

Performance Evaluation Details

ID	E3
Project	Senior In-Home Services
Project Number	21RFQ000007A-CJC
Supplier	Help at Home
Supplier Project Contact	Latisha Thomas (preferred language: English)
Performance Program	Professional Services
Evaluation Period	10/01/2024 to 12/31/2024
Effective Date	03/10/2025
Evaluation Type	Formal
Interview Date	03/20/2024
Expectations Meeting Date	06/27/2024
Status	Completed
Publication Date	03/10/2025 12:55 PM EDT
Completion Date	03/10/2025 12:55 PM EDT
Evaluation Score	79

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

N/A

### 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

*Not Specified*

### 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

*Not Specified*

### 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

Staffing transitions caused lapses in communication during this evaluation period.

### 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

*Not Specified*

### GENERAL COMMENTS

Comments

The vendor has performed satisfactory during the reporting period. Staffing transitions led to some lapse in communication, which has been addressed.