Glenn Hegar

Texas Comptroller of Public Accounts







)

Vendor Performance Report

General Contract Information:

Commodity/Service: Commodities

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

Purchase Order No:

0000350223

PO Amount: \$35,022,354,402.06

PO Date: 6/25/2024

Class/Item:

62086-Pens Erasable Markers;

Contract ID: 0000350223

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

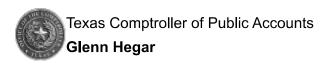
Scope

Vendor worked accordingly with agency to meet deadlines and milestones

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

Report Date: 9/5/2024 Date Published: 9/5/2024

Report Grade: C Vendor Grade: B



Home (https://comptroller.texas.gov)
Contact Us
(https://comptroller.texas.gov/about/contact/)

Privacy and Security Policy

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

(https://comptroller.texas.gov/about/policies/privadepap)Records and Information

Accessibility Policy

Locator(TRAIL)

(https://comptroller.texas.gov/about/policies/acces(sithibity//ph/pr)v.tsl.state.tx.us/trail/)

Link Policy

State Link Policy

(https://comptroller.texas.gov/about/policies/links.phtp)s://dir.texas.gov/resource-library-

Search from the Texas State Library

item/state-website-linking-privacy-

(https://www.tsl.texas.gov/trail/index.html)

policy)

Texas Homeland Security

Texas Veterans Portal

(https://www.dhs.gov/see-something-say-

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

something/reporting/texas)

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