## 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 - TCl 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

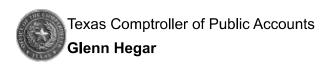
Scope

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



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HB 855