

**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:		Gartner, Inc. 9800-GTA-00280SS
Contract Term:	Contract Period: From: 12/1/2022	To: 11/30/2023
Contract Value: \$108,360.00	Department: Division of 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)	
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"/> <u>Yes</u> No (Explain)	

**OVERALL ASSESSMENT**

Unsatisfactory     Satisfactory

Comments:

Name of Evaluator: Gwendolyn Brame  
(Print)

Gwen Brame  
(Signature)

Title: IT Business Operations Manager

Date: 11/8/2023

**FISCAL INFORMATION:**

Original Contract Value \$ 108,360.00

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

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

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

Project Scope (FY 2023 – 2024)	Timeline

**CIO Review**

*Monika Davis*

11/8/23

Signature

Date

Chief Information Officer

Title