

Performance Evaluation Details

ID	E1
Project	Animal Control Services
Project Number	17RFP08092017C-BKJ
Supplier	LifeLine Animal Project
Supplier Project Contact	Rebecca Guinn (preferred language: English)
Performance Program	Professional Services
Evaluation Period	01/01/2022 to 09/30/2022
Evaluation Type	Formal
Interview Date	10/28/2022
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	81

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

10/20

Rating

Needs Improvement: Many issues with Project Management that negatively impacted scope, schedule, quality and/or budget; corrective action slow. Understanding of project objectives, risks and Contract requirements was lacking and required some intervention by the User Department. Risks/Issues were communicated late to the User Department.

Comments

The vendor should continue to improve their forecast ability and timely communication regarding budget shortfalls with the contract administrator before they negatively impact the program. The less-than-timely notification of budget concerns during this contract period resulted in intervention by the user department.

SCHEDULE

20/20

Rating

Outstanding: Delivered ahead of original completion date with significant effort by Consultant to exceed project milestone dates or ahead of schedule with increased scope. Proactive approach to monitoring and forecasting of project schedule.

Comments

Not Specified

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 vendor met regular reporting requirements in a timely and accurate manner. The vendor should strive to meet unscheduled deadlines and requests for information from the public and elected officials that are shared via the contract administrator.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

Excellent: Co-operative and timely response to the User Department concerns.

Comments

While the vendor is very cooperative and does a good job communicating, they should continue to improve communication regarding shortfalls with the contract administrator before they negatively impact the program.

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

Not Specified

GENERAL COMMENTS

Comments

Overall, we are very pleased with our partnership with this vendor. There is always room for improvement regarding communication and they have been notified of this particular area for improvement.