

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Healthcare Benefit Consulting and Benefit Claims Audit Services
<b>Project Number</b>	19RFP10172019C-BKJ
<b>Supplier</b>	Segal
<b>Supplier Project Contact</b>	Gina Sander (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	04/01/2022 to 06/30/2022
<b>Effective Date</b>	09/19/2022
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	09/19/2022 09:37 AM EDT
<b>Completion Date</b>	09/19/2022 09:37 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  
<b>Excellent:</b> 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  
Segal is familiar with the County's objectives at establishing proposed health care rates on a timely basis for management and Board level review and approval.

**SCHEDULE**

**14/20**

Rating  
<b>Satisfactory:</b> Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.  
Comments  
Discussions between Segal and the County with a delivered proposed rate structure was delivered with enough time to get onto our Agenda process for a September 7th approval.

**QUALITY OF DESIGN, REPORTS AND DELIVERABLES**

**17/20**

Rating  
<b>Excellent:</b> Deliverables exceed requirements in some areas and remainder of items delivered are high quality.  
Comments  
no issues.

**COMMUNICATIONS AND CO-OPERATION**

**17/20**

Rating  
<b>Excellent:</b> Co-operative and timely response to the User Department concerns.  
Comments  
Segal is responsive and available for numerous discussions about our health care setting process, evaluations, analysis and guidance on rate setting and health care management

**OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS**

**17/20**

Rating  
<b>Excellent:</b> 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  
no issues that we are aware.

**GENERAL COMMENTS**

Comments  
*Not Specified*