

Performance Evaluation Details

ID	E3
Project	Senior In-Home Services
Project Number	21RFQ000007A-CJC
Supplier	Southern Home Care Services, Inc. dba All Ways Caring HomeCare
Supplier Project Contact	Christina Greene (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	03/20/2024
Status	Completed
Publication Date	03/10/2025 12:45 PM EDT
Completion Date	03/10/2025 12:45 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

14/20

Rating

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

Comments

There were a few challenges during this evaluation period (DDS User authorization and Client File/Service). Those concerns were addressed.

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

The vendor follows the agreed upon reporting schedule.

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

17/20

Rating

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

Comments

Not Specified

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

Generally excellent program performance related to delivery of in-home services. The vendor made improvements in data entry and reporting. Some remaining issues persist with staffing clients in certain areas.