

**QUALIFICATIONS – CUSTODIAL SERVICES**

**INFORMATION COLLECTED ON THIS FORM WILL BE USED IN ASSESSING CONTRACTOR QUALIFICATIONS**

**Contractor Name:** \_\_\_\_\_

**A. EMPLOYEE INFORMATION:**

1. Provide the total # of employees employed by your company for the following custodial occupation titles:

Number of the following: Cleaners: \_\_\_\_\_ On-site Supervisors: \_\_\_\_\_ Off-site Supervisors: \_\_\_\_\_

Number of Cleaners on stand-by for emergencies: \_\_\_\_\_

Number of On-site supervisors on stand-by for emergencies: \_\_\_\_\_

Number of Off-site supervisors on stand-by for emergencies: \_\_\_\_\_

Provide the location of each stand-by employee(s): \_\_\_\_\_

2. Do you have separate road crew experts responsible for floor care and carpet cleaning? \_\_\_\_  
If yes, provide the total number of road crews: \_\_\_\_\_

How many cleaners are assigned to each road crew? \_\_\_\_\_ How many vehicles specific for road crews does the company own? \_\_\_\_\_

3. Describe the training each employee receives prior to providing services at a Facility. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Describe the training standards and certifications your floor refinishing experts receive for the following: Cleaning, refinishing and restoration of hard surfaces and carpeted flooring.

\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_

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5. Describe your company's procedure for verifying an employee's arrival and departure from a Facility.

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6. If an employee does not inform you of his/her absence, how soon are you aware that they failed to arrive at the Facility? Who is the person at your company that is responsible for verifying employee arrivals and departures?

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7. Describe the process and type of disciplinary actions taken in the event an employee fails to arrive at the Facility or fails to perform the job in accordance with the Contract.

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8. Describe your company's procedure for implementing a back-up cleaner and/or on-site supervisor on last minute notice.

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9. Describe your company's quality control reporting.

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10. What is your company's response time when the Client Agency requests a meeting regarding performance?

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### **B. COMPANY EQUIPMENT:**

1. List of equipment to be used for the services at this Facility; provide the model, year & manufacturer. Attach additional sheets if necessary.


2. What is your maintenance policy for equipment stored onsite? How often is this equipment checked and who is responsible for monitoring the equipment?

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