

## Performance Evaluation Details

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