

In a 2009 nationwide GSA customer satisfaction survey, AbilityOne Custodial Services received satisfaction scores above the national average in seven out of seven service categories. AbilityOne is firm in its commitment to providing excellent customer service and has steadily improved overall satisfaction ratings year over year.



# Custodial Services

## Meeting Your Needs Nationwide

**NISH National Office**  
Vienna, VA

### NISH Regional Offices

East  
Vienna, VA

South  
Kennesaw, GA

North Central  
Des Plaines, IL

South Central  
Arlington, TX

Pacific West  
San Ramon, CA

Northwest  
Seattle, WA



AbilityOne.org  
(800) 999-5963



## We Keep You Looking Your Best

The AbilityOne Program has been providing high quality custodial service solutions for the federal government since our first custodial services contract in 1974 for a federal building in Rapid City, South Dakota for the General Services Administration Public Buildings Service. This contract, which is still being performed today, highlights the fundamental benefit of a long-term partnership that is available to Federal customers when they choose to work with the AbilityOne Program. AbilityOne now services over 900 federal custodial service contracts valued at over \$600 million annually.

Why customers choose AbilityOne:

- Decrease security clearance fees related to contract / employee turnover
- Reduces cost and resources needed for re-procurement
- Disclosure of costs during negotiations
- Ability to update SOW requirements as needs change and grow

AbilityOne custodial services include:

- General office cleaning from basic to high-level services including office space, conference rooms, executive level service, judges chambers and courtrooms
- General building custodial services including dining facilities, kitchens, daycare centers, fitness centers, computer rooms and secure areas
- Complete restroom sanitation and stocking
- Trash removal and recycling
- Hard floor and specialty floor care, including stripping and recoating and daily maintenance
- Routine cleaning for base-wide projects

Whatever the facility size—from a daycare center to a complex of a million square feet—the AbilityOne Program can provide the services needed in every major city throughout the U.S., Puerto Rico and Guam, utilizing our network of local providers.

And while the commercial market turnover of contracts is 200–300% within the normal contract cycle, the average length of an AbilityOne janitorial contract exceeds 10 years.



“Clean and Green” is a green cleaning program throughout AbilityOne’s janitorial contracts. With comprehensive knowledge of green cleaning practices and the use of environmentally sound products, AbilityOne focuses on providing a safe, healthy and inviting atmosphere for facility tenants and guests. As our world becomes more fragile and preservation measures more paramount, AbilityOne NPAs are the obvious choice for green cleaning solutions.

“We are thrilled that part of the care of this great symbol of our nation is entrusted to people whose employment through the [AbilityOne Program] brings opportunity and liberty.”

**Debra Sonderman**

**Director of Acquisition and Property Management  
Department of the Interior [Statue of Liberty]**

### TOP CUSTOMERS

- Pentagon, Washington, DC
- Redstone Army Base, Arsenal, Redstone, AL
- Centers for Disease Control & Prevention, Atlanta, GA
- GSA, Federal Buildings nationwide
- Statue of Liberty, New York, NY
- The United States Mint
- U.S. Department of Homeland Security, various locations nationwide
- U.S. Department of the Treasury
- U.S. Naval Academy, Annapolis, MD

