

Performance Evaluation Details

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| ID | E4 |
| Project | Comprehensive Operation and Preventive and Predictive Maintenance Services for t |
| Project Number | 21RFP127274K-BKJ |
| Supplier | Johnson Controls |
| Supplier Project Contact | Scott Mcvay (preferred language: English) |
| Performance Program | Professional Services |
| Evaluation Period | 11/30/2024 to 02/27/2025 |
| Effective Date | 05/09/2025 |
| Evaluation Type | Formal |
| Interview Date | 02/28/2025 |
| Expectations Meeting Date | 12/20/2024 |
| Status | Completed |
| Publication Date | 05/09/2025 01:27 PM EDT |
| Completion Date | 05/09/2025 01:27 PM EDT |
| 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

Improvement needed in reporting of systemic issues affecting regulatory compliance. For example, annual fire inspections completed by JCI with expectation that County pays for all identified deficiencies that should have been reported throughout the year. This negatively impacts the County's jail maintenance budget. Moreover, this places the County at risk for being non-compliant with local and state regulatory agencies.

SCHEDULE

14/20

Rating

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

Comments

JCI completes corrective maintenance in a very timely fashion. However, recent staffing challenges have caused the completion rate of preventive maintenance to go below what would be historically considered acceptable. Additionally, support from the JCI Branch office is inconsistent and at times causes maintenance issues to become critical.

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

Given the volume of corrective action work required in the jail resulting from vandalism, JCI does a good job in completing requested work with very little need for repeat repairs. The principal area of concern is regulatory compliance. Facility compliance is driven by regulatory agency inspection versus proactive management of issues. This causes the County to be cited for deficiencies.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

JCI continues to be highly responsive to County concerns when communicated and has demonstrated remarkable flexibility when necessary.

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

JCI does a great job in managing its various subcontractors performing repair work and project work in the jail. Any reports of compliance concerns are addressed in a timely manner.

GENERAL COMMENTS

Comments

Inconsistent branch office support and failure to identify critical maintenance items prior to complete failure continue to be the two areas of gravest concern.