



COUNTY OF DURHAM
General Services Contract Monitoring Form

Monitoring Period: Monthly Quarterly Semi-Annually Annually Completion

Contractor's Name: Southern Elevator

Description of Services/Goods: Elevator Maintenance + Repair

RFP/IFB/RFQ#: 21-038

Contract Period: 7.1.25 / 6.30.26

Funds Res#: 26-008

Contract Amount: \$137,152.00

PERFORMANCE MEASURES:

If "No" is checked for any of the following criteria, please explain in the additional comments section below.

- | | | | |
|---|---|-----------------------------|---|
| Contractor performed all work in conformance with contract requirements? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Contractor completed all work within specified contract period? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Contractor submitted invoices timely and accurately? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Contractor complied with safety and security measures as specified? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Contractor responded professionally and timely to concerns/inquiries? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Contractor provided value-added services beyond scope of the contract? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> N/A |
| Has the contractor turned in all O&M manuals and As-Built drawings associated with contract? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> N/A |
| Has the Contract Representative received official warranty paperwork, if applicable? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> N/A |
| Have close out documents and the final pay app been received, verified and submitted for payment? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input checked="" type="checkbox"/> N/A |

General Services Contract Monitoring Form

Page 2

Please add any comments pertaining to Performance Measures in the following box:

Southern does an outstanding job would love to bring them back for New RFP, barring submittals

Performance Rating: Using a scale of 1 to 5, with 1 being the lowest and 5 being the highest, please rate the performance of the Contractor on the following:

	1	2	3	4	5
1. Quality of Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Compliance <i>(Example: Safety if applicable)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3. Timely Performance/Delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Effective Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Invoicing <i>(Example: Accuracy, Timeliness)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Overall Performance Rating: How would you rate the contractor's performance for this monitoring period?

- Outstanding Satisfactory Unsatisfactory

Please provide comments on Outstanding/Unsatisfactory Performance –
(Discussion with Contractor is advised for Unsatisfactory rating)

See above, On rare occasions they submit invoices late but we have excellent communication so it never becomes a problem.

Recommended for Future Contracts?

- Yes No

Remarks on Not Recommended for Future Contracts.

n/a

Contractor may provide comments below. (Not Required)

Contractor's Signature _____ Date _____

Monitored By: Jan Conroy
Department Contract Administrator or Project Mgr

Date: 3/12/2026

Telephone#: 919-201-3824

