



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

Report Period Start	Report Period End	Contract Period Start	Contract Period End
04/01/21	06/30/21	01/01/21	12/31/21
Purchaser Order Number		Purchase Order Date	
DO 183 02252100000000000314		02/25/21	
Department			
Senior Services			
Bid Number		Service Commodity	
#19RFP11703A		Food Services Management	
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)	
	0	Food ordered for virtual class cooking demonstrations were of good quality.	
	1		
	2		
	3		
X	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	Orders were mostly on time and in those rare situations when a order ran late Piccadilly would work to ensure we had what we needed.	
	1		
	2		
x	3		
	4		
3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)	
	0	The nutrition team at Piccadilly is very responsive to our request made by our nutritions team of Chefs and Cooks.	
	1		
	2		
	3		
x	4		
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)	
	0	Very good customer service rendered by our Piccadilly Rep. They are always willing to assist and provide nutritional advise to facility nutrition team.	
	1		
	2		
	3		
x	4		
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)	
	0	All Piccadilly Staff assisting on this contract have the necessary credentials and experience need to provide quality service our facility's nutrition team.	
	1		
	2		
	3		
x	4		
Overall Performance Rating		3.8	Date
Would you select/recommend this vendor again?		Yes	
Rating completed by:		Andre L. Gregory	
Department Head Name:		Ladisa Onyiliogwu	
Department Head Signature		<i>Ladisa Onyiliogwu</i>	