


Glenn Hegar

Texas Comptroller of Public Accounts



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Vendor Performance Report

General Contract Information:

Commodity/Service: Commodities

Contract Type: State Use Program - TCI and WorkQuest (Document 9)

Purchase Order No:

0000329808

PO Amount: \$32,980,826,312.18

PO Date: 10/4/2023

Class/Item:

20772-*Printer Accessories And Supplies: Chemicals, Forms Tractors, Inks And Cartridges, Paper, Label Sheets, Sheet Feeders, Toner Cartridges, Wheels, Etc.;

Contract ID: 0000329808

Report Submission Reason: Contract/PO Completion

Vendor Information:

Vendor ID: 17419760511

Vendor Name: WorkQuest, Inc.

Contact Name: Audrey Cedillo

Address: 1011 East 53 1/2 Street

City/State/Zip: Austin/Texas/78751

Phone: (512) 451-8145

Email: smartbuy@workquest.com

Agency Information:

Agency ID: 529

Agency Name: Health & Human Services Commission - 529

Contact Name: Nicole Wiley

Address: 4601 W Guadalupe St

City/State/Zip: Austin/Texas/78751-3146

Phone: (361) 844-7640

Email: nicole.wiley@hhs.texas.gov

Performance Factors:

Delivery

Service completed and/or Product delivered on time as scheduled to agency

Customer Service

Vendor staff demonstrated professionalism and competence that met expectations

Adequate customer service was provided

Adequate technical support, training and/or assistance was provided

Communication

Vendor established adequate working rapport with agency

Vendor provided adequate communication, accessibility and feedback

Vendor responded to letter(s), phone call(s), or email(s) adequately

Administration

Invoice accuracy and submittal time met specifications

Report and required documentation met specifications

Contract completed on budget and financial aspects met specifications

Product

No Product issues

Scope

Vendor worked accordingly with agency to meet deadlines and milestones

Order and/or service met requirements (performance, deadlines, report, invoices, etc)

Report Date: 9/4/2024

Date Published: 9/4/2024

Report Grade: C

Vendor Grade: B

Policies

Other State Sites



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Public Information Act

(<https://comptroller.texas.gov/about/policies/open-records/public-information-act.php>)

Texas Secretary of State

(<https://www.sos.state.tx.us/>)

HB 855

Texas.gov (<https://texas.gov>)

Texas Records and Information

Locator (TRAIL)

(<https://www.tsl.state.tx.us/trail/>)

State Link Policy

(<https://dir.texas.gov/resource-library-item/state-website-linking-privacy-policy>)

item/state-website-linking-privacy-

policy)

Texas Veterans Portal

(<https://veterans.portal.texas.gov>)