

Why the Lowest Bid Costs More

What to check before you choose the cheapest cleaning vendor

Commercial cleaning companies compete almost entirely on labor cost. A bid well below market rarely means a more efficient operation — it means fewer workers on site, less time per clean, or wages low enough to drive turnover. None of that shows up on the bid sheet. It shows up months later, in missed tasks, rotating crews, and time your staff spends managing a vendor instead of a clean building.

COSTS THAT DON'T SHOW UP

-  **Management time** — chasing missed tasks and complaints costs staff time even when it never appears on an invoice.
-  **Re-cleaning & spot fixes** — when something's missed before a client visit, someone on your team quietly fills the gap.
-  **Staff morale** — a poorly maintained break-room or restroom tells employees their environment isn't a priority.
-  **Vendor switching costs** — low-bid vendors fail on a predictable cycle: sourcing, onboarding, and disruption repeat every 12–18 months.
-  **Insurance exposure** — a vendor that cuts wages may also cut liability coverage. If that gap becomes an incident, it lands on you.

WHAT'S ACTUALLY INCLUDED

CRITERIA	NEXT LEVEL	TYPICAL LOW BID
General liability insurance — certificate on request	✓	Ask
Same crew assigned to your site, not rotating subs	✓	Ask
Written, signed scope of work	✓	Ask
Documented supervision & QA checks	✓	Ask
Owner handles service issues directly	✓	Ask
Veteran-owned, locally based in Hampstead/Wilmington	✓	Ask
Average staff tenure disclosed upfront	✓	Ask

THE RIGHT QUESTION

A cleaning company priced at or near market rate isn't charging more for the same service — it has the margin to retain good workers, staff the account properly, and keep supervision in place. **The right question isn't "which company is cheapest?"** It's which one will still be performing well twelve months from now.



NEXT LEVEL COMMERCIAL CLEANING

Veteran-owned, fully insured commercial cleaning serving Hampstead, Wilmington, and Pender County — a family-run crew that shows up, does the work to scope, and is reachable when something needs attention.

910.319.8687 • cleannextlevel.com • info@cleannextlevel.com