

**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: Lightspeed Systems: Relay Web Filter	
Contract Term: 1 year	Contract Period: From: July 1, 2023 To: June 30, 2024
Contract Value:	Department: Information Technology

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.	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	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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Always professional and punctual to meetings.
Customer service	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	Excellent Customer Service! Always able to accommodate DCSD needs.
Quality of work	<input checked="" type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <input type="checkbox"/> Insufficient info. to rate	High quality of work and 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	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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <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 <input type="checkbox"/> Unsatisfactory <input type="checkbox"/> N/A <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 (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: 04/10/2024

FISCAL INFORMATION:

Original Contract Value \$ _____

Dollar amount of increase (decrease) \$ _____

Percent of increase (decrease) _____ %

Reason for increase (decrease) _____

Project Scope (FY 2023 – 2024)	Timeline
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 4/10/24

Name (Print) Monika Davis

Signature *Monika Davis*