

CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: SERV Contract/PO # 2241038

Form completed by: Misty Ferro Fiscal Years: FY25
 Date: 1/16/2025

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 product	5							
Service level agreements are met	5							
Communication is relevant and timely	5							
Vendor provides timely response to questions	5							
Broad contact with City of League City	4							
Total Vendor Responsiveness Score	24	0	0	0	0	0	0	0
QUALITY AND DELIVERY								
Deliveries are on-time	5							
Product(s) meet specifications	5							
Product(s) is free of defects	5							
Product(s) is reliable	5							
Product(S) is available	5							
Product(s) mistakes can/will be corrected	5							
Warranty is competitive and upheld	5							
Depth of vendor's team	5							
Total Vendor Quality and Delivery Score	40	0	0	0	0	0	0	0
FINANCIAL								
Value of product is high	5							
Proposals and invoices are accurate and timely	5							
Pricing is competitive	5							
Invoice pricing matches contract pricing	5							
Total Vendor Financial Score	20	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	99	0	0	0	0	0	0	0

Would you hire them again? Yes No

We have purchased two ambulances from SERV over the last year and they have proven to be durable with a solid reputation.

Overall
Comments:

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.