

## Performance Evaluation Details

<b>ID</b>	E2
<b>Project</b>	Fulton County Behavioral Health Network
<b>Project Number</b>	22RFP038A-CJC (F)
<b>Supplier</b>	Step Up on Second Street, Inc.
<b>Supplier Project Contact</b>	Sharon Collins (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	07/01/2023 to 09/30/2023
<b>Effective Date</b>	11/06/2023
<b>Evaluation Type</b>	Formal
<b>Interview Date</b>	Not Specified
<b>Expectations Meeting Date</b>	Not Specified
<b>Status</b>	Completed
<b>Publication Date</b>	11/06/2023 06:52 PM EST
<b>Completion Date</b>	11/06/2023 06:52 PM EST
<b>Evaluation Score</b>	85

### 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

<b>Excellent:</b> 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 agency does well at managing the overall scope of the project objectives and risks and requires little direction in executing the direction of the program.

### SCHEDULE

17/20

Rating

<b>Excellent:</b> 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

Agency is on track to meet their KPI's and does well at retaining clients.

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

17/20

Rating

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

Comments

The services provided remain high quality and has a positive impact on the clients. Agency's CSS dropped below the acceptable range in August.

### COMMUNICATIONS AND CO-OPERATION

14/20

Rating

<b>Satisfactory:</b> Satisfactory response to the User Department's requests and changes; Consultant involved in developing solutions and ensures prompt and appropriate action.

Comments

The agency is cooperative and communicates well. More collaboration with agencies within the network and engagement in outreach activities on behalf of the network.

### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

20/20

Rating

<b>Outstanding:</b> Outstanding oversight of the Contractor and ability to bring the Contractor into compliance in an expedited manner.

Comments

The agency does really well at communicating and combating risks and submitting incidents reports in real time.

### GENERAL COMMENTS

Comments

*Not Specified*