

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Seril, Inc., dba Houston

Vendor Name: Grotech Contract/PO # 3240364

Form completed

Date: 3/12/2026 by: Bob Simoneau Fiscal Years: FY24-FY26

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	5						
Service level agreements are met	5	5						
Communication is relevant and timely	4	4						
Communication is professional	5	5						
Vendor provides timely response to questions	4	4						
Total Vendor Responsiveness Score	23	23	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	4	4						
Satisfies scope of services	5	5						
Service is reliable	5	5						
Quality of deliverables	4	4						
Product or service provides significant added value	4	4						
Quality of personnel assigned	4	4						
Depth of vendor's team	4	4						
Total Vendor Quality and Delivery Score	30	30	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	5	5						
Proposals and invoices are accurate and timely	4	4						
Budget is upheld	4	4						
Pricing is competitive	5	5						
Invoice pricing matches contract pricing	4	4						
Total Vendor Financial Score	22	22	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	5	5						
Organizational stability and resiliency	5	5						
Industry reputation is in good standing	5	5						
Total Vendor Reputational Score	15	15	0	0	0	0	0	0
Total Vendor Score	90	90	0	0	0	0	0	0

Would you hire them again? Yes No

When asked vendor will go above and beyond to provide a quality product and service exceeding League City's expectations.

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