

## Performance Evaluation Details

<b>ID</b>	E3
<b>Project</b>	Pool Maintenance
<b>Project Number</b>	21ITB000011A-CJC
<b>Supplier</b>	United Pool Maintenance, LLC
<b>Supplier Project Contact</b>	Brad Nassaur (preferred language: English)
<b>Performance Program</b>	Goods and Commodity Services
<b>Evaluation Period</b>	08/01/2024 to 10/31/2024
<b>Effective Date</b>	03/26/2025
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	10/10/2024
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	03/26/2025 09:27 AM EDT
<b>Completion Date</b>	03/26/2025 09:27 AM EDT
<b>Evaluation Score</b>	82

### Related Documents

There are no documents associated with this Performance Evaluation

**OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES**

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

**QUALITY OF PRODUCT OR SERVICE**

**17/20**

Rating  
**Excellent:** There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments  
The quality of work is fine. We don't have any problems with the work once completed. If we do, we call and they accomodate us as soon as possible.

**TIMELINESS OF PERFORMANCE**

**17/20**

Rating  
**Excellent:** There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments  
Response time to our problems is good. Sometimes there might be a small lag in time due to securing their sub-contractor but this doesn't happen much.

**BUSINESS RELATIONS**

**17/20**

Rating  
**Excellent:** Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments  
The business relationship is good. We've had a couple of meetings when there were differences in opinions however, upon meeting we always came to an agreement moving forward.

**CUSTOMER SATISFACTION**

**17/20**

Rating  
**Excellent:** Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments  
The department's satisfaction with this vendor is good. We have had to address issues with billing and disruptions in services as a result of billing but we've met on this and other issues and all parties are in agreement moving forward.

**COST CONTROL**

**14/20**

Rating  
**Satisfactory:** Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments  
The Senior Services receives many repair invoices in which most are very technical and hard for the average person to understand. As a result, sometimes we are amazed by the cost of the parts and labor but much of the surprise is due to our lack of understanding, coupled with our immediate need to get the problem fixed. When we have questions regarding the cost the contractor will take the time to explain.

**GENERAL COMMENTS**

Comments  
Overall, we work well with this contractor. They have provided us with good professional pool maintenance and repair services. Whenever there were misunderstandings we came together to find a resolution. We appreciate the work and dedication they have shown in assisting the department in keeping our four pools open and safe for our participants and aquatics team to use.