

Performance Evaluation Details

ID	E2
Project	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC (D)
Supplier	Grady Health System
Supplier Project Contact	David G Noble (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/01/2023 to 09/30/2023
Effective Date	11/06/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	11/06/2023 07:39 PM EST
Completion Date	11/06/2023 07:39 PM 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

Agency has hired the essential leadership personnel required to execute contract deliverables. Because of the similarities to the existing services the agency already provides and reputation in the community, meeting and exceeding the needs of the contract has proven to be relatively easy.

SCHEDULE

14/20

Rating

Satisfactory: Delivered on schedule or on approved amended schedule. Monitoring and forecasting of schedule as per Contract requirements.

Comments

Agency is reminded to have a Fulton first approach when working within Fulton County programs and facilities.

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

For Re-Entry services, positions were lost which made it difficult to fulfill all referrals and sometimes had to be sent to other agencies. For Core services, there was a great effort towards meeting requirements although agency will not meet the mark for all of their key performance indicators. Experienced some hiccups with the reporting measures required by Fulton County.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Agency is very responsive to requests, changes and is receptive to feedback. Agency has done well at taking the initiative to implement new programming and participates in community outreach events.

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

Vendor does well with communication issues in relation to the contract and/or that may affect the contractual services.

GENERAL COMMENTS

Comments

Not Specified