

**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: K-12 Solutions Group / Infinite Campus		
Contract Term: Annual	Contract Period: From:	To: July 1, 2022 – June 30, 2023
Contract Value: \$1,274,733.19	Department: Division of Information & Instructional Technology/SIS Department	

**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 <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:

K-12 Solutions Group continues to partner with DCSD to provide commendable support and customer service to DeKalb County schools, programs, and district offices for the Infinite Campus student information system and related customizations. (Note: While there were some issues with user connectivity and database accessibility early in the 22-23 school year, i.e., 2 instances in August 2022, one in September 2022, and one in October 2022, those issues have been resolved by the vendor with no recent outages.)

Name of Evaluator

Troy Palmer

*Troy Palmer*

(Print)

(Signature)

Title: Manager III, Student Information

Systems

Date: 03/07/2023

**FISCAL INFORMATION:**

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

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

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

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

\_\_\_\_\_

Project Scope (FY 2023 – 2024)	Timeline

CIO Review

Date April 12, 2023

Name (Print) Monika Davis

Signature: Monika Davis