

**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:      Lexmark      Omnia Partners Managed Print Solutions Contract R171403 |                                                         |
| Contract Term:                                                                                                        | Contract Period: From: 7/2023 To: 7/2024                |
| Contract Value: \$1,723,237.00                                                                                        | Department:<br>Information and Instructional 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)                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <p>Work performed in compliance with contract terms</p> <p> <input checked="" type="checkbox"/> Satisfactory<br/> <input type="checkbox"/> Unsatisfactory<br/> <input type="checkbox"/> N/A<br/> <input type="checkbox"/> Insufficient info. to rate                 </p>        | <p>Lexmark has been an Excellent Partner to DCSD and has always provided excellent service</p>                                   |
| <p>Materials, supplies and equipment provided as required?</p> <p> <input checked="" type="checkbox"/> Satisfactory<br/> <input type="checkbox"/> Unsatisfactory<br/> <input type="checkbox"/> N/A<br/> <input type="checkbox"/> Insufficient info. to rate                 </p> | <p>Lexmark provides all documentation requested and provides DCSD with Monthly reports and Quarterly Business Reviews (QBRs)</p> |

|                                                                                                                                                     |                                                                                                                                                                                    |                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 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 | Lexmark always has sufficient staff to address projects and DCSD needs                                                |
| 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 | Expert work and problem resolution                                                                                    |
| 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 | Staff is always professional on-site as well as in meetings (in person or virtual)                                    |
| 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                                                                                                             |
| 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 | Very good Approximately 95+% 1 <sup>st</sup> call resolution. Minimizes down time and improves customer satisfaction. |
| 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 | Lexmark keeps DCSD DIIT informed through monthly meetings and QBRs                                                    |
| 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 | Excellent                                                                                                             |
| 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 | Excellent                                                                                                             |
| Would you recommend using this firm again?                                                                                                          | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No<br>(Explain)                                                                                                   | Without a doubt                                                                                                       |

**OVERALL ASSESSMENT**

Unsatisfactory     Satisfactory

Comments:

Name of Evaluator:

Joseph Swing

*Joseph P Swing*

(Print)

(Signature)

Title: \_\_\_\_\_ Manager III Information and Instructional Technology \_\_\_\_\_ Date: 05/17/2023

**FISCAL INFORMATION:**

Original Contract Value \$ \_\_\$1,723,237.00\_\_\_\_\_

Dollar amount of increase (decrease) \$ \_\_\_\_\_N/A\_\_\_\_\_

Percent of increase (decrease) \_\_N/A\_\_\_\_\_ %

Reason for increase (decrease) \_\_\_\_\_N/A\_\_\_\_\_

| Project Scope (FY 2022 – 2023)   | Timeline |
|----------------------------------|----------|
| Managed Print Services 2023-2024 |          |
|                                  |          |
|                                  |          |

**CIO Review**

*Monika Davis*

5/17/2023

Signature

Date

CIO

Title