

Performance Evaluation Details

ID	E2
Project	Fulton County Behavioral Health Network
Project Number	22RFP038A-CJC (A)
Supplier	River Edge Behavioral Health
Supplier Project Contact	River Edge Behavioral Health (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 09:04 PM EST
Completion Date	11/06/2023 09:04 PM EST
Evaluation Score	70

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

14/20

Rating

Satisfactory: Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

Vendor understands project objectives but struggles with thorough execution across all programs. Struggles can be attributed to current staffing structure and lack of staff in key positions.

SCHEDULE

14/20

Rating

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

Comments

Loss of key staff and/or lack of training is affecting overall service provision and execution across all programs. It is important to note that all CORE KPI's are being met.

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

CSS scores for some programs remained above the 80% but CSS surveys have not been submitted across all programs. The agency struggles with maintain fully staffed programs and it affects the execution of key decisions.

COMMUNICATIONS AND CO-OPERATION

14/20

Rating

Satisfactory: Satisfactory response to the User Department's requests and changes; Consultant involved in developing solutions and ensures prompt and appropriate action.

Comments

Agency is cooperative, communication around critical incidents are often delayed. The provider is easy to work with however execution and follow up of necessary information is lacking at times.

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

Vendor has improved on submitting timely work orders for Core services. Ongoing staffing shortages as in other sessions appears to be the common factor affecting overall performance.

GENERAL COMMENTS

Comments

Not Specified