



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

Since 1979, 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

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						
TOTAL (out of 110)							

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

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

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

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

Approvals

ROLE	NAME	SIGNATURE	DATE
Facility Manager			
Finance / Procurement			
Operations Director			



Ready to Compare?

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.

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