ENCLOSED WITH YOUR PROPOSAL

# Read the Label

Ten questions to ask every cleaning company you're considering — including this one.

| DUE DILIGENCE FACTS | 10 QUESTIONS · 90 SECONDS OF MATH |
|---|---|
| ACTIVE INGREDIENT | Verification. Every question below is answerable on the spot by a company that actually works the way it says it does. |
| WARNING | There is no bioequivalence standard in commercial cleaning. Two quotes describing the same service may not contain the same active ingredient. |

A generic drug has to prove it's identical — same active ingredient, same dose, verified by a regulator before it ever reaches a shelf. That's exactly why the savings are safe, and why you can tell a patient to take it without hesitating.

**Cleaning has no such agency.** Nobody confirms the lower bid contains the same active ingredient. Two proposals can describe an identical scope in identical language and deliver two entirely different treatments to your practice.

So here's the assay — a simple test of what's actually in each bid. Ask these of every company you're weighing, *ours included*. If it helps you hire someone else and hire them well, it did its job.

## The ten questions

ASK · WRITE DOWN THE ANSWER · COMPARE ANSWERS BEFORE PRICE

**01** **"Will the same person clean my office every visit?"**
A named, assigned individual who has walked your site. Listen for: "we rotate" or "whoever's available" — that means nobody owns your building.

**02** **"What happens the night that person calls out?"**
A named backup already trained on your site, and you get notified. Listen for: "we'll figure it out."

**03** **"What background checks and HIPAA/privacy training do your technicians receive, and when was the most recent background check run on that person?"**
A named screening provider, a scope, a date, and a clear explanation of how technicians protect charts, labels, screens, paperwork, and other confidential or sensitive information they may encounter while cleaning. Listen for: vague answers, "we know our people," or anything that does not explain how sensitive information stays protected.

**04** **"Are you fully insured, and can I see the certificate?"**
A current certificate handed over without being chased, covering liability and their crew. Listen for: delays, excuses, or a promise to send it after the work starts.

**05** **"What's the EPA registration number on your disinfectant?"**
Read straight off the label. Listen for: "it's hospital-grade" — without the number, that phrase means nothing.

**06** **"What's the contact time, and how do you keep the surface wet that long?"**
A stated dwell and a real method — usually applying to all high-touch points first, doing the rest of the room, then wiping. Listen for: "we spray and wipe." If it dries early, it's cleaned. It didn't disinfect.

**07** **"How many cloths and mop heads get used in my office per visit?"**
A real number that scales with your room count. Listen for: one mop and one bucket for the building — that's redistribution, not removal.

**08** **"Walk me through your color-coding. Which color goes where?"**
Recite it immediately and consistently. Listen for: "we keep them separate." Separate by what?

**09** **"Who inspects the work, how often, and do I get the written score?"**
Scheduled, scored, sent to you unprompted. Listen for: "we inspect regularly" — a score you never see isn't a score.

**10** **"Show me the written scope with frequencies — and what's excluded."**
Each task against nightly, weekly, monthly, quarterly. Listen for: "general cleaning," or a scope where everything reads "as needed." As needed means as remembered.

### THEN DIVIDE THE QUOTE — THIS TELLS YOU WHAT YOU'RE ACTUALLY BUYING

- Any quote: $1,200 / month, five nights a week
- $1,200 ÷ 21.67 visits = $55.38 per visit
- $ 0.60 to labor = $33.23 — the rest funds supplies, insurance, supervision, equipment, overhead
- ÷ $20 all-in per hour = 1 hour 40 minutes in your office per night

You are not buying a price. You are buying minutes in your building. Walk your own floor plan against that number — exam rooms, restrooms, waiting area, floors — and ask whether it can be done right in the time the math allows. If the hours aren't there, the quote isn't a bargain. It is a forecast.

## What to do next

**1** **Ask all ten of every bid**
Same questions, same order, written answers. Compare the answers side by side before you look at a single number.

**2** **Run the division on each quote**
Monthly price, divided by visits, times 0.60, divided by $20. That's the hours you're actually buying.

**3** **Call us with anything that doesn't add up**
Including on someone else's proposal. We'll walk through it with you. No invoice, no pitch.

**We'd rather earn this on answers than on a number. Ask us all ten — we'll answer them in writing.**

Elevate Commercial Cleaning
info@elevatecleaningfl.com
(754) 714-5262

General guidance for evaluating vendors — not legal, insurance, or regulatory advice. Cost figures are illustrative; substitute current local numbers. Confirm anything material with your own counsel, insurance agent, and compliance offcem.