

# CITY OF LEAGUE CITY VENDOR REPORT CARD: PROFESSIONAL SERVICES

Vendor Name: Kelsey-Seybold Contract/PO # 3240187

Form completed

Date: 2/26/2025 by: T. Boegler Fiscal Years: FY2023 - FY2025

## 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
<b>Renewal Period (annotate with an X in box)</b>	X	X						
<b>VENDOR RESPONSIVENESS</b>								
Vendor is knowledgeable and competent	4	4	4					
Service level agreements are met	5	3	3					
Communication is professional, relevant and timely	4	3	2					
Post-engagement support	4	3	1					
<b>Total Vendor Responsiveness Score</b>	<b>17</b>	<b>13</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>QUALITY AND DELIVERY</b>								
Deliverables are on-time	5	5	5					
Project completed on-time	5	4	4					
Satisfies scope of services	5	3	3					
Information provided is reliable	5	4	3					
Depth of consultant's team	5	4	4					
Quality of deliverables	5	4	4					
Working with this consultant is adding value	5	2	1					
<b>Total Vendor Quality and Delivery Score</b>	<b>35</b>	<b>26</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>FINANCIAL</b>								
Value of products/services is high	5	3	2					
Proposals and invoices are accurate and timely	5	3	4					
Budget is upheld	4	4	4					
Pricing is competitive	4	3	3					
Invoice pricing matches contract pricing	5	3	3					
<b>Total Vendor Financial Score</b>	<b>23</b>	<b>16</b>	<b>16</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>REPUTATIONAL</b>								
Confidentiality and security of documents and data	5	4	4					
Organizational stability and resiliency	5	4	2					
Industry reputation is good standing	5	4	3					
Consultant represents City of League City properly	5	4	3					
<b>Total Vendor Reputational Score</b>	<b>20</b>	<b>16</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Total Vendor Score</b>	<b>95</b>	<b>71</b>	<b>62</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Would you hire them again?  Yes  No

Overall Comments:

We have been using Kelsey Seybold for our new hire and annual physical examinations for some time. However, the feedback from our firefighters has begun to decline. There have been instances where physicians or technicians have informed our firefighters that they have passed their physicals, only for the head doctor to later declare them failed, with no follow-up from the clinic. Additionally, individuals have reported difficulties in scheduling appointments, often experiencing delays or inadequate responses. During their physical examinations, firefighters are not supposed to provide their insurance information; nevertheless, Kelsey Seybold has been asking for their insurance information for these services. The City is meant to cover these costs, yet there have been cases where firefighters have received bills for their physicals. Upon reaching out to the billing office, we are assured that the issue has been rectified, but we discovered months later that it remains unresolved, resulting in our firefighters continuing to receive non-payment notices from Kelsey Seybold.

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.