

Performance Evaluation Details

ID	E2
Project	Fulton County Behavioral Health Network (BHCC)
Project Number	22RFP038A-CJC
Supplier	Grady Health System
Supplier Project Contact	David G Noble (preferred language: English)
Performance Program	Professional Services
Evaluation Period	09/07/2025 to 10/06/2025
Effective Date	10/14/2025
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/14/2025 01:50 PM EDT
Completion Date	10/14/2025 01:50 PM EDT
Evaluation Score	82

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

The provider is meeting the scope of work as outlined in the contract, with services being delivered consistently and in alignment with programmatic expectations. They remain on schedule to meet or exceed KPIs, with steady client engagement and improvements in data access underway. Invoicing is timely and accurate, with no indications of overspending or unjustified expenses. Quality of work is supported by strong client satisfaction scores and ongoing monitoring. Risk is being managed effectively through incident reporting, appropriate staff response, and efforts to address gaps in coordination with external partners such as EMS and law enforcement. Issues are being handled proactively and internally, with clear plans in place to address concerns and improve processes.

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

Yes, they are on schedule to meet and potentially exceed the KPIs, including the number of clients served.

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

Yes, they are meeting the percentage KPIs, with submitted reports being timely and free of errors.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Yes, the provider responds to the department's requests in a timely manner, demonstrates consistent cooperation with End Users, and actively participates in marketing, outreach, and event-related initiatives as requested.

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

Yes, the provider is now on track with timely entry into the state's incident reporting system following previous delays related to seclusion and restraint documentation. A Corrective Action Plan (CAP) was implemented and executed, and they are currently in compliance. Issues are being communicated to DBHDD in real time.

GENERAL COMMENTS

Comments

Not Specified