

**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:<br>Lightspeed Systems: Relay Web Filter |   |  |
| Contract Term:<br>1 year  | Contract Period: From: July 1, 2022 To: June 30, 2023 |  |
| Contract Value:   | Department:<br>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. | Not Applicable    | There is not sufficient information to rate performance. |

| PERFORMANCE RATING                                      |  | COMMENTS (Attach additional sheets if necessary)  |
|---|--|---|
| Work performed in compliance with contract terms        | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Lightspeed Systems has always responded in a timely manner for all the support needs of Information Technology. |
| Materials, supplies, and equipment provided as required | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Lightspeed Systems has supported DCSD, and its content filtering needs to maintain CIPA Compliance              |

|  |  |   |
|--|--|---|
| Staff availability   | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Lightspeed Systems has always been available via conference call or onsite with DCSD when needed.                                   |
| Timeliness of work   | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Company goes above and beyond to get the job completed in a timely manner. Company even works in emergency installations as needed. |
| Staff professionalism  | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Always professional and punctual to meetings.   |
| Customer service   | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Excellent Customer Service! Always able to accommodate DCSD needs.  |
| Quality of work  | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | High quality of work and engages manufacturers when needed.   |
| Communication and Accessibility  | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Always kept departments informed as to what was going on especially with renewals, updates, and implementation.                     |
| Prompt and effective correction of situations and conditions   | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Can an accommodate the need for change in DCSD's schedules.   |
| Documentation records, receipts, invoices, and computer-generated reports received in a timely manner and in compliance with contract specifications | <input checked="" type="checkbox"/> Satisfactory<br><input type="checkbox"/> Unsatisfactory<br><input type="checkbox"/> N/A<br><input type="checkbox"/> Insufficient info. to rate | Required paperwork was always submitted in a timely manner.   |
| Would you recommend using this firm again?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>(Explain)   | I would recommend working with this company again.  |

**OVERALL ASSESSMENT**

Unsatisfactory     Satisfactory

Comments:

Lightspeed Systems has been very effective with the filtering, management, monitoring, and protection of DCSD mobile and networked devices.

Name of Evaluator: Jeff Miller, IT Manager \_\_\_\_\_

Signature: *Jeffrey S. Miller*

Date: 05/10/2023

**FISCAL INFORMATION:**

Original Contract Value \$ \_\_\_\_\_

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

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

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

| <b>Project Scope (FY 2020 – 2021)</b>  | <b>Timeline</b> |
|--|-----------------|
| Relay Web Filter: Manage, Monitor, Protect, and Analyze mobile and networked devices. Will provide analytics and Parent portal, so parents can monitor students web activity |                 |
|  |                 |

Executive Director of Infrastructure and Support Review

Date 4/12/2023

Name (Print) Monika Davis

Signature *Monika Davis*