



Commercial Cleaning Company Evaluation Checklist

15 points to verify before signing with any vendor

COMPANY	DATE	CONTACT	QUOTE
_____	_____	_____	_____

1 Credentials & Insurance

- Oregon business license verified**
check at sos.oregon.gov
- General liability insurance (\$1M+)**
ask for certificate of insurance
- Workers' comp active**
protects you from liability
- Background checks on all staff**
they have keys to your building

2 Pricing & Scope

- Written scope of work provided**
itemized, not vague
- Walkthrough before quoting**
no walkthrough = no real quote

3 Service & Quality

- Named account manager**
not a call center number
- Quality inspection process**
how do they catch missed work?
- Clear complaint process**
things will go wrong — how do they respond?

4 Reputation & Experience

- References from similar facilities**
ask for 2-3 you can call
- Google reviews checked**
read the negatives — response matters most
- At least 2 years in business**
longevity signals reliability

5 Portland Fit

- Experience with your building type**
historic, LEED, warehouse, etc.
- Portland weather & building knowledge**
rain, pollen, diverse structures
- Green cleaning options**
Portland businesses expect this

SCORE

0-8 Keep looking

9-12 Promising

13-15 Strong

Your score: _____ / 15

NOTES
