



## QUALIFICATIONS SHEET

<b>General:</b>	<b>Yes/No</b>	<b>Please note if there is an attachment</b>
Will you do a thorough assessment of the building before signing the contract?		
Will you modify the basic contract to fit the requirements of the building?		
Do you have supporting documentation showing how various tasks are performed? Is there a policy/procedures manual defining each O&M task, describing the methods used for accomplishing the task. If so, please attach the manual.		
Will you provide a detailed service plan as part of the contract, stating what services will be performed, at what frequency, and the time it takes to complete the service? If yes, please attach.		
Will you provide an itemized list of hourly rates for labor by skill level and cost of parts for each service performed?		
Do you have a maximum response time for emergencies (in hours)?		
Will you provide references from a one year customer, a three year customer, and two customers of five or more years? If yes, please attach.		
Do you have several customers who have contracted with you for five or more years?		
<b>Company Information:</b>	<b>Response</b>	
What percentage of your business is maintenance service?		
How long has the Company been in business?		
How many company cars do you have?		
If applicable, is your test instrument calibrated at least annually?		
If applicable, is your calibration methods in accordance with the Bureau of National Standards?		
<b>Service Personnel:</b>	<b>Response</b>	<b>Please note if there is an attachment</b>
Will you commit the same two or three service personnel continuously to the maintenance of the building?		
What is the level of skill of service personnel who will perform the work for the building?		
Will you have capable service personnel available 24 hours a day, 365 days per year?		
Will you provide resumes for the primary service personnel assigned to the building?		
What is the employee turnover rate?		
If applicable, does the service personnel have all certifications and licenses required to perform the work?		
What qualifications and training are the service personnel required to have?		
Is the service personnel factory trained on the buildings brand of equipment and control system? If not, what training do they have?		
Does the service personnel have the access and the ability to use applicable tools to perform work?		
Is the service personnel required to wear clean company uniforms with name tags?		