

**DEKALB COUNTY SCHOOL DISTRICT
VENDOR / CONTRACTOR PERFORMANCE EVALUATION**

Instructions: This form must be completed for all contract renewals. Be factual and do not include unsubstantiated opinions.

Contractor Name: Contract Title and Number:		Gartner, Inc. 9800-GTA-00280SS
Contract Term:	Contract Period: From: 12/1/2021	To: 11/30/2022
Contract Value: \$103,200.00	Department: Division of Information and Instructional Technology	

DEFINITIONS OF PERFORMANCE RATINGS

<u>SATISFACTORY</u>	<u>UNSATISFACTORY</u>	<u>N/A</u>	<u>INSUFFICIENT INFORMATION TO RATE</u>
Meets contractual requirements. The actions taken by the contractor appear or were satisfactory.	Does not meet contractual requirements, and recovery is not likely in a timely manner. The contractor's corrective actions appear or were ineffective.		

PERFORMANCE RATING	COMMENTS (Attach additional sheets if necessary)	
Work performed in compliance with contract terms	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Materials, supplies and equipment provided as required?	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	

Staff availability	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Timeliness of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Staff professionalism	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Customer service	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Quality of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Communication and Accessibility	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Prompt and effective correction of situations and conditions	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Documentation records, receipts, invoices and computer-generated reports received in a timely manner and in compliance with contract specifications	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	
Would you recommend using this firm again?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Explain)	

OVERALL ASSESSMENT

Unsatisfactory

Satisfactory

Comments:

Name of Evaluator: Gwendolyn Brame
(Print)

(Signature)

Title: IT Business Operations Manager

Date: 11/21/2022

FISCAL INFORMATION:

Original Contract Value \$ 103,200.00

Dollar amount of increase (decrease) \$ _____

Percent of increase (decrease) _____ %

Reason for increase (decrease) _____

Project Scope (FY 2021 – 2022)	Timeline

CIO Review

Monika Davis

11/21/22

Signature

Date

Chief Information Officer

Title