


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:**

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

**Policies**

**Other State Sites**



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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

(<http://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>)