

Cleaning Vendor Evaluation Scorecard

Compare Proposals Objectively | Weighted Scoring System

Use this scorecard to evaluate and compare cleaning service proposals side by side. Score each vendor on a 1-5 scale for each criterion. The weighted total helps you make a data-driven decision.

Facility: _____ Evaluation Date: _____ Evaluated by: _____

| Score | Rating | Description |
|-------|---------------|--|
| 1 | Poor | Does not meet requirements; significant concerns |
| 2 | Below Average | Partially meets requirements; notable gaps |
| 3 | Acceptable | Meets basic requirements; nothing exceptional |
| 4 | Good | Exceeds requirements in most areas |
| 5 | Excellent | Far exceeds requirements; clearly superior |

| Evaluation Criteria | Weight | Vendor A | Vendor B | Vendor C |
|-------------------------------------|--------|----------|----------|----------|
| PRICING & VALUE | 30% | | | |
| Competitive monthly rate | | __ / 5 | __ / 5 | __ / 5 |
| Per sq ft cost comparison | | __ / 5 | __ / 5 | __ / 5 |
| Supplies included in price | | __ / 5 | __ / 5 | __ / 5 |
| Price lock / escalation terms | | __ / 5 | __ / 5 | __ / 5 |
| Value-adds (free deep cleans, etc.) | | __ / 5 | __ / 5 | __ / 5 |
| <i>Subtotal (weighted):</i> | | _____ | _____ | _____ |
| EXPERIENCE & REFERENCES | 25% | | | |
| Years in business | | __ / 5 | __ / 5 | __ / 5 |
| Similar facility experience | | __ / 5 | __ / 5 | __ / 5 |
| Reference quality & feedback | | __ / 5 | __ / 5 | __ / 5 |
| Staff tenure / turnover rate | | __ / 5 | __ / 5 | __ / 5 |
| Local reputation & reviews | | __ / 5 | __ / 5 | __ / 5 |
| <i>Subtotal (weighted):</i> | | _____ | _____ | _____ |
| SCOPE & THOROUGHNESS | 20% | | | |

| | | | | |
|-----------------------------------|------|--------|--------|--------|
| Completeness of proposal | | __ / 5 | __ / 5 | __ / 5 |
| Addresses all RFP requirements | | __ / 5 | __ / 5 | __ / 5 |
| Customization to our needs | | __ / 5 | __ / 5 | __ / 5 |
| Cleaning product quality | | __ / 5 | __ / 5 | __ / 5 |
| Equipment & technology | | __ / 5 | __ / 5 | __ / 5 |
| <i>Subtotal (weighted):</i> | | _____ | _____ | _____ |
| INSURANCE & COMPLIANCE | 10% | | | |
| General liability coverage | | __ / 5 | __ / 5 | __ / 5 |
| Workers comp current | | __ / 5 | __ / 5 | __ / 5 |
| Background checks policy | | __ / 5 | __ / 5 | __ / 5 |
| Safety training program | | __ / 5 | __ / 5 | __ / 5 |
| Green/eco certifications | | __ / 5 | __ / 5 | __ / 5 |
| <i>Subtotal (weighted):</i> | | _____ | _____ | _____ |
| STAFFING & QUALITY | 10% | | | |
| Adequate staffing proposed | | __ / 5 | __ / 5 | __ / 5 |
| Supervision plan | | __ / 5 | __ / 5 | __ / 5 |
| QA/inspection process | | __ / 5 | __ / 5 | __ / 5 |
| Training program | | __ / 5 | __ / 5 | __ / 5 |
| Backup/coverage plan | | __ / 5 | __ / 5 | __ / 5 |
| <i>Subtotal (weighted):</i> | | _____ | _____ | _____ |
| COMMUNICATION & TECH | 5% | | | |
| Reporting capabilities | | __ / 5 | __ / 5 | __ / 5 |
| Issue resolution process | | __ / 5 | __ / 5 | __ / 5 |
| Digital tools/apps | | __ / 5 | __ / 5 | __ / 5 |
| Responsiveness during RFP | | __ / 5 | __ / 5 | __ / 5 |
| Account manager assigned | | __ / 5 | __ / 5 | __ / 5 |
| <i>Subtotal (weighted):</i> | | _____ | _____ | _____ |
| TOTAL WEIGHTED SCORE: | 100% | _____ | _____ | _____ |

Notes / Decision Rationale:

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Want to see how Ultimate Cleaning Service scores? Call Jack at (425) 445-0077 for a transparent proposal that checks every box on this scorecard.