

Performance Evaluation Details

ID	E1
Project	Wrecker Towing Services
Project Number	23ITB140069B- EC
Supplier	S & W SERVICES OF ATLANTA INC
Supplier Project Contact	CRYSTAL KNIGHT (preferred language: English)
Performance Program	Professional Services
Evaluation Period	04/01/2024 to 06/30/2024
Effective Date	08/09/2024
Evaluation Type	Formal
Interview Date	Not Specified
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	08/09/2024 12:10 PM EDT
Completion Date	08/09/2024 12:10 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

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 are very organized and correct any issues quickly.

SCHEDULE

14/20

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

Comments S & W Towing arrives on time and communicates well.

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 They provide quality staff and quality towing.

COMMUNICATIONS AND CO-OPERATION

17/20

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

Comments Any issues are communicated quickly and dealt with.

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 They are great with on time documents and payment.

GENERAL COMMENTS

Comments *Not Specified*