

## Performance Evaluation Details

<b>ID</b>	E1
<b>Project</b>	Telecommunication Services
<b>Project Number</b>	SWC98000- MNS1-0000001102 GTA
<b>Supplier</b>	A.T. Equipment Sales Corporation
<b>Supplier Project Contact</b>	George Tischler (preferred language: English)
<b>Performance Program</b>	Professional Services
<b>Evaluation Period</b>	01/01/2025 to 04/15/2025
<b>Effective Date</b>	06/18/2025
<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>	06/18/2025 01:33 PM EDT
<b>Completion Date</b>	06/18/2025 01:33 PM EDT
<b>Evaluation Score</b>	72

### 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

15/20

Rating

**Satisfactory:** Project Management. Acceptable understanding of project objectives, risks and Contract requirements with some direction required from the User Department.

Comments

Satisfactory.

### SCHEDULE

15/20

Rating

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

Comments

Satisfactory

### QUALITY OF DESIGN, REPORTS AND DELIVERABLES

14/20

Rating

**Satisfactory:** There have been challenges with deliverables; re- submission of reports and/or deliverables may have been necessary. We're working with AT&T to make improvements in this area.

Comments

Satisfactory

### COMMUNICATIONS AND CO-OPERATION

14/20

Rating

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

Comments

Satisfactory.

### OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

14/20

Rating

**Satisfactory:** Minor issues with compliance took a extended periods of time to resolve and/or required multiple interventions to resolve the issue to user Department's satisfaction.

Comments

Satisfactory

### GENERAL COMMENTS

Comments

Overall, AT&T can improve in areas of customer service and response times to address urgent matters. IT leadership has met with executive leadership within AT&T to raise concerns and improve in these areas.