

**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:	ZAYO	Zayo Fiber AIC-56 Marietta
Contract Term:	Contract Period: From: 12/2021	To: 12/2022
Contract Value: \$56,390.00	Department: Information 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	Zayo Provides all of the listed Services
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	Zayo provides all of repair materials and are included in the cost of the Maintenance

Staff availability	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Zayo is always ready and on call in case of a fiber cut within the county
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	Excellent. Zayo works to make sure repairs are done in a timely manner and work and update DCSD staff in the middle of the night as to progress of off hour repairs.
Communication and Accessibility	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Zayo keeps DCSD staff informed of repair status so that DCSD can communicate to its stakeholders
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	Zayo has documented and diagramed the Link from AIC to 56 Marietta
Would you recommend using this firm again? (Explain)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Explain)	Without a doubt

