



FORM 12 – TECHNICAL RESPONSE FORM

Respondent Name: _____

ITN No.: _____

Respondents are required to address the following points comprehensively within their technical response. Your responses should directly correspond to the evaluation criteria outlined in Section 2.2 of the ITN. Provide detailed narratives, plans, and any supporting documentation necessary to fully address each item. Organize your response clearly, referencing each point below.

1. Company Qualifications and Experience (ITN Section 2.2.1)

- Describe your firm's history, specifically detailing a minimum of five (5) years of verifiable experience providing janitorial services for facilities of similar size and complexity to those listed in Section 3.1
- Provide specific examples of your experience with government or municipal entities.
- Detail the qualifications, experience, and proposed roles of your key management team members and proposed on-site supervisors who will be assigned to this contract. Include resumes if desired.
- Describe your company's past performance. (Note: References are to be submitted on Form 4).

2. Technical Approach and Understanding of Scope of Work (ITN Sections 2.2.2, 3.2, 3.3)

- Proposed Methodology:
 - Describe your detailed methodology for meeting all requirements outlined in the Scope of Work (Section 3.2), including your approach to daily, weekly, and monthly tasks for each facility.
 - Explain your process for handling specific cleaning challenges common in municipal facilities.
- Proposed Staffing Plan:
 - Provide a comprehensive staffing plan, including the proposed number of staff for each facility, shift schedules, and the supervision structure.
 - Demonstrate how this staffing plan will ensure all facilities are serviced adequately and consistently according to the SOW.
 - Describe your employee recruitment, screening (including background checks if applicable, per contract expectations), and retention strategies.
- Quality Control Plan:
 - Describe your proposed Quality Control Plan. Include details on inspection methods and frequency, performance metrics, reporting procedures to the City, and corrective action processes to address any deficiencies promptly.



- Training Program:
 - Detail your proposed training program for all staff assigned to this contract. Specify training content related to cleaning techniques, safety protocols (including OSHA requirements and chemical handling), equipment operation, security procedures (e.g., facility access, key control, alarm systems), and customer service.
- Approach to Sustainable Practices / Environmentally Friendly Cleaning:
 - Describe your approach to using environmentally friendly/sustainable cleaning products and practices as required by Section 3.3.
 - List types of eco-friendly products you typically use or propose for this contract (subject to City approval).
 - Detail any green cleaning certifications your company or staff hold.
- Equipment and Supplies:
 - Describe the types of equipment and supplies you propose to use to meet the contract requirements.
 - Explain your plan for maintaining equipment and ensuring an adequate inventory of supplies (including City-provided supplies, if any, though the ITN implies contractor furnishes all).

3. Emergency Response Capabilities (Ref: ITN Section 3.2 - Emergency Cleaning)

- Describe your capability and procedures for responding to emergency cleaning requests or unexpected situations (e.g., spills, post-incident cleanup).
- Specify your guaranteed response times for emergency call-outs.
- Provide contact information for emergency service requests.

4. Value-Added Services (Optional)

- Describe any additional services, innovations, or efficiencies your firm can offer that would benefit the City and provide better value, not explicitly required by the Scope of Work but relevant to janitorial services.

Authorized Signature: _____

Printed Name: _____

Title: _____

Date: _____