

JANITORIAL CONTRACTOR EVALUATION SCORECARD

A structured 24-point review of contractor performance, accountability, quality, and contract management

Purpose. Use this complimentary ACS scorecard to evaluate your janitorial contractor against observable, documented performance. Rate current performance - not promises, intentions, or isolated best-case results.

Rating: EXCELLENT = 4 | GOOD = 3 | FAIR = 2 | POOR = 1 | UNACCEPTABLE = 0 | Maximum = 96

CONTRACT / FACILITY INFORMATION

Facility / Account:

Evaluator:

Contractor:

Evaluation Date:

1. SCOPE COMPLIANCE & SERVICE DELIVERY

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	The contractor consistently performs the tasks and frequencies required by the current scope of work.	☐	☐	☐	☐	☐
2	Required service areas are completed without recurring omissions, shortcuts, or unresolved deficiencies.	☐	☐	☐	☐	☐
3	Service delivery remains consistent during absences, vacancies, holidays, and staffing changes.	☐	☐	☐	☐	☐

2. CLEANING QUALITY & APPEARANCE

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	High-visibility areas, entrances, common spaces, and restrooms consistently meet defined expectations.	☐	☐	☐	☐	☐
2	Routine cleaning produces a consistent standard across shifts, buildings, floors, and service zones.	☐	☐	☐	☐	☐
3	Recurring detail issues such as edges, corners, high dust, buildup, and touchpoints are controlled.	☐	☐	☐	☐	☐

3. STAFFING, SUPERVISION & WORKFORCE CONTROL

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	Authorized staffing levels and scheduled hours are reliably maintained and can be verified when requested.	☐	☐	☐	☐	☐
2	Supervisors actively inspect work, coach employees, and address performance problems before they escalate.	☐	☐	☐	☐	☐
3	Employees appear trained for their assignments, equipment, chemicals, safety requirements, and facility rules.	☐	☐	☐	☐	☐

4. QUALITY ASSURANCE & CORRECTIVE ACTION

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	The contractor performs documented inspections using consistent criteria and meaningful scoring.	☐	☐	☐	☐	☐
2	Inspection findings identify specific locations, deficiencies, responsible parties, and expected completion dates.	☐	☐	☐	☐	☐
3	Corrective actions are tracked through verified closure rather than assumed complete after assignment.	☐	☐	☐	☐	☐

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Complete the remaining categories, total the score, and document the priorities requiring action

5. PERIODIC WORK & PTMS READINESS

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	Periodic tasks are scheduled in advance rather than performed only after complaints or visible deterioration.	☐	☐	☐	☐	☐
2	High dusting, detail cleaning, floor care, windows, vents, edges, and similar tasks have defined frequencies.	☐	☐	☐	☐	☐
3	Completion of periodic work is documented by date, location, task, and responsible person or crew.	☐	☐	☐	☐	☐

6. COMMUNICATION & RESPONSIVENESS

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	Customer questions, complaints, and service requests receive timely acknowledgement and follow-through.	☐	☐	☐	☐	☐
2	The contractor communicates staffing changes, service disruptions, incidents, and material issues proactively.	☐	☐	☐	☐	☐
3	Routine performance meetings are productive, documented, and focused on open actions and measurable results.	☐	☐	☐	☐	☐

7. SAFETY, PROFESSIONALISM & FACILITY PROTECTION

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	Employees follow site safety, security, key/access, chemical, equipment, and incident-reporting requirements.	☐	☐	☐	☐	☐
2	Uniforms, identification, conduct, and workplace behavior reflect an appropriate professional standard.	☐	☐	☐	☐	☐
3	Equipment and chemicals are maintained, labeled, stored, and used in a manner that protects people and property.	☐	☐	☐	☐	☐

8. CONTRACT MANAGEMENT & CONTINUOUS IMPROVEMENT

#	PERFORMANCE STATEMENT	4	3	2	1	0
1	The contractor manages the account against documented expectations rather than primarily reacting to complaints.	☐	☐	☐	☐	☐
2	Open issues, inspection trends, staffing, periodic work, and corrective actions are reviewed as a management system.	☐	☐	☐	☐	☐
3	The contractor brings forward practical recommendations when processes, schedules, staffing, or scope should change.	☐	☐	☐	☐	☐

CONTRACTOR PERFORMANCE SCORE

Scope	Quality	Staffing	QA	Periodics	Comm.	Safety	Mgmt.
___ / 12	___ / 12	___ / 12	___ / 12	___ / 12	___ / 12	___ / 12	___ / 12

TOTAL SCORE: ____ / 96

SCORE INTERPRETATION

86-96	EXCELLENT / HIGHLY CONTROLLED	Performance is consistently supported by strong operating controls. Maintain verification and continuous improvement.
72-85	GOOD / GENERALLY EFFECTIVE	The contract is performing well overall, with identifiable areas that should be strengthened.
53-71	FAIR / IMPROVEMENT REQUIRED	Performance is inconsistent or several controls are weak. A documented improvement plan is recommended.
34-52	POOR / SIGNIFICANT CORRECTIVE ACTION	Material service or management gaps are present. Establish formal corrective actions, owners, and deadlines.
0-33	UNACCEPTABLE / CONTRACT REVIEW	Performance may not be meeting core contractual expectations. Independent review, remediation, or rebid planning should be considered.

EVALUATION NOTES & PRIORITIES

Top strengths:

Priority deficiencies / corrective actions: