

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)								
VENDOR RESPONSIVENESS								
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
QUALITY AND DELIVERY								
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
FINANCIAL								
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
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	98	98	0	0	0	0	0	0

Would you hire them again? Yes No

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

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)								
VENDOR RESPONSIVENESS								
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
QUALITY AND DELIVERY								
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
FINANCIAL								
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
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	93	93	0	0	0	0	0	0

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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