

Performance Evaluation Details

ID	E1
Project	Drug Testing
Project Number	25RFP1386059A-BKJ
Supplier	Technical Resource Management, LLC dba Cordant Health Solutions
Supplier Project Contact	Proposal Manager (preferred language: English)
Performance Program	Professional Services
Evaluation Period	01/01/2026 to 03/31/2026
Effective Date	04/22/2026
Evaluation Type	Formal
Interview Date	04/15/2026
Expectations Meeting Date	04/15/2026
Status	Completed
Publication Date	04/22/2026 08:55 AM EDT
Completion Date	04/22/2026 08:55 AM EDT
Evaluation Score	88

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

20/20

Rating

Outstanding: Project Management practices that exceed in the areas of scope, schedule, budget, quality of work and risk/issue management. Complete understanding of project objectives, risks and Contract requirements.

Comments

The vendor demonstrated strong project management during rollout, including helping to establish and refine several early processes. The product delivered met all required specifications, and their understanding of project objectives and contract requirements was solid with limited need for direction from our team.

SCHEDULE

20/20

Rating

Outstanding: Delivered ahead of original completion date with significant effort by Consultant to exceed project milestone dates or ahead of schedule with increased scope. Proactive approach to monitoring and forecasting of project schedule.

Comments

Rollout was on time, and staffing and implementation milestones were met as expected. No major scheduling issues occurred during the implementation period.

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

While overall services are valued, the primary area needing improvement is the timeliness and reliability of deliverables.

This includes:

- Delays in confirmation testing and a lack of notification when confirmation results are ready. Cordant was able to provide feedback on this concern. While the turnaround time from receipt/request for confirmation testing in January was 119.58 hours, it had dropped to 59.56 hours in March as Cordant continues to refine lab processes. Cordant is also exploring options to provide confirmation testing notifications. Cordant advised that FCAC staff should reach out regarding any confirmation test still pending after 72 hours.
- Gaps in staffing coverage at collection sites are not consistently communicated. These issues directly affect workflow, participant accountability, and judicial response timelines. Recently, one of our program judges raised concerns about delayed results. Addressing these specific deliverable-related issues will significantly improve service quality. Cordant was able to provide feedback that they were aware of the concerns and were working with specimen collectors to improve communication and availability.

COMMUNICATIONS AND CO-OPERATION**17/20****Rating**

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

Comments

Communication and cooperation from the vendor are excellent. The team is consistently responsive, accessible, and supportive when questions or issues arise. Their availability and openness to feedback are notable strengths. The only issue, as noted above, is communication regarding specimen collectors' schedule changes/callouts.

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

Contract compliance is generally solid. Issues that arise are addressed when brought to attention. Continued focus on ensuring deliverables meet contracted turnaround standards will further strengthen compliance.

GENERAL COMMENTS**Comments**

The vendor provides strong professional service, excellent communication, and consistent support to the program. Addressing the identified issues related to the timeliness and completeness of deliverables will further enhance the partnership and overall program efficiency.