



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
Jan 1, 2021	Dec 31, 2021	Jan 2022	Dec 2022
Purchaser Order Number		Purchase Order Date	
Contract No: 20RFQ123941A-CJC		May 2020	
Department			
Department of Community Development			
Bid Number		Service Commodity	
Contractor			
Allusions Design Construction			
Performance Rating			
0 = Unsatisfactory	Archives contract requirements less than 50% of the time not responsive, effective and/or efficient; unacceptable delay; incompetence; high degree of customer dissatisfaction.		
1 = Poor	Archives contract requirements 70% of the time. Marginally responsive, effective and/or efficient; delays require significant adjustments to programs; key employees marginally capable; customer somewhat satisfied.		
2 = Satisfactory	Archives contract requirements 80% of the time. Generally responsive, effective and/or efficient; delays are excusable and/or results in minor programs adjustments; employees are capable and satisfactorily providing service without intervention; customers indicate satisfaction.		
3 = Good	Archives contract requirements 90% of the time. Usually responsive; effective and/or efficient; delays have not impact on programs/mission; key employees are highly competent and seldom require guidance; customers are highly satisfied		
4 = Excellent	Archives contract requirements 100% of the time. Immediately responsive; highly efficient and/or effective; no delays; key employees are experts and require minimal directions; customers expectations are exceeded.		
1. Quality of Goods/Services		(Specification Compliance – Technical Excellence – Reports/Administration – Personnel Qualification)	
☐	0	Comments	
☐	1		
☐	2		
☐	3		
☒	4		
2. Timeliness of Performance		(Were Milestones Met Per Contract – Response Time (per agreement, if applicable) – Responsiveness to Directions/ Change – On Time Completion Per Contract)	
☐	0	Comments	
☐	1		
☐	2		
☐	3		
☒	4		

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Comments
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – No Substitutions)
	0	Comments
	1	
☐	2	
☐	3	
☒	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	Comments
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	4.00	Date	4/22/2022
Would you select/recommend this vendor again?		☒ Yes	☐ No
Rating completed by:	Mia Redd		
Department Head Name:	Stanley Wilson		
Department Head Signature	<i>Stanley Wilson</i>		

After completing the form:
 Submit to Purchasing
 Print a copy for your records
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Submit

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