

Performance Evaluation Details

ID	E3
Project	Comprehensive Operation and Preventive and Predictive Maintenance Services for t
Project Number	21RFP127274K-BKJ
Supplier	Johnson Controls
Supplier Project Contact	Scott Mcvay (preferred language: English)
Performance Program	Professional Services
Evaluation Period	02/29/2024 to 11/29/2024
Effective Date	12/04/2024
Evaluation Type	Formal
Interview Date	12/04/2024
Expectations Meeting Date	01/02/2025
Status	Completed
Publication Date	12/04/2024 03:50 PM EST
Completion Date	12/04/2024 03:50 PM EST
Evaluation Score	76

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
JCI has managed the overall project to a satisfactory level during the review period. There were a few instances in which JCI had to be notified that a billing submittal didn't comply with overall contract terms.

SCHEDULE

14/20

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

Comments
JCI adheres to contract terms related to schedule at least 60% of the time. There have been a few delays during the review period due to staffing shortages. However, in the latter portion of the review period, JCI was able to increase overall productivity due to increased staffing. Would recommend greater and more consistent back office support of the on site JCI team.

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
JCI produces an excellent monthly maintenance overview report that details all aspects of the jail operation. Excluding vandalism, JCI completes work requests with a high degree of quality with very few repeated equipment failures. The only area of concern would be the work performed by JCI elevator service provider, Otis Elevator.

COMMUNICATIONS AND CO-OPERATION

17/20

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

Comments
Business relationship with vendor has been excellent throughout review period. JCI responds promptly to all inquiries/concerns in a very timely manner. More importantly, JCI has been extremely flexible when the County has requested them to be with regards to administrative issues.

OVERSIGHT OF CONTRACTOR COMPLIANCE WITH CONTRACT DOCUMENTS

14/20

Rating
Satisfactory: Issues of compliance with Contract documents were resolved in a timely manner to the the User Department's satisfaction.

Comments
Contract compliance issues are generally resolved in a timely manner and always to the County's satisfaction.

GENERAL COMMENTS

Comments
Throughout the review period, staffing shortages impacted JCI's ability to deliver the services as per the terms and conditions of their contract. Overall, JCI has performed satisfactorily as the County's jail maintenance provider.