



**DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE**

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

Report Period Start	Report Period End	Contract Period Start	Contract Period End
July 1, 2021	June 30, 2022	July 1, 2021	June 30, 2022
Purchaser Order Number		Purchase Order Date	
PO 405 20ITB162521A-CJC		10/08/2021	
Department			
Fulton County Juvenile Court			
Bid Number	Service Commodity		
201TB162521A-CJC	Accountability Courts Drug and Alcohol Screens Confirmation		
Contractor	PhamaTech		

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)

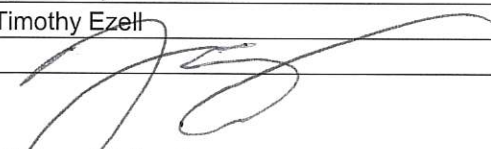
☐	0	PHAMATEC has the technology and specialized equipment needed to accurately perform confirmation testing on our 12-panel instant drug screens.
☐	1	
☐	2	
☐	3	
☒	4	

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	PHAMATECH provides results in a timely manner. All results are uploaded on their website for immediate review.
☐	1	
☐	2	
☐	3	
☒	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
☐	0	Despite being based in California, PHAMATECH representative are always responsive. The respond timely to phone messages and emails.
☐	1	
☐	2	
☐	3	
☒	4	
4. Customer Satisfaction		(Met User Quality Expectations – Met Specification – Within Budget – Proper Invoicing – So Substitutions)
	0	PHAMATECH provides excellent services. There reports are easy to read. They invoice the court each month and are available to discuss any problems or concerns.
	1	
	2	
	3	
x	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
☐	0	PHAMATECH representatives all appear knowledgeable and they provide accurate information when requested.
☐	1	
☐	2	
☐	3	
☒	4	

Overall Performance Rating	3.60	Date	5/27/2022
Would you select/recommend this vendor again?	☒ Yes	☐ No	
Rating completed by:	Tiffany Barclay		
Department Head Name:	Timothy Ezell		
Department Head Signature			

After you have completed filling out the form:

Submit the form to Purchasing

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Save the form

Submit

Print

Save