

**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:		RFP 22-475 Physical Security
Contract Term:	Contract Period: From: 12/3/2021 To: 12/2/2022	
Contract Value: \$400,000.00	Department: Information Technology	

**DEFINITIONS OF PERFORMANCE RATINGS**

<b><u>SATISFACTORY</u></b>	<b><u>UNSATISFACTORY</u></b>	<b><u>N/A</u></b>	<b><u>INSUFFICIENT INFORMATION TO RATE</u></b>
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	Convergent provides all of the listed Services within the RFP.
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	Excellent.
Communication and Accessibility	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Convergent keeps DCSD staff informed of security/camera 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	
Would you recommend using this firm again?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Explain)	Absolutely.

**OVERALL ASSESSMENT**

Unsatisfactory     Satisfactory

Comments:

Converging works to resolve issues and ensure the safety and security for DCSD staff, students and stakeholders.

Name of Evaluator: Jimmy Crum *Jimmy Crum*  
 (Print) (Signature)  
 Title: Manager III, Network Services Date: 11/21/2022

**FISCAL INFORMATION:**

Original Contract Value \$ 0

Dollar amount of increase (decrease) \$ \_\_\_\_\_

Percent of increase (decrease) \_\_\_\_\_ %

Reason for increase (decrease) \_\_\_\_\_

Project Scope (FY 2021 – 2022)	Timeline

**CIO Review**

*Monika Davis*

11/21/2022

Signature

Date

**Chief Information Officer**

Title