

**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: Layer3 Sourcewell Contract # 022719-MBS	
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Contract Term: 1 year	Contract Period: From: 10/2023 To: 10/2024
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Maintenance Renewal	Department: Information and Instructional Technology
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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	Layer3 Provides Maintenance and Security Patching for the DCSD Phone System. The Phone System supports over 12,500 Active Phone lines and voice Mail boxes.
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	Layer3 Provided all materials as specified under RFP 17-21

Staff availability	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	LAYER3 has had qualified staff available to ensure timely completion of DCSD projects.
Timeliness of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Layer3 is very responsive to DCSD telecommunications needs. They realize that the Mitel Phone System is critical for DCSD Operations and are very responsive as situations arise.
Staff professionalism	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Layer3 staff is always professional and keeps everyone in the communications loop as issues are addressed.
Customer service	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Excellent
Quality of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	The quality of work Layer3 provides is exceptional. Layer3 engages manufacturers when needed.
Communication and Accessibility	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Layer3 is very good at keeping DIIT staff informed and updated on the status of issues that have been assigned to them and close out issues in a very professional manner.
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	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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Excellent
Would you recommend using this firm again?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (Explain)	Without a doubt I would recommend Layer3

