

SAMPLE

Quote Leveling

Commercial cleaning quotes — leveled comparison

CLIENT	Harborlight Property Management (fictional) Commercial cleaning services · 36 months · 2 locations · 20,000 sq ft
QUOTES LEVELED	3 vendors — SparklePro, OfficeMaid Co., PristineWorks (all fictional)
QUESTION ASKED	“Which cleaning quote is actually cheapest, once they’re on the same basis?”
AS OF	September 30, 2026
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SAMPLE — all vendors, figures, quotes, and requirements in this document are fictional and were created to illustrate the Quote Leveling deliverable. Any resemblance to real businesses is coincidental.

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Conditional recommendation: award to SparklePro — but only after written confirmation that quarterly deep cleans are included at no charge *and* that the \$0.14/sq ft rate is locked for the full 36 months. At **\$100,800** over 36 months it is the lowest evaluated cost, meets all three must-haves with explicit commitments, and includes the monthly quality walkthrough.

- **Cost:** SparklePro \$100,800 vs. OfficeMaid \$106,884 (+6.1%) vs. PristineWorks \$108,600 (+7.7%) — 36-month totals, tax excluded, each on the must-have scope. Formula lines are in §2.
- **The condition decides the winner:** SparklePro's quote says "quarterly deep cleans included" but prices the line at \$0. If deep cleans are actually billed at \$950/visit, SparklePro rises to \$112,200 — and OfficeMaid (\$106,884, after-hours line included) becomes the cheapest compliant bid. One clarification answer flips the outcome. Do not sign until it is answered in writing.
- **Requirements:** SparklePro is the only bidder meeting all three must-haves as quoted. OfficeMaid meets 24-hour response only with a \$95/month after-hours add-on (included in its total above). PristineWorks claims background-checked staff but offers no proof — an unverified must-have.
- **Runner-up:** OfficeMaid. If SparklePro's deep cleans are billed, or SparklePro will not lock the rate for 36 months, OfficeMaid at \$106,884 is the pick — strongest quote documentation of the three, green products standard, full 36-month term quoted.
- **Incumbent check:** the current cleaner costs ~\$2,600/month (\$93,600 over 36 months). The cheapest bid is \$7,200 (+7.7%) above that. The premium buys verified background checks and 24-hour response — confirm the incumbent truly cannot meet R1/R2 before paying it.
- **Payment & tax:** OfficeMaid is Net 15 with a \$1,200 upfront onboarding fee; the others are Net 30 with no upfront fee. OfficeMaid is the only bidder to disclose tax ("plus applicable sales tax") — its total excludes tax, and the others' silence is a one-sided cost risk (see §2 footnotes).

CONDITIONS BEFORE AWARD. (1) SparklePro: written confirmation of deep-clean inclusion and a 36-month rate lock. (2) If PristineWorks re-enters: background-check certificates for the servicing staff. (3) Tax treatment in writing from all three bidders — tax was excluded from every total in this analysis.

Leveled cost comparison

2 · LEVELED COST

Comparison basis: 36-month total cost for two locations (HQ 8,000 sq ft + warehouse 12,000 sq ft = 20,000 sq ft), cleaning 3×/week equivalent, implementation included, USD, tax excluded (treatment unknown or inconsistent across bidders).

Unit crosswalk

Every quoted unit was mapped to **\$/month for both locations** before totaling: SparklePro quotes \$/sq ft/month (20,000 sq ft × \$0.14 = \$2,800/mo); OfficeMaid quotes \$/visit (3 visits/week × 52 weeks ÷ 12 = \$2,730/mo base, before escalation); PristineWorks quotes a flat \$/month (\$2,950/mo). Unlike services were never forced into one line — carpet shampoo and walkthrough upgrades are shown as separate deltas below.

Leveled 36-month cost, must-have scope. Tax excluded. Whole dollars (rounding ≤\$1).

VENDOR	RECURRING (36 MO)	ONE-TIME & IMPL.	USAGE / VARIABLE	TOTAL EVALUATED COST	VARIANCE VS. LOWEST
SparklePro	\$100,800	\$0	\$0	\$100,800	lowest
Formula: 20,000 sq ft × \$0.14/sq ft/mo × 36 mo = \$100,800. Quoted term 12 mo — extended at quoted rate (ASSUMPTION, see footnote 1).					
OfficeMaid Co.	\$105,684	\$1,200	\$0	\$106,884	+6.1%
Formula: visits \$210 × 3/wk × 52 wk = \$32,760/yr; escalated 4%/yr → Y1 \$32,760.00 + Y2 \$34,070.40 + Y3 \$35,433.22 = \$102,263.62; + after-hours urgent line \$95 × 36 = \$3,420 (required for must-have R2) = \$105,683.62 → \$105,684; + \$1,200 onboarding = \$106,884.					
PristineWorks	\$106,200	\$0	\$2,400	\$108,600	+7.7%
Formula: \$2,950/mo × 36 = \$106,200; + carpet shampoo \$400 × 2/yr × 3 yr = \$2,400. Quoted term 12 mo — extended at quoted rate (ASSUMPTION, see footnote 1).					
Incumbent (benchmark)	\$93,600	\$0	\$0	\$93,600	−7.1% vs. lowest bid

1 — Short-term extension (ASSUMPTION): SparklePro and PristineWorks quoted 12-month terms against a 36-month evaluation. Totals extend the quoted rate with no escalation — unconfirmed. Clarification questions 2 and 6 request a written rate lock.

2 — Ambiguous material line: SparklePro's quote states "quarterly deep cleans included" but prices the line at \$0. The \$100,800 total *excludes* deep-clean charges; if billed at \$950/visit × 12 visits = +\$11,400, SparklePro's total becomes **\$112,200** — the most expensive bid. Presented two ways, never guessed. See clarification question 1.

3 — Must-have scope: OfficeMaid's \$3,420 after-hours urgent line is required to meet must-have R2 and is included in its total. Preferred-requirement add-ons are deltas only: SparklePro green products +\$180/mo = +\$6,480/36 mo; OfficeMaid monthly (vs. quarterly) walkthrough +\$75/visit = +\$2,700/36 mo.

4 — Tax: excluded from all totals. OfficeMaid discloses "plus applicable sales tax"; SparklePro and PristineWorks are silent — the risk runs one way (their totals could rise; OfficeMaid's is already stated pre-tax).

Scoring (weights total 100%)

Anchors — Cost: 5 = lowest, 4 = within 5%, 3 = 5–10% above, 2 = 10–20% above, 1 = >20% above. Requirements fit: 5 = all met with evidence, 4 = must-haves met + ≤1 preferred partial, 3 = met with qualifications, 2 = any must-have partial/unverified, 1 = any must-have fail. Reliability: 5 = committed multi-year term + full documentation, 3 = standard quote, 2 = material gaps. Implementation risk: 5 = no transition friction, 4 = standard onboarding, 3 = upfront fee or process change.

Weighted scores, 1–5 scale. One source note per score; weights verified to 100%.

VENDOR	COST (40%)	REQUIREMENTS FIT (30%)	RELIABILITY (15%)	IMPL. RISK (15%)	WEIGHTED
SparklePro	5	4	3	4	4.25
OfficeMaid Co.	3	3	4	3	3.15
PristineWorks	3	2	3	3	2.70

Source notes: SparklePro cost 5 (lowest total); requirements 4 (must-haves met, R4 green products partial); reliability 3 (12-mo quote, Net 30, standard terms); implementation 4 (no onboarding fee). OfficeMaid cost 3 (+6.1%); requirements 3 (R2 met only with add-on); reliability 4 (36-mo committed term, detailed quote); implementation 3 (\$1,200 onboarding + scheduling change). PristineWorks cost 3 (+7.7%); requirements 2 (R1 unverified — claimed, no proof); reliability 3 (12-mo quote, exclusions listed); implementation 3 (unverified staff + carpet exclusions).

Sensitivity — the variable that flips the decision

Deep-clean billing. Only one variable changes the winner: whether SparklePro's quarterly deep cleans are included or billed. Included → SparklePro wins at \$100,800. Billed at \$950/visit → SparklePro rises to \$112,200 and **OfficeMaid becomes the lowest-cost compliant bid at \$106,884**. Escalation is the secondary lever: on base cost alone, OfficeMaid beats SparklePro only if its annual escalation were ~1.3% or less instead of the quoted 4% — unlikely, so the deep-clean answer is the decision.

Requirement compliance matrix

3 · COMPLIANCE

MUST-HAVE GAPS — do not award past these without cures.

- **OfficeMaid — R2 (24-hour urgent response): PARTIAL as bid.** "Business hours only"; after-hours urgent line costs +\$95/month. Curable with the add-on (included in its \$106,884 total).
- **PristineWorks — R1 (background checks, proof provided): UNVERIFIED.** "Background-checked staff" is claimed with no certificates or screening-vendor attestation offered. Curable only with documentation — see clarification question 5.

R1–R3 must-have · R4–R5 preferred. Sources are quote sections or descriptive locators.

REQ	REQUIREMENT	SPARKLEPRO	OFFICEMAID CO.	PRISTINEWORKS
R1	Background-checked staff, proof provided MUST-HAVE	YES "Certificates available on request"	YES "Yes, all staff"	PARTIAL — UNVERIFIED Claimed; no proof offered
R2	24-hour response for urgent issues MUST-HAVE	YES Stated "Yes"	PARTIAL Business hours; after-hours +\$95/mo	YES "Guaranteed 4-hour response"
R3	Service 2 locations (HQ + warehouse) MUST-HAVE	YES Priced on 20,000 sq ft	YES Both locations per visit	YES Both locations, flat rate
R4	Green-certified cleaning products PREFERRED	PARTIAL Available +\$180/mo	YES "Standard"	YES Included
R5	Monthly quality walkthrough with report PREFERRED	YES "Included"	PARTIAL Quarterly incl.; monthly + \$75/visit	YES Monthly, with written report

Clarification questions

4 · QUESTIONS

Send these before award. Each is tied to a specific ambiguity in the quotes.

1. **TO SPARKLEPRO**

Your quote states "quarterly deep cleans included" but the line total shows \$0. Confirm in writing: are 4 deep cleans per year included at no charge for the full term? If not, state the per-visit price.

2. **TO SPARKLEPRO**

You quoted a 12-month term; our evaluation is 36 months. Will you lock \$0.14/sq ft for 36 months? State any escalation.

3. **TO OFFICEMAID CO.**

Confirm the \$95/month after-hours urgent line covers both locations, and state the guaranteed response time.

4. **TO OFFICEMAID CO.**

On the \$75/visit monthly-walkthrough upgrade — confirm one visit covers both locations and includes a written report.

5. **TO PRISTINEWORKS**

R1 requires proof of background checks. Provide certificates (or your screening vendor's attestation) for the staff who would service our sites.

6. **TO PRISTINEWORKS**

You quoted 12 months; confirm the \$2,950/month flat rate holds for 36 months, or state escalation.

7. **TO ALL THREE BIDDERS**

State your tax treatment explicitly (included, added, or exempt) — tax was excluded from this comparison.

8. **TO PRISTINEWORKS**

The "estimated 2×/year" carpet shampoo — is that based on a site assessment of our traffic? Confirm the recommended frequency.

Patterns

- **Term mismatch on two of three bids.** SparklePro and PristineWorks quoted 12 months against a 36-month evaluation; only OfficeMaid priced the full period (with 4% annual escalation). The rate-lock risk sits with the two cheapest-looking options — and both need a written lock before award.
- **Must-have coverage is thin at the top.** The two lowest-cost bidders each carry a must-have qualification: SparklePro's ambiguous deep-clean scope line and OfficeMaid's business-hours-only response as bid. PristineWorks, the only bidder with a guaranteed response time, is the most expensive and cannot prove R1. Nobody is clean; the conditions in §1 exist because the bids require them.
- **Every bid costs more than the incumbent.** The current cleaner runs ~\$2,600/month (\$93,600 over 36 months) with no contract. The cheapest bid is \$7,200 (+7.7%) above that. The premium buys verified background checks and 24-hour response — line items the incumbent has never documented. Confirm the incumbent truly cannot meet R1/R2 before paying the premium.
- **The quiet money is in the preferred-requirement pricing.** Green products (+\$6,480 over 36 months on SparklePro) and monthly walkthroughs (+\$2,700 on OfficeMaid) are included by competitors. If R4/R5 harden into requirements, SparklePro's lead narrows and PristineWorks' all-inclusive flat rate starts to look better.

Negotiation levers

- **SparklePro:** offer the 36-month term they didn't quote — trade the longer commitment for deep-clean inclusion and the rate lock in writing. Their 12-month quote is the opening, not the answer.
- **OfficeMaid:** push to waive the \$1,200 onboarding fee or cap escalation at 2%. Their detailed 36-month quote shows they want the term; make them pay for the certainty.

PROCESS GAP

Requirements went out without a standard bid template, so vendors quoted different units (per sq ft vs. per visit vs. flat monthly) and different terms — which is exactly why this leveling exercise was necessary. Issue a template with fixed units, a fixed term, and fixed tax treatment next round, and half of §2 disappears.

SUGGESTED NEXT AUDIT

Take a 12-month look at the incumbent arrangement: no contract, no verified background checks, no documented response time. The "cheap" option may carry the most risk — or it may be the value play if R1/R2 can be added cheaply. Either answer is worth more than the \$7,200 premium under debate.

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