

Performance Evaluation Details

ID	E2
Project	Pool Maintenance
Project Number	21ITB000011A-CJC
Supplier	United Pool Maintenance, LLC
Supplier Project Contact	Brad Nassaur (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	05/01/2024 to 07/31/2024
Effective Date	10/22/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/22/2024 09:39 AM EDT
Completion Date	10/22/2024 09:39 AM EDT
Evaluation Score	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
Though there seems to be a lot of things that go wrong with our pools, it does not appear to be a result of bad work or low quality of materials used. They are doing a good job in this area.

TIMELINESS OF PERFORMANCE

20/20

Rating
Outstanding: The contractor has demonstrated an outstanding performance level, significantly exceeded delivery requirements, all on-time deliveries to the Government's benefit.

Comments
They are quick to address any problems that we may have.

BUSINESS RELATIONS

14/20

Rating
Satisfactory: Response to inquiries and/or technical, service, administrative issues is consistently effective.

Comments
Billing can sometimes get confusing. We have received bills a little earlier, but I have come to understand their rationale for doing this, which is to get paid as soon as possible. Anytime we have questions regarding billing, the contractor does spend the needed time working through these issues.

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 contractor does a good job of proactively communicating performance/specification issues to the Senior Services Department.

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
We were not expecting the recent cost increase in our monthly maintenance fees. When they submitted their base price, the monthly maintenance fee was not broken out however, their monthly costs seem to be inline with the other vendors that forwarded a bid response. This is also a lesson learned by the user department to ask for this breakout. There have also been some small discrepancies regarding monthly maintenance billing when services were interrupted and it not being clearly represented on the invoice. Eventually, explanations were sent via email after requests made for more information.

GENERAL COMMENTS

Comments
The Department of Senior Services has worked many successful years with United Pools, managing our pool repairs and maintenance issues. There have been hiccups along the way, but we have always managed to address any issues and move forward.