



# Hygiene Vendor Evaluation Checklist

A structured framework for comparing restroom hygiene vendors. Score candidates objectively, identify red flags early, and make a confident decision for your facility.

LOYAL FACILITY SERVICES

*For over 45 years, Loyal has been on both sides of the vendor evaluation process — and we know what separates a good hygiene partner from a vendor who just shows up. This framework reflects the questions and criteria that actually matter when choosing a provider for your facility.*

## How to Use This Checklist

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This evaluation framework is designed for facility managers comparing hygiene service providers. It works whether you are selecting your first vendor or replacing an existing one.

### Step-by-Step Process

1. **Gather proposals** from at least 2–3 vendors before scoring.
2. **Complete the Scoring Matrix** (page 3) for each vendor. Rate each criterion 1–5, then multiply by the weight to get a weighted score.
3. **Fill in the Side-by-Side Comparison** (page 4) for a quick visual reference during decision meetings.
4. **Review the Red Flags** checklist (page 5) — any checked item should prompt further investigation.
5. **Conduct reference calls** using the questions on page 6.
6. **Summarize your decision** on page 7 with supporting rationale.

### Scoring Guide

| SCORE | MEANING       | WHEN TO USE   |
|-------|---------------|---|
| 5     | Excellent     | Exceeds requirements, best-in-class offering        |
| 4     | Good          | Meets all requirements with some standout qualities |
| 3     | Adequate      | Meets minimum requirements                          |
| 2     | Below Average | Partially meets requirements, gaps exist            |
| 1     | Poor          | Does not meet requirements                          |

**Tip:** Complete the matrix independently before comparing notes with colleagues. This prevents groupthink and produces more honest assessments.

# Scoring Matrix

Rate each vendor 1–5 per criterion, then multiply by the weight. Compare totals at the bottom.

| CRITERIA                          | WT. | VENDOR A |     | VENDOR B |     | VENDOR C |     |
|-----------------------------------|-----|----------|-----|----------|-----|----------|-----|
|                                   |     | SCORE    | WTD | SCORE    | WTD | SCORE    | WTD |
| Product quality & brand selection | 3x  |          |     |          |     |          |     |
| Delivery reliability & schedule   | 3x  |          |     |          |     |          |     |
| Service responsiveness            | 3x  |          |     |          |     |          |     |
| Pricing transparency              | 2x  |          |     |          |     |          |     |
| Contract flexibility              | 2x  |          |     |          |     |          |     |
| Compliance knowledge              | 2x  |          |     |          |     |          |     |
| Equipment & dispenser quality     | 2x  |          |     |          |     |          |     |
| Account management                | 1x  |          |     |          |     |          |     |
| Technology & reporting            | 1x  |          |     |          |     |          |     |
| References & reputation           | 1x  |          |     |          |     |          |     |
| Sustainability practices          | 1x  |          |     |          |     |          |     |
| Insurance & bonding               | 1x  |          |     |          |     |          |     |
| <b>TOTAL (out of 110)</b>         |     |          |     |          |     |          |     |

## Side-by-Side Comparison

Use this table to quickly compare key details across vendors during your decision process.

| CRITERIA                | VENDOR A | VENDOR B | VENDOR C |
|-------------------------|----------|----------|----------|
| Company name            |          |          |          |
| Years in business       |          |          |          |
| Service area            |          |          |          |
| Contract term           |          |          |          |
| Monthly cost            |          |          |          |
| Delivery frequency      |          |          |          |
| Emergency response time |          |          |          |
| Dispensers included?    |          |          |          |
| Online ordering?        |          |          |          |
| Usage reporting?        |          |          |          |
| Cancellation policy     |          |          |          |
| Total weighted score    |          |          |          |

# Red Flags Checklist

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Check any items that apply during your vendor evaluation. Any checked item warrants further investigation or clarification before signing a contract.

## Contract & Pricing

- Long-term contract required with no early exit clause
- Automatic price escalation clauses without caps
- Hidden fees for delivery, fuel surcharges, or equipment
- Pricing significantly lower than all competitors (unsustainable?)
- Refuses to provide a detailed line-item quote

## Service & Reliability

- No guaranteed delivery schedule in the contract
- No dedicated account manager or single point of contact
- Cannot provide references from similar facilities
- No SLA or service level commitment
- History of missed deliveries mentioned in references

## Business Practices

- Cannot provide proof of insurance and bonding
- No written complaint or issue resolution process
- Pressures you to sign immediately ("limited time offer")
- Unwilling to do a facility walk-through before quoting
- Poor online reviews or BBB complaints

**Rule of Thumb:** If three or more red flags apply to a vendor, proceed with extreme caution. The cheapest option is rarely the most cost-effective over a 12-month period.

## Reference Check Questions

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Ask these questions when speaking with vendor references. Take notes directly on this page or attach a separate sheet.

Vendor: \_\_\_\_\_ Reference Contact: \_\_\_\_\_

Company: \_\_\_\_\_ Date: \_\_\_\_\_

1. How long have you been using this vendor?

\_\_\_\_\_

2. How would you rate their delivery reliability (1-5)?

\_\_\_\_\_

3. How responsive are they when you have an issue or urgent need?

\_\_\_\_\_

4. Have you experienced any unexpected price increases?

\_\_\_\_\_

5. What is the one thing you would change about this vendor?

\_\_\_\_\_

6. Would you recommend them to a colleague? Why or why not?

\_\_\_\_\_

7. Have you ever had a billing surprise or unexpected fee?

\_\_\_\_\_

8. Do you have a dedicated rep, or do you call a general number?

\_\_\_\_\_

# Decision Summary

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Complete this page after evaluating all vendors. This becomes your decision record and can be shared with stakeholders for approval.

## Final Scores

|                        | VENDOR A | VENDOR B | VENDOR C |
|------------------------|----------|----------|----------|
| Vendor Name            |          |          |          |
| Total Weighted Score   |          |          |          |
| Red Flags Count        |          |          |          |
| Reference Rating (1-5) |          |          |          |

Selected Vendor: \_\_\_\_\_

Contract Start Date: \_\_\_\_\_ Term: \_\_\_\_\_

## Key Reasons for Selection

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

## Concerns or Conditions

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## Approvals

| ROLE                  | NAME | SIGNATURE | DATE |
|-----------------------|------|-----------|------|
| Facility Manager      |      |           |      |
| Finance / Procurement |      |           |      |
| Operations Director   |      |           |      |



## Ready to Compare?

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Loyal Facility Services welcomes side-by-side evaluation. We are confident in our service, pricing, and reliability — and we are happy to provide references from facilities like yours.

Request a no-obligation quote and facility walk-through.

**(703) 361-7888**

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