

Performance Evaluation Details

ID	E2
Project	Behavioral Health Crisis Center
Project Number	#22RFP038A-CJC (D)
Supplier	Grady Health System
Supplier Project Contact	David G Noble (preferred language: English)
Performance Program	Professional Services
Evaluation Period	10/01/2025 to 12/31/2025
Effective Date	01/29/2026
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	01/29/2026 08:35 AM EST
Completion Date	01/29/2026 08:35 AM EST
Evaluation Score	79

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

The contractor is providing services in accordance with the scope of work outlined in the contract and is meeting performance expectations. The provider is on schedule to meet and exceed KPI requirements, having served over 1,000 clients. Invoices are submitted timely, are accurate, and no overspending or unjustified expenses have been identified. There are no issues with the quality of work, as KPI and monthly data reports are submitted without concern. No risk management issues have been identified that would pose financial or legal exposure to the County or Department. Work orders related to safety or operational issues are submitted on time, and the provider consistently keeps the Department informed and engaged regarding any emerging concerns.

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

The provider is on target to meet their KPIs, having served a number of clients that aligns with or surpasses contractual expectations.

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

The provider submits percentage KPI reports; however, submissions are occasionally late and sometimes require follow-up requests for additional data or clarification to ensure accuracy and completeness.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

The provider demonstrates great communication, responding to the department's requests in a timely manner and cooperating effectively with end users. They actively participate in marketing and outreach efforts and respond positively to requests to engage in departmental events.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

14/20

Rating

Satisfactory: Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

Comments

There is a current Corrective Action Plan (CAP) in place that addresses issues identified through DBHDD review. The provider is actively working to implement the CAP and address areas identified for improvement, while consistently communicating issues to the department in real time.

GENERAL COMMENTS

Comments

Not Specified