

Performance Evaluation Details

ID	E4
Project	Facility Maintenance
Project Number	SWC#99999-001-SPD0000154-0001 -
Supplier	CGL Companies
Supplier Project Contact	Jennifer Svoboda (preferred language: English)
Performance Program	Professional Services
Evaluation Period	01/01/2025 to 03/31/2025
Evaluation Type	Formal
Interview Date	05/23/2025
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	76

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

During this review period CGL Controls, complied with the work plan. Service requests were handled without repeat failures. Their technicians are knowledgeable and professional, and their communication with key DREAM personnel has been consistent.

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 been reliable and ensures that communication is provided through the procedures on repairs. They have presented concerns on key systems and identified where repairs would avoid failures for corrective actions. Repairs were completed on time and on schedule.

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

CGL's responsiveness to inquiries has been prompt. Their service manager has been available for calls of service and have staff available to respond. Communications with end users of facility are seamless and transparent.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Staff provides on-site customer care visits. Field technicians display a high level of professionalism and are timely with monthly reports. Additionally, communication when resources are required are presented with recommended resolution steps.

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

They independently manage staff with little to no supervision required by County staff and continue to make timely repairs of maintenance concerns.

GENERAL COMMENTS

Comments

Not Specified