

Performance Evaluation Details

ID	E1
Project	Food Services Management
Project Number	23RFP137326A-CJC
Supplier	Piccadilly Holdings LLC
Supplier Project Contact	Keith L. Brown (preferred language: English)
Performance Program	Goods and Commodity Services
Evaluation Period	08/01/2024 to 10/31/2024
Evaluation Type	Formal
Interview Date	10/15/2024
Expectations Meeting Date	Not Specified
Status	Draft
Evaluation Score	82

Related Documents

There are no documents associated with this Performance Evaluation

OVERALL RATING GUIDE - GOODS AND COMMODITY SERVICES

- Evaluation Score Range
- Outstanding = 90-100%
- Excellent = 80-89%
- Satisfactory = 70-79%
- Needs Improvement = 50-69%
- Unsatisfactory = -50%

QUALITY OF PRODUCT OR SERVICE

17/20

Rating
Excellent: There are no, or very minimal, quality problems, and the Contractor has met the contract requirements.

Comments
The food purchasing power is good. There have been some challenges with training portion of the contract but we working through them with the contractor.

TIMELINESS OF PERFORMANCE

17/20

Rating
Excellent: There are no delays and the contractor has exceeded the agreed upon time schedule.

Comments
Due to the use of sub-contractors for the purchase of food, there can be some disruptions in the delivery of food purchased. Though delivery challenges can be impactful to our nutrition services program, it doesn't happen a lot and when it does Piccadilly works really hard to correct the problem and many times deliver the items to our location themselves.

BUSINESS RELATIONS

17/20

Rating
Excellent: Response to inquiries and/or technical, service, administrative issues exceeds Government expectation.

Comments
Piccadilly works hard to resolve issues when they arise. In the past, we have had challenges receiving invoices in a timely manner. However, within this last year we have seen a noticeable change for the better.

CUSTOMER SATISFACTION

17/20

Rating
Excellent: Contractor representative communicates routinely with the User Department, professional and responsive to User Department's request for information.

Comments
The communication between Piccadilly and Senior Services is good. When we call, we normally are able to come to a resolution. Their customer service is solid and reliable.

COST CONTROL

14/20

Rating
Satisfactory: Minimal contract pricing issues, cost discrepancies identified by User Department that require explanation, cost/price issues resolved in timely manner.

Comments
Increasing food pricing is a challenge and finding new innovative ways of addressing it is a work in progress. Piccadilly is not solely the blame for the increase. However, having more food purchasing options may be a way to address this issue in the future.

GENERAL COMMENTS

Comments
Working with Piccadilly has been good. They work hard, they address or issues, and have improved greatly on our billing. There is room for improvement and we are working through our "growing pain" challenges but I would recommend them.