

## CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: SERV Contract/PO # 2250675

Form completed

Date: 1/6/2026 by: Misty Ferro Fiscal Years: 2026

### 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)								
<b>VENDOR RESPONSIVENESS</b>								
Vendor is knowledgeable and competent about product	5	5						
Service level agreements are met	5	5						
Communication is relevant and timely	5	5						
Vendor provides timely response to questions	5	5						
Broad contact with City of League City	4	4						
Total Vendor Responsiveness Score	24	24	0	0	0	0	0	0
<b>QUALITY AND DELIVERY</b>								
Deliveries are on-time	5	5						
Product(s) meet specifications	5	5						
Product(s) is free of defects	5	5						
Product(s) is reliable	5	5						
Product(s) is available	4	4						
Product(s) mistakes can/will be corrected	5	5						
Warranty is competitive and upheld	5	5						
Depth of vendor's team	5	5						
Total Vendor Quality and Delivery Score	39	39	0	0	0	0	0	0
<b>FINANCIAL</b>								
Value of product is high	5	5						
Proposals and invoices are accurate and timely	5	5						
Pricing is competitive	5	5						
Invoice pricing matches contract pricing	5	5						
Total Vendor Financial Score	20	20	0	0	0	0	0	0
<b>REPUTATIONAL</b>								
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
<b>Total Vendor Score</b>	<b>98</b>	<b>98</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Would you hire them again? ☒ Yes ☐ No

SERV has a strong track record of providing high-quality Ford ambulances. SERV works diligently to ensure the city receives the vehicle promptly.

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.

# CITY OF LEAGUE CITY VENDOR REPORT CARD: GOODS

Vendor Name: Stryker Contract/PO # N/A

Form completed

Date: 1/6/2026

by: Misty Ferro

Fiscal Years: 2026

## 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)								
<b>VENDOR RESPONSIVENESS</b>								
Vendor is knowledgeable and competent about product	5	5						
Service level agreements are met	3	3						
Communication is relevant and timely	5	5						
Vendor provides timely response to questions	5	5						
Broad contact with City of League City	5	5						
Total Vendor Responsiveness Score	23	23	0	0	0	0	0	0
<b>QUALITY AND DELIVERY</b>								
Deliveries are on-time	5	5						
Product(s) meet specifications	5	5						
Product(s) is free of defects	5	5						
Product(s) is reliable	5	5						
Product(S) is available	5	5						
Product(s) mistakes can/will be corrected	5	5						
Warranty is competitive and upheld	5	5						
Depth of vendor's team	5	5						
Total Vendor Quality and Delivery Score	40	40	0	0	0	0	0	0
<b>FINANCIAL</b>								
Value of product is high	5	5						
Proposals and invoices are accurate and timely	4	4						
Pricing is competitive	3	3						
Invoice pricing matches contract pricing	3	3						
Total Vendor Financial Score	15	15	0	0	0	0	0	0
<b>REPUTATIONAL</b>								
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
<b>Total Vendor Score</b>	<b>93</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Would you hire them again? ☒ Yes ☐ No

Stryker goes above just providing standard maintenance on products. They teach about the product, check in frequently, and are accessible and prompt in responding to service calls.

Overall

Comments:

Grade: 86-100 = A, 76-85 = B, 66-75 = C, below 66 = F

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