

Performance Evaluation Details

ID	E5
Project	Wrecker and Towing Services
Project Number	20ITB127435B-YJ
Supplier	S & W SERVICES OF ATLANTA INC
Supplier Project Contact	CRYSTAL KNIGHT (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/01/2023 to 09/30/2023
Effective Date	10/19/2023
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	10/19/2023 02:18 PM EDT
Completion Date	10/19/2023 02:18 PM EDT
Evaluation Score	91

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	Excellent: 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	Crystal and Pam at S & W Towing do a great job with managing the contract and correcting any issues we have quickly.	
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	S & W responds promptly to service calls.	
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	S & W Towing delivers quality service and gets vehicles loaded up in a timely manner.	
COMMUNICATIONS AND CO-OPERATION		20/20
Rating	Outstanding: Co-operative and proactive response to User Department concerns at all times. Innovative communication approaches with the User Department's team.	
Comments	Communication is excellent and the management team corrects any issues that arise.	
OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS		20/20
Rating	Outstanding: Outstanding oversight of the Contractor and ability to bring the Contractor into compliance in an expedited manner.	
Comments	Payments and documents are almost always correct and they stay in compliance with the contract documents.	
GENERAL COMMENTS		
Comments	<i>Not Specified</i>	