor Responsiveness Score	20
-----------------------------------	----

QUALITY AND DELIVERY	
Services on-time and schedule is upheld	4
Satisfies scope of services	3
Service is reliable	3
Quality of deliverables	2
Product or service provides significant added value	3
Quality of personnel assigned	4
Depth of vendor's team	4
Comments: We have several items that we can't get sized correctly for some reason. A few of these items that we have had people sized and resized for date back to FY2017.	

Total Vendor Quality and Delivery Score	23
---	----

FINANCIAL	
Value of products/services is high	3
Proposals and invoices are accurate and timely	3
Budget is upheld	4
Pricing is competitive	4
Invoice pricing matches contract pricing	5
Comments: We have had several invoicing issues over the past couple of years. Their Accounting Department doesn't seem to talk to their Sales Department.	

Total Vendor Financial Score	19
------------------------------	----

REPUTATIONAL	
Confidentiality and security of documents and data	4
Organizational stability and resiliency	4
Industry reputation is in good standing	3
Comments:	

Total Vendor Reputational Score	11
---------------------------------	----

Total Vendor Score	73
---------------------------	-----------

Would you hire them again? ☐ Yes ☒ No

Comments:

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Galls

Contract # 3200418 Fiscal Year 20

Date: 11/16/2020

Form completed by: N. Smith

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
VENDOR RESPONSIVENESS	
Vendor is knowledgeable and competent about service	3
Service level agreements are met	3
Communication is relevant and timely	3
Communication is professional	4
Vendor provides timely response to questions	3
Comments: Frequently has to outsource decoration of garments to 3rd party vendor - quality is poor and we have had Galls repair/replace repeatedly.	

Total Vendor Responsiveness Score **16**

QUALITY AND DELIVERY	
Services on-time and schedule is upheld	3
Satisfies scope of services	3
Service is reliable	3
Quality of deliverables	3
Product or service provides significant added value	3
Quality of personnel assigned	4
Depth of vendor's team	3
Comments:	

Total Vendor Quality and Delivery Score **22**

FINANCIAL	
Value of products/services is high	3
Proposals and invoices are accurate and timely	3
Budget is upheld	3
Pricing is competitive	3
Invoice pricing matches contract pricing	3
Comments:	

Total Vendor Financial Score **15**

REPUTATIONAL	
Confidentiality and security of documents and data	3
Organizational stability and resiliency	3
Industry reputation is in good standing	3
Comments:	

Total Vendor Reputational Score **9**

Total Vendor Score 62

Would you hire them again? Yes No

Comments: Unfortunately, there are no other companies that can provide everything that is listed on the City's contract thereby making it difficult to go with anyone else.

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.

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: Galls

Contract # 3200293 Fiscal Year 2020

Date: 11/17/2020

Form completed by: Jeff Allen

Scoring Guide

- 1 Does not meet criteria
- 2 Generally does not meet criteria
- 3 Meets criteria
- 4 Exceeds some criteria
- 5 Exceptional criteria

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: Galls has been extremely responsive to questions or issues with order from the Fire Marshal's Office.

Total Vendor Responsiveness Score 25

QUALITY AND DELIVERY

Services on-time and schedule is upheld	4
Satisfies scope of services	4
Service is reliable	4
Quality of deliverables	4
Product or service provides significant added value	4
Quality of personnel assigned	5
Depth of vendor's team	5

Comments: There are items that tend to take longer to receive however, most of the time this is the manufacturer that causes the delay and not galls. Furthermore, any issues with embroidery that we have had with Galls, has been immediately addressed and repaired.

Total Vendor Quality and Delivery Score 30

FINANCIAL

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

Comments: We had expressed an issue with Galls for tracking of purchases for the Fire Marshal's Office. The issue was that an invoice was sent for each item sent instead of at the completion of an order being filled. Changes were made on Galls's end so that we would only be invoiced once all items from an order had been shipped.

Total Vendor Financial Score 23

REPUTATIONAL

Confidentiality and security of documents and data	5
Organizational stability and resiliency	4
Industry reputation is in good standing	4

Comments:

Total Vendor Reputational Score 13

Total Vendor Score 91

Would you hire them again? Yes No

Comments: Yes, I would hire galls again in the future for uniform needs.

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.