

Performance Evaluation Details

ID	E3
Project	Pool Maintenance
Project Number	23ITB125742A-BKJ
Supplier	United Pool Maintenance, LLC
Supplier Project Contact	Brad Nassaur (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	08/01/2024 to 10/31/2024
Effective Date	03/26/2025
Evaluation Type	Formal
Interview Date	10/10/2024
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	03/26/2025 09:27 AM EDT
Completion Date	03/26/2025 09:27 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

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.