

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Facility Maintenance
<b>Project Number</b>	SWC#99999-001-SPD0000154-0001 -
<b>Supplier</b>	CGL Companies
<b>Supplier Project Contact</b>	Jennifer Svoboda (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	07/01/2024 to 09/30/2024
<b>Effective Date</b>	10/15/2024
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	10/15/2024
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	10/15/2024 11:37 AM EDT
<b>Completion Date</b>	10/15/2024 11:37 AM EDT
<b>Evaluation Score</b>	82

### 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

17/20

Rating

**Excellent:** Project Management that exceeds in some areas. Understanding of project objectives, risks and Contract requirements was above average and required little direction from the User Department.

Comments

CGL's responsiveness to inquiries has been prompt coming from their service manager and field technicians. Invoices have been received with a little delay and when an inquiry was made into any discrepancies, the communications from their office managers were clear and transparent.

### SCHEDULE

17/20

Rating

**Excellent:** Delivered ahead of original completion date with some effort by Consultant to meet or exceed project milestone dates, or on original schedule with increased scope. At times, proactive approach to monitoring and forecasting of project schedule.

Comments

CGL has proven to be reliable when called upon for their services and they delivered them within an acceptable timetable and resolution.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

14/20

Rating

**Satisfactory:** Deliverables meet requirements and have an average number of issues on reports and deliverables.

Comments

Technicians are very knowledgeable and professional, and their communication with key DREAM personnel has been concise and precise as it pertains to services rendered.

### COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

CGL staff provided on-site customer care visits to affirm the status of Fulton County satisfaction with their services. Again, their field technicians displayed a high level of professionalism and often went out their way to ensure that DREAM's key personnel were updated on their progress reports.

### 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

CGL independently manage their contract with little to no supervision required by County staff and continue to respond to any requests in a prompt and professional manner.

### GENERAL COMMENTS

Comments

*Not Specified*