

Performance Evaluation Details

ID	E1
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	08/30/2023 to 11/29/2023
Effective Date	12/04/2023
Evaluation Type	Formal
Interview Date	08/30/2023
Expectations Meeting Date	09/06/2023
Status	Completed
Publication Date	12/04/2023 08:06 AM EST
Completion Date	12/04/2023 08:06 AM EST
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

20/20

Rating

Outstanding: Project Management practices that exceed in the areas of scope, schedule, budget, quality of work and risk/issue management. Complete understanding of project objectives, risks and Contract requirements.

Comments

Johnson Controls effective management and oversight indicate a thorough understanding of the contractual scope, schedule, budget, quality of work expected and risk management. They independently manage staff with little to no supervision required by County staff and continue to make timely repairs of maintenance concerns. They display a high level of professionalism and proactively coordinate with client to ensure security measures are prioritized as well.

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

Johnson Controls has met key milestones and has proven to be reliable. They have presented concerns on current conditions and met each obstacle with prompt corrective actions.

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

Johnson Controls has been very responsive to their high volume of requests and reporting requirements. Effective communication with key DREAM personnel has been consistent to ensure timely reporting updates and deliverables. Their technicians are knowledgeable and they proactively present concerns on key systems, identifying where repairs or corrective action would avoid failures.

COMMUNICATIONS AND CO-OPERATION

17/20

Rating

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

Comments

Johnson Controls' responsiveness to inquiries has been prompt and are completed with history updates where applicable. Their service manager has been available for meetings and impromptu calls bringing all persons together for clear and transparent communications. As well as having staff available to respond.

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

Oversight has been effective for this review period of the Johnson Controls contract performance. They have fully complied with their work plan and deliverables.

GENERAL COMMENTS

Comments

Not Specified