

Performance Evaluation Details

ID	E3
Project	Inmate Medical Services
Project Number	17RFP07012016B-BR
Supplier	NaphCare
Supplier Project Contact	Paul Britt (preferred language: English)
Performance Program	Professional Services
Evaluation Period	07/01/2023 to 09/30/2023
Effective Date	11/06/2023
Evaluation Type	Formal
Interview Date	11/02/2023
Expectations Meeting Date	Not Specified
Status	Completed
Publication Date	11/06/2023 07:55 AM EST
Completion Date	11/06/2023 07:55 AM EST
Evaluation Score	75

Related Documents

Related Documents	Size	Uploaded Date
Fulton County Naphcare Provider.msg [msg]	173 Kb	11/02/2023 01:06 PM EDT
2308 GA Fulton Staffing Report.pdf [pdf]	37 Kb	11/02/2023 01:06 PM EDT
Correctional Management Review.pdf [pdf]	428 Kb	11/06/2023 07:52 AM EST

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

Not Specified

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

10/20

Rating

Needs Improvement: Above average number of issues with deliverables; re-submission of reports and/or deliverables may have been necessary.

Comments

Lack of adequate physician coverage at the Fulton County Jail (see "Fulton County NaphCare Provider" file) during a time period when the medical director was separated from NaphCare's employment. Ongoing staffing issues (see "2308 GA Fulton Staffing Report" file for an example).

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

Although generally cooperative and collaborative, NaphCare refused to cooperate with an external audit that was requested by the client (see "Correctional Management Review" file).

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

Not Specified