



DEPARTMENT OF PURCHASING &
CONTRACT COMPLIANCE

CONTRACTORS PERFORMANCE REPORT

PROFESSIONAL SERVICES

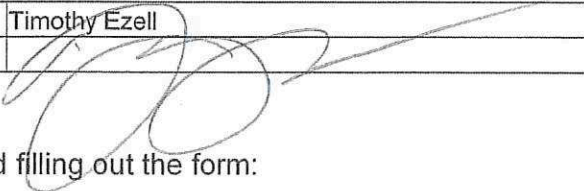
Report Period Start	Report Period End	Contract Period Start	Contract Period End
July 1, 2020	June 30, 2021	July 1, 2020	June 30, 2021
Purchaser Order Number		Purchase Order Date	
PO 405 20ITB162521A-CJC		01/27/2021	
Department			
Fulton County Juvenile Court			
Bid Number	Service Commodity		
201TB162521A-CJC	Accountability Courts Drug and Alcohol Screens Confirmation		
Contractor			

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	PHAMATEC has the technology and specialized equipment needed to accurately perform confirmation testing on our 12-panel instant drug screens.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" 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	PHAMATECH provides results in a timely manner. All results are uploaded on their website for immediate review.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

3. Business Relations		(Responsiveness to Inquires – Prompt Problem Notifications)
<input type="radio"/>	0	Despite being based in California, PHAMATECH representative are always responsive. The respond timely to phone messages and emails.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	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 availabe to discuss any problems or concerns.
	1	
	2	
	3	
	4	
5. Contractors Key Personnel		(Credentials/Experience Appropriate – Effective Supervision/Management – Available as Needed)
<input type="radio"/>	0	PHAMATECH representatives all appear knowledgeable and they provide accurate information when requested.
<input type="radio"/>	1	
<input type="radio"/>	2	
<input type="radio"/>	3	
<input checked="" type="radio"/>	4	

Overall Performance Rating	3.60	Date	7/7/2021
Would you select/recommend this vendor again?		Yes	<input type="checkbox"/> No
Rating completed by:	Tiffany Barclay		
Department Head Name:	Timothy Ezell		
Department Head Signature			

After you have competed filling out the form:

Submit the for to Purchasing

Print a copy of the form

Save the form

Submit

Print

Save