

Performance Evaluation Details

ID	E10
Project	Senior Transportation Services
Project Number	21RFP000027A-CJC
Supplier	Transdev Services, Inc.
Supplier Project Contact	W.C. Pihl (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/02/2024 to 10/01/2024
Effective Date	10/04/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/04/2024 10:26 AM EDT
Completion Date	10/04/2024 10:26 AM EDT
Evaluation Score	75

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

Not Specified

SCHEDULE

14/20

Rating

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

Comments

We are still struggling with drop off and pick up times for our dialysis patients. Clients in the northern area of Fulton are still experiencing drop off and pick up time issues as well to centers and appointments.

QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

Excellent: Deliverables exceed requirements in some areas and remainder of items delivered are high quality.

Comments

Not Specified

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Not Specified

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

10/20

Rating

Needs Improvement: Minor issues with compliance took a long time to resolve and/or required multiple interventions to resolve the issue to the the User Department's satisfaction.

Comments

We have had several safety concerns with passengers as of late. Some incidents have resulted in passenger injuries.

GENERAL COMMENTS

Comments

Not Specified