



Janitorial Service Vendor Qualification Language

Background

CIMS-certified contractors are professional organizations that have proven that their management systems and operational procedures are structured to deliver consistent, quality janitorial and maintenance services.

CIMS-Green Building (GB)-certified contractors are professional organizations that have proven their capability to provide environmentally preferable or “green” cleaning service in accordance with the specific ISSA CIMS-GB sustainability criteria.

A contractor shall be deemed “qualified” if the organization:

1. Is engaged in building service contracting as its primary business,
2. Has undergone a comprehensive Cleaning Industry Management Standard (CIMS) assessment conducted by an accredited, independent assessor and has been recommended for certification,
3. Has adopted the following universally accepted management principles as embodied in the Standard:
 - A. Quality Systems
 - B. Service Delivery
 - C. Human Resources
 - D. Health, Safety, and Environmental Stewardship
 - E. Management Commitment
 - F. Green Building (Optional)
4. Supports through its CIMS certification specific policy statements with regard to honoring specifications and ethical contracting practices.

Certification Requirement:

Certification to the Cleaning Industry Management Standard (CIMS) is used to determine which contractors are deemed responsible and have demonstrated compliance to an independent assessor. Likewise, certification to the CIMS-GB criteria is used to determine which contractors are capable of providing environmentally preferable cleaning service as specified in the CIMS-GB requirements. Copy to include within janitorial contact specifications includes:

All firms doing business with XYZ Corporation shall hold a current ISSA Cleaning Industry Management Standard (CIMS) certification or shall obtain certification within ### days of the contract’s start date.

or

All firms doing business with XYZ Corporation shall hold a current ISSA Cleaning Industry Management Standard-Green Building (CIMS-GB) certification or shall obtain ISSA Cleaning Industry Management Standard-Green Building (CIMS-GB) certification within ### days of the contract’s start date.

Free Valuable Resources

The Cleaning Industry Management Standard, CIMS-GB criteria, and a CIMS Benchmarking Compliance Checklist are available for download at www.issa.com/standard.