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Valcori tender template **Professional cleaning** **services**





Tender template: cleaning services



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Confidentiality Disclaimer

This Request for Proposal (RFP) and all associated documentation, whether transmitted electronically or in hard copy, and any subsequent discussions or disclosures are confidential and intended solely for the recipient or recipient organization. The contents must not be disclosed in whole or part to any third parties without the express written permission of our organization.

The information contained in this RFP is provided in good faith. However, it is subject to change without notice and is not binding on our organization unless expressly incorporated into a formal, written agreement. Recipients of this RFP are responsible for any costs incurred in the preparation and submission of their responses.

By responding to this RFP, respondents agree to keep the information contained herein and any related communications confidential. Furthermore, respondents confirm that they will only use the information for the purpose of preparing and submitting a response, and to meet any subsequent contractual obligations.

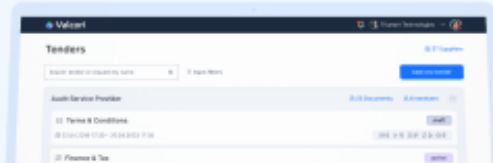
Any violation of this confidentiality disclaimer may lead to disqualification from the tendering process and may result in legal actions for breach of confidentiality.

Terms & abbreviations

Term	Definition
RFP	Request for Proposal
SLA	Service Level Agreement
PDF	Portable Document Format
EUR	Euro
SPOC	Single Point Of Contact

Company introduction

[Insert company introduction]



Start your company description with your organization's name, industry, and location. Briefly include its significant history or milestones. Highlight your guiding mission or values and outline your primary products or services. Aim to provide an informative snapshot of your company in a few concise sentences.

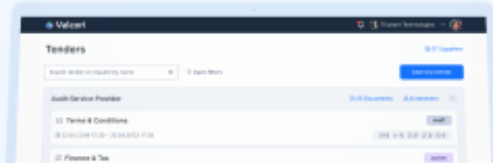
Introduction RfP

This Request for Proposal (RFP) is the culmination of an extensive market analysis and identification of potential opportunities, diligently conducted by our dedicated internal team. We have meticulously structured the requirements for the office cleaning services needed in a clear format.

We expect the bidders to reciprocate with clear and direct responses to these requirements, as defined within the scope of this RFP. All proposals should be submitted strictly via the procurement platform Valcor in one of the following digital formats via the digital formats: Microsoft Word (.doc, .docx), Microsoft Excel (.xls, .xlsx), or PDF (.pdf).

This allows us to facilitate a seamless and efficient review process. Please be aware that our organization reserves the right to disregard any late submissions, incomplete responses, or proposals that do not comply with the specified submission format and procedures outlined in this RFP. Non-compliant responses will not be entertained. It is imperative that your responses are direct, concise, and complete. Any failure to provide a response to an item will be interpreted as an inability to provide the corresponding service. This may adversely affect the evaluation of your proposal. While additional supporting information in the form of appendices is welcome, it is important that the main body of your response should be self-sufficient, referencing appendices for details where necessary.

Our organization will thoroughly review all material submitted. However, our primary focus will be on the material that directly addresses our needs, as outlined in the requirements of this RFP. We look forward to engaging with professional cleaning service providers who can meet our specific demands and maintain the high cleanliness standards that our organization aspires to uphold.



Instructions

Timeline

No.	Date	Milestone
01	DD.MM.YY	Issuance of RFP to selected suppliers.
02	DD.MM.YY	Deadline Request for Information (RfI)
03	DD.MM.YY	Deadline Request for Quotation (RfQ)
04	DD.MM.YY	Short list supplier decision, negotiation and detailed demo
05	DD.MM.YY	Final supplier decision
06	DD.MM.YY	Contracting



Structure your entire RfP timeline automatically in **Valcor**. Full transparency for the internal team and suppliers in a few clicks!

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Contact person

[Insert contact person: Name - Title - Email - Phone number]

Written questions

Should participating suppliers have any questions regarding this RFP, they are required to submit them in writing and may email them to the designated contact person in accordance with the schedule set out in the timeline.

Our organization is not obliged to respond to any inquiries received after the deadline or submitted in any manner other than as instructed above. All questions will be answered in writing and, if deemed necessary, responses will be distributed to all participating suppliers.



Don't want to manage your mailbox with all questions and answers of suppliers? Chat directly with your suppliers in **Valcor** and collect all questions in one place.

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Proposal submission

Proposals must be received according to the schedule outlined in the timeline. Any proposal received after the specified deadline will not be considered. All communication should be conducted in English.

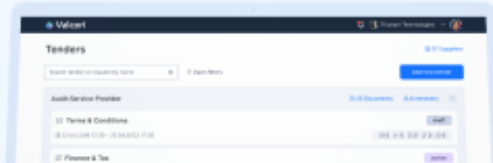
Ensuring that proposals are delivered by the stipulated deadline is solely the responsibility of the participating supplier. Our organization will not be held responsible for, nor accept as a valid excuse, any delays in the method of delivery used by the supplier, unless it can be established that our organization was the exclusive cause of the late receipt.

Evaluation criteria

All proposals received in accordance with these RFP instructions will be evaluated to determine if they are complete and meet the requirements specified in this RFP. After the evaluation of the proposal and the samples a short list will be created and the suppliers mentioned on that short list will be contacted to prepare for actions the testing, the supplier audits and the contract negotiation.

The following criteria will be considered in evaluating the proposals:

- Quality and completeness of the proposal.
- Supplier's qualifications.
- Supplier's experience, particularly with similar projects.
- References.
- Pricing.
- *[Other]*



Questions (Request for Information)



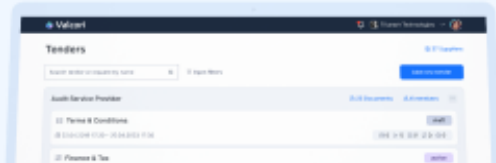
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Question	Answer Options
Topic: General questions	
How many years of experience does your company have in the cleaning industry?	<ul style="list-style-type: none"> A. Less than 1 year B. 1-3 years C. 3-5 years D. More than 5 years
How many employees does your company have dedicated to cleaning services?	<ul style="list-style-type: none"> A. Less than 10 B. 10-50 C. 50-100 D. More than 100
How frequently do you replace cleaning tools such as mop heads and cloths?	<ul style="list-style-type: none"> A. After every use B. Daily C. Weekly D. Other (please specify)
Do you provide cleaning services on weekends and holidays?	<ul style="list-style-type: none"> A. Yes, both weekends and holidays B. Only on weekends C. Only on holidays D. No
How do you ensure the quality of cleaning performed?	<ul style="list-style-type: none"> A. Regular checks B. Feedback system C. Third-party audits D. Other (please specify)
Does your company hold any certifications related to cleaning quality (ISO, CIMS, etc.)?	<ul style="list-style-type: none"> A. Yes (please specify) B. No C. In process D. Not Applicable
What types of facilities have you provided services for the <u>most</u> in the past?	<ul style="list-style-type: none"> A. Commercial B. Residential C. Industrial
How do you ensure the safety of your cleaning staff and others while cleaning?	<ul style="list-style-type: none"> A. PPE usage B. Safety protocols C. Training D. All of the above
Do you conduct background checks on all your cleaning staff?	<ul style="list-style-type: none"> A. Yes B. No
Can you accommodate additional cleaning requests or emergencies within 24 hours?	<ul style="list-style-type: none"> A. Yes B. No
Topic: General questions	
Does your company have general liability insurance?	<ul style="list-style-type: none"> A. Yes



	B. No
What is the coverage limit of your general liability insurance?	[Specify number in EURO]
Does your company have workers' compensation insurance?	A. Yes B. No
What is the coverage limit of your workers' compensation insurance?	[Specify number in EURO]
Topic: Client References	
Can you provide a list of 5 current clients who can serve as references?	A. Yes B. No
How many years have you been providing services to your longest-standing client?	A. Less than 1 year B. 1-3 years C. 3-5 years D. More than 5 years
Have you ever terminated a cleaning services contract with a client?	A. Yes B. No
Can we contact your current clients for a reference check?	A. Yes B. No
Can you provide a list of current clients who can serve as references?	A. Yes B. No
Topic: Finance/billing	
What is your standard payment term for invoices?	A. Net 30 days B. Net 45 days C. Net 60 days D. Other (please specify)
Do you require an upfront deposit before starting the cleaning services?	A. Yes B. No
Explain which services are included in your standard pricing.	Please specify
How do you handle billing for additional services or special requests?	A. Separate invoice B. Added to the next regular invoice C. Other (please specify)
Can you provide a detailed breakdown of the services included in the monthly invoice?	A. Yes B. No
Do you offer any discounts for long-term contracts or volume-based services?	A. Yes B. No
Are there any penalties for late payments?	A. Yes B. No
Topic: Additional services	
Do you provide window cleaning services?	A. Yes B. No
Do you provide rug or carpet cleaning services?	A. Yes B. No



Do you offer specialized cleaning services for specific industries (e.g., medical facilities, restaurants)?	A. Yes B. No
Can you accommodate additional cleaning requests outside of the standard services?	A. Yes B. No
Topic: Eco-friendliness/ ESG	
Does your company prioritize eco-friendly cleaning practices?	A. Yes B. No
Are the cleaning products you use primarily environmentally friendly?	A. Yes B. No
Do you have any sustainability or green certifications?	A. LEED certification B. Green Seal certification C. None D. Other (please specify)
Do you primarily use energy-efficient equipment in your cleaning processes?	A. Yes B. No
Topic: Service levels	
What is your standard response time for addressing service issues or complaints?	A. Less than 24 hours B. 24-48 hours C. 48-72 hours D. More than 72 hours
How do you primarily handle scheduling changes or cancellations?	A. Flexible rescheduling B. Cancellation fees C. Other (please specify)
Can you provide a detailed cleaning checklist or scope of work for our facilities?	A. Yes B. No
How often do you primarily conduct quality assurance inspections?	A. Weekly B. Monthly C. Quarterly D. Annually
Do you assign a dedicated account manager or point of contact for our facilities?	A. Yes B. No



Pricing (Request for Quotation)

Fixed price per facility per month

[Example table]

Facility	Square Meters	Number of Employees	Required Cleaning Frequency (for entire facility)	Price per Month (in EURO)
HQ Antwerp	1000	50	5 days per week	
Factory Brussels	800	30	5 days per week	
Office Ghent	1200	60	5 days per week	
Warehouse Charleroi	1500	70	5 days per week	
Retail Store Liege	600	20	2 days per week	
Research Lab Leuven	2000	80	5 days per week	

*The required cleaning frequency specified in the RfQ should be interpreted as the number of days per week that cleaning services are expected to be provided for each facility. For example, if the cleaning frequency is mentioned as "5 days per week," it means that the facility should be cleaned on any five days of the week, with the remaining days being left without cleaning. The cleaning schedule can be spread across the week as deemed necessary by the cleaning service provider, as long as the facility is cleaned for the specified number of days. It is important for the cleaning service provider to adhere to the agreed-upon cleaning frequency to ensure that the facility is consistently maintained in a clean and sanitary condition.

Additional services

[Example table]

Additional Service	Price per Hour (EURO). If included in standard service, write "INCLUDED"
Waste Management	
Window Cleaning	
Rug Cleaning	
Floor Stripping/Waxing	
Carpet Shampooing	
High Dusting	
Upholstery Cleaning	
Pressure Washing	
Graffiti Removal	
Tile and Grout Cleaning	