Performance Evaluation Details

ID E11

Project General Landscaping & Lawn Care Services for Countywide Facilities

Project Number22RFP041122C-MHSupplierGeorgia Green

Supplier Project Contact Mark Gregory (preferred language: English)

Performance ProgramProfessional ServicesEvaluation Period04/01/2025 to 06/30/2025

Effective Date 07/08/2025

Evaluation Type Formal

Interview Date Not Specified

Expectations Meeting Date Not Specified

Status Completed

 Publication Date
 07/08/2025 09:46 AM EDT

 Completion Date
 07/08/2025 09:46 AM EDT

Evaluation Score 50

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 has been sold to a new company. no individual project management has been assigned to ensure projects are handled. The vendor has pending projects and services that are not being performed in a reasonable timeframe.

SCHEDULE 10/20

Rating

Needs Improvement: Schedule slippage but some effort made by Consultant to

achieve timelines. Minor issues with monitoring and forecasting.

Vendor has skipped or missed routine cutting assignments such as 3444 Claire Drive, Employee parking lots, North Fulton Annex, and Milton library. Comments

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

10/20

Rating

Needs Improvement: Above average number of issues with deliverables; resubmission of reports and/or deliverables may have been necessary.

Comments

Vendor has not been able to submit timely estimates and project schedules. The vendor invoicing is late. No invoicing has been submitted for April, may, June, or July. Vendor has been notified multiple times verbally and in writing to submit invoices in a timely manner. Examples 1. Additional straw application at the Alpharetta library to maintain consistency with city hall. No estimate and scheduling for landscape installation at the Fulton County Government Center. Vendor unable to complete sod installation at Roswell Library due to inadequate estimate of quantities causes delays in project.

COMMUNICATIONS AND CO-OPERATION

10/20

Rating

Needs Improvement: Communication and Co-operation needs improvement;

slow response to the User Department's requests and changes.

Comments The vendor needs to assign a project manager to ensure adequate response time and communication with Fulton County staff. Vendor not very responsive to

County needs and request.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

10/20

Rating

Needs Improvement: Minor issues with compliance took a long time to resolve

and/or required multiple interventions to resolve the issue to the the User

Department's satisfaction.

Vendor invoicing is a problem. The department KPI -and performance metrics are Comments

tied to reasonable turnaround period for invoicing and payment. The vendor has

internal issues with providing timely invoices.

GENERAL COMMENTS

Not Specified Comments