

Performance Evaluation Details

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| ID | E2 |
| 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 | 05/01/2025 to 07/31/2025 |
| Evaluation Type | Formal |
| Interview Date | Not Specified |
| 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

Piccadilly does a good job of purchasing our foods and associated kitchen items. Most times things are delivered on time from the subcontractor and when assistance is needed regarding food delivery, Piccadilly always finds a way to get us what we need.

TIMELINESS OF PERFORMANCE

14/20

Rating

Satisfactory: There are no, or minimal, delays that impact achievement of contract requirements.

Comments

Overall the contractor's performance level is good. There have been some challenges with providing training. However, we are working to resolve these issues in the future.

BUSINESS RELATIONS

17/20

Rating

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

Comments

The contractor and the user departments (Senior Services and Behavioral Health) have a good working/business relationship with the contract. They are available when called upon and are willing to work with us to address any challenges we are experiencing.

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 contractor is responsive to our needs thus helping us to ensure limited impact to our nutrition services program.

COST CONTROL

17/20

Rating

Excellent: Compliance with contract pricing, minor cost discrepancies identified by User Department that require explanation, quickly resolved cost/price issues; compliance with invoice submission, corrections resolved quickly.

Comments

Piccadilly has done a much better job of billing us in a timely manner. Over the last 6 months, the bills are now coming on time. In the past, billing was always late and at the end of the year, we would have multiple months bills from the previous year to pay in the new year. We are grateful for this improvement.

GENERAL COMMENTS

Comments

Overall we are satisfied with this contractor and look forward to continuing on with the partnership.