

Performance Evaluation Details

ID	E1
Project	Pool Maintenance and Repair
Project Number	23ITB125742A-BKJ
Supplier	United Pool Maintenance, LLC
Supplier Project Contact	Brad Nassaur (preferred language: English)
Performance Program	Professional Services
Evaluation Period	06/30/2026 to 09/29/2026
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	91

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - PROFESSIONAL SERVICES

Evaluation Score Range
Outstanding = 90-100%
Excellent = 80-89%
Satisfactory = 70-79%
Needs Improvement = 50-69%
Unsatisfactory = -50%

PROJECT MANAGEMENT

20/20

Rating

Outstanding: Project Management practices that exceed in the areas of scope, schedule, budget, quality of work and risk/issue management. Complete understanding of project objectives, risks and Contract requirements.

Comments

There have been no problems with the current pool contractor regarding Project Management.

SCHEDULE

17/20

Rating

Excellent: Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

There have been no reported problems with the contractor meeting completion dates. Note: there have been no major pool projects in FY2026. However, the contractor continues to perform all monthly pool maintenance on time.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

Excellent: Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

The contractor is currently meeting all deliverables. Note: In FY2026, the only deliverables have been monthly maintenance, and they are meeting this contractual responsibility.

COMMUNICATIONS AND CO-OPERATION

20/20

Rating

Outstanding: Co-operative and proactive response to User Department concerns at all times. Innovative communication approaches with the User Department's team.

Comments

The contractor in FY2026 has been good with communication. When we needed quotes on pool resurfacing/re-plastering, they were quick to forward the requested information. When there were questions regarding monthly billing, they clearly communicated their concerns, and our department agreed, and as a result, we were able to honor and proceed with their request.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

17/20

Rating

Excellent: Proactive approach to oversight of Contract compliance. Compliance issues are resolved in a timely manner to the User Department's satisfaction and exceeds expectations in some areas.

Comments

We have seen an improvement in the contractor's monthly billing. There have been no problems getting line-item descriptions on repair projects, and the invoice meets the request of the Senior Services Department.

GENERAL COMMENTS

Comments

We have seen improvement in this contractor. Though they have always done a good job, there was room for improvement in communications and billing over the years. We are currently happy with their overall performance.