



DEPARTMENT OF PURCHASING & CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
01/01/23	03/31/23	01/01/23	03/31/23

Purchaser Order Number	Purchase Order Date
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Department: Senior Services & Behavioral Health

Bid Number	Service Commodity
#19RFP117031A-FB	Food Management Services

Contractor
Piccadilly Holdings, LLC

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)

<input type="radio"/>	0	Piccadilly's Project Team delivers good and reliable the department's four senior facility main kitchens. Behavioral Health has reported to have received undercooked chicken and have been working with Piccadilly to resolve this issue.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	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)

<input type="radio"/>	0	Food delivery challenges have gotten better for the four senior multipurpose facilities. Getting invoices is still a little slow, but there has been a noticeable improvement thus far. However, the Piccadilly's Team worked hard and eventually forwarded what was needed before the process closed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Piccadilly's responsiveness to inquiries made by the Department of Senior Services regarding food operations, supply and ordering is good. BHDD reports that there is sometimes a communication breakdown with the food delivery/order fulfillment team. Additional food items ordered may take weeks to receive.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input checked="" type="radio"/>	3	
<input type="radio"/>	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
<input type="radio"/>	0	Senior Services has seen good improvement during this period. We haven't had any problems getting food items requested by seniors. BHDD reports that Piccadilly staff has always been positive, listened to the concerns and demonstrated professionalism.
<input type="radio"/>	1	
<input checked="" type="radio"/>	2	
<input type="radio"/>	3	
<input type="radio"/>	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	Key Personnel has worked extremely hard during this reporting period to help the department meet the demand of senior participants returning to the facility for a hot, nutritious meal. Their efforts to assist the department in maintaining the highest quality of nutrition services have not gone unnoticed.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.00	Date	02/13/23
Would you select/recommend this vendor again?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
Rating completed by:	ALG Andre L. Gregory (Senior Services) and Betty Williams (Behavioral Health)		
Department Head Name:	Ladisa Onyiliogwu		
Department Head Signature	<i>Ladisa Onyiliogwu</i>		

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