

**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: BrainPOP	Contract	Title and Number RFP
Contract Term: 1yr	Contract Period: From: July 1, 2022 To: June 30, 2023	
Contract Value: \$186,637.42	Department: 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	BrainPOP provides satisfactory service as outlined in the contracted terms.
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	BrainPOP provides a robust system of digital resources as required. The lessons are well-organized and structured, making it easy for students to navigate the material.

Staff availability	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The senior support representative and technical team is readily available to support the needs of the DeKalb County School District.
Timeliness of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Satisfactory
Staff professionalism	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The BrainPOP team maintains a high level of staff professionalism with DCSD.
Customer service	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	BrainPOP provides excellent customer service. They communicate all requests from teachers when new accounts are being requested or if there are any technical issues.
Quality of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	BrainPOP frequently updates its content to ensure that it is up-to-date and relevant to the current curriculum. This dedication to timely updates and relevant content demonstrates BrainPOP's commitment to providing a valuable learning experience for students. The platform also provides a range of supplementary resources and activities, further enhancing the speed and effectiveness of learning.
Communication and Accessibility	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	BrainPOP maintains an open line of communication throughout the school year. They provide an immediate response to DCSD's teachers
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	Satisfactory. BrainPop provides an update of new releases and/or modifications with their tool prior to making any changes to our account.
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	BrainPOP automatically computer-generated monthly usage reports and documentation, highlighting student and teacher usage.

