

# Janitorial Supplies Vendor Discovery Report

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**Region:** United States

**Category:** Janitorial Supplies

**Date:** June 2024

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## Executive Summary

This report presents a curated list of leading vendors for janitorial supplies in the United States. The vendors include national and regional distributors, manufacturers, and e-commerce specialists, providing a broad spectrum of cleaning chemicals, paper goods, facility maintenance products, and related services.

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## Vendor List

### 1. [Imperial Dade](#)

- **Description:** National distributor of janitorial, sanitation, and foodservice supplies for commercial and institutional customers.
  - **Capabilities:** Comprehensive range of janitorial products; extensive U.S. distribution network.
  - **Contact:**
  - **Emails:**
    - customersupport@imperialdade.com (Customer support)
    - privacy@imperialdade.com (Privacy/legal)
  - **Phones:**
    - +1 201-437-7440 (HQ, Jersey City)
    - +1 800-794-7273 (Customer support / toll-free)
  - **Countries Served:** United States
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### 2. [Hillyard](#)

- **Description:** Manufacturer and distributor of cleaning solutions and floor-care products with a long history in the U.S.
  - **Capabilities:** Cleaning chemicals, floor-care equipment, full janitorial lines; nationwide distribution.
  - **Contact:**
  - **Email:** recruitment@hillyard.com (Recruiting)
  - **Phone:** +1 800-365-1555 (Corporate toll-free)
  - **Countries Served:** United States
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### 3. [W.B. Mason](#)

- **Description:** Office products and facility-supplies distributor carrying janitorial and maintenance items for businesses nationally.
  - **Capabilities:** Janitorial, office, and facility supplies; broad product catalog.
  - **Contact:**
    - Email: customersupport@wbmason.com (Customer support)
    - Phone: +1 888-926-2766 (Toll-free customer support)
  - **Countries Served:** United States
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### 4. [Grainger](#)

- **Description:** Industrial supplier offering a broad janitorial & cleaning product assortment and fast national distribution.
  - **Capabilities:** Industrial and janitorial supplies, equipment, chemicals, fast shipping.
  - **Contact:**
    - Emails:
      - export@grainger.com (Global export)
      - InvestorRelations@grainger.com (Investor relations)
    - Phone: +1 800-472-4643 (US customer service)
  - **Countries Served:** United States
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### 5. [Cintas](#)

- **Description:** Provider of facility services and supplies including janitorial products, mat/rug services, and restroom supplies.
  - **Capabilities:** Facility services, janitorial supplies, hygiene programs.
  - **Contact:**
    - Email: media@cintas.com (Media/press)
    - Phone: +1 513-972-3867 (Corporate)
  - **Countries Served:** United States
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### 6. [Ecolab](#)

- **Description:** Global provider of cleaning, sanitation, and infection-prevention solutions with strong U.S. presence.
- **Capabilities:** Cleaning chemicals, sanitation programs, infection prevention.
- **Contact:**
  - Email: mediarelations@ecolab.com (Media/press)
  - Phones:
    - +1 800-352-5326 (Customer service, US)

- +1 800-424-9300 (Emergency, US, 24/7)

- **Countries Served:** United States

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## 7. [Kimberly-Clark Professional](#)

- **Description:** Manufacturer of professional hygiene and janitorial products (paper, dispensers, hand care).
  - **Capabilities:** Paper products, dispensers, hand hygiene, facility solutions.
  - **Contact:**
    - Email: [contact@kcprofessional.com](mailto:contact@kcprofessional.com) (Website contact/form)
    - Phone: +1 800-241-3146 (Customer Care, US)
  - **Countries Served:** United States
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## 8. [Diversey](#)

- **Description:** Provider of professional cleaning and hygiene solutions (chemicals, equipment, services) for commercial facilities.
  - **Capabilities:** Cleaning chemicals, equipment, facility hygiene systems.
  - **Contact:**
    - Email: [contact.us@diversey.com](mailto:contact.us@diversey.com) (General contact)
    - Phone: +1 803-746-2200 (U.S. headquarters)
  - **Countries Served:** United States
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## 9. [Bunzl North America](#)

- **Description:** Distributor of disposable, cleaning, and janitorial supplies for foodservice, retail, and facilities.
  - **Capabilities:** Janitorial and facility supplies, distribution network.
  - **Contact:**
    - Email: [privacy@bunzllegal.com](mailto:privacy@bunzllegal.com) (Privacy/legal)
    - Phones:
      - +1 314-997-5959 (Main/corporate)
      - +1 888-997-5959 (Toll-free, US)
  - **Countries Served:** United States
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## 10. [Uline](#)

- **Description:** Large distributor of packaging, shipping, and facility supplies, including a broad janitorial category.
- **Capabilities:** Janitorial supplies, paper goods, restroom supplies, 24/7 support.
- **Contact:**
  - Email: [customer.service@uline.com](mailto:customer.service@uline.com) (Customer service)

- Phones:
    - +1 800-295-5510 (US customer service, 24/7)
    - +1 262-859-3600 (Corporate office)
  - **Countries Served:** United States
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## 11. [WebstaurantStore](#)

- **Description:** Large online supplier of foodservice and janitorial products serving restaurants and facilities nationwide.
  - **Capabilities:** Janitorial, foodservice, paper goods, dispensers, e-commerce.
  - **Contact:**
    - Email: [privacy@clarkinc.biz](mailto:privacy@clarkinc.biz) (Privacy/data requests)
    - Phone: +1 717-392-7472 (Customer service)
  - **Countries Served:** United States
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## 12. [Janitors Supply](#)

- **Description:** Regional/national janitorial supply distributor offering chemicals, equipment, and facility maintenance products.
  - **Capabilities:** Chemicals, janitorial equipment, facility maintenance.
  - **Contact:**
    - Email: [sales@jansupply.com](mailto:sales@jansupply.com) (Sales)
    - Phone: +1 814-459-4563 (Main)
  - **Countries Served:** United States
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## 13. [Monarch Brands](#)

- **Description:** Wholesale brand distributor offering towels, linens, and janitorial/housekeeping products for hospitality and institutional customers.
  - **Capabilities:** Towels, linens, janitorial textiles, hospitality supplies.
  - **Contact:**
    - Email: [info@monarchbrands.com](mailto:info@monarchbrands.com) (General/info)
    - Phone: +1 215-482-6100 (Main)
  - **Countries Served:** United States
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## 14. [Staples Business Advantage \(SupplyWorks\)](#)

- **Description:** B2B division of Staples offering facility and janitorial supplies (SupplyWorks program) across the U.S.
- **Capabilities:** Janitorial, facility, and office supplies; dedicated B2B support.
- **Contact:**

- Email: support@staplesadvantage.com (Customer support)
  - Phones:
    - +1 877-826-7755 (Customer service)
    - +1 844-243-8645 (Account setup/sales)
  - **Countries Served:** United States
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## 15. [Chemcraft](#)

- **Description:** Manufacturer/distributor of cleaning chemicals and janitorial formulations for commercial and industrial customers.
  - **Capabilities:** Cleaning chemicals, janitorial formulations, custom solutions.
  - **Contact:**
    - Email: info@chemcraftind.com (Inferred/site contact)
    - Phones:
      - +1 773-929-6800 (Local)
      - +1 877-907-5802 (Toll-free)
  - **Countries Served:** United States
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## Notes

- All vendors listed are verified as active and serving the U.S. market as of June 2024.
  - Contact methods are based on published details; for some vendors, initial contact may require use of web forms or phone numbers.
  - Some vendors are both manufacturers and distributors; others are primarily distribution/logistics partners.
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## Recommendations

- For broad coverage and national distribution, consider Imperial Dade, Grainger, Uline, and Staples Advantage.
  - For specialized supplies or chemicals, Ecolab, Diversy, Kimberly-Clark Professional, and Chemcraft are key manufacturers.
  - For online procurement and fast shipping, WebstaurantStore and Uline are highly rated.
  - For hospitality and textile supplies, Monarch Brands offers relevant products.
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## End of Report

## References

1. [Janitorial Supplies Companies: Top 5 for Quality in 2024](#)
2. [Janitorial Supplies Market Growth, Size , Trends Analysis - By...](#)

3. [Our Footprint – We Built our Business on Opportunity](#)
  4. [Contact Us - Bunzl Retail Services](#)
  5. [Contact Us - Imperial Dade | E-Commerce](#)
  6. [Imperial Dade - Maintenance](#)
  7. [Contact us - Hillyard](#)
  8. [Contact Us - WB Mason](#)
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Report generated on 2025-09-25 14:42:43# PESTLE Analysis Report: Janitorial Supplies – United States

## Executive Summary

The U.S. janitorial supplies market is a large, mature B2B sector (distributor channel revenue ~\$9.9B) with steady mid-single-digit growth. Recent federal procurement changes—especially GSA's requirement for PFAS-free, Safer Choice/Green Seal-certified products—are rapidly shifting market dynamics, offering opportunities for compliant suppliers but creating significant risk for laggards. Labor and input cost pressures, coupled with rapid technology adoption (automation, smart dispensers), are reshaping competitive strategies. Firms that achieve certification, invest in technology, and adapt supply chains will win disproportionate share, while those slow to adapt face exclusion from lucrative institutional and federal markets.

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## Political

- **Government Policy & Procurement:**
  - GSA's 2024 custodial specifications require EPA Safer Choice or Green Seal certification and ban intentionally added PFAS in many federal custodial contracts.
  - The Federal Sustainability Plan and GSA Schedule are amplifying sustainable procurement across federal agencies ([GSA Announcement, 2024](#); [GSA National Custodial Specification](#)).
- **Regulatory Complexity:**
  - State-level chemical restrictions on PFAS/VOCs are increasingly aligning with federal requirements, raising compliance complexity for non-certified products.
- **Trade & Stability:**
  - No direct trade barriers; however, global commodity and shipping trends impact raw material costs. U.S. political stability is high, but the regulatory environment is actively evolving.

**Insight:** Federal procurement is a powerful lever for rapid market change—certification and compliance are now prerequisites for access to large, stable institutional demand.

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## Economic

- **Market Size & Growth:**
  - U.S. distributor channel: ~\$9.9B (IBISWorld, 2025); global market estimates vary (\$65.6B–\$134B).
  - Projected growth: 3–6% CAGR through 2030 ([Grand View Research](#)).
- **Input Costs & Margins:**

- Pulp/paper price volatility (spikes in 2023–24) squeezes tissue/paper margins ([Fastmarkets](#); [FRED PPI](#)).
- Freight/logistics and labor costs remain elevated.
- **Trends:**
  - Demand moderation post-pandemic (lower volumes but price stability).
  - Premiumization via certified “green” products; shift toward concentrates and automation.
  - Investment climate is steady, with capital flowing to tech and compliance-driven product lines.

**Insight:** Certification and automation offer margin and growth opportunities, while input-cost volatility and softening commercial demand are key risks.

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## Social

- **Workforce:**
  - Modest employment growth but persistent labor shortages and high turnover (BLS).
  - Automation and labor-saving devices are increasingly valued.
- **Consumer & Buyer Trends:**
  - Institutional buyers prioritize sustainability, worker health, and certified products.
  - “Return to office” and hybrid work reduce demand in some segments; high-traffic/retail/healthcare more resilient.
- **Cultural Shifts:**
  - Focus on hygiene, indoor air quality, and sustainability is shaping procurement.

**Insight:** Labor challenges and evolving buyer values are accelerating adoption of automation and safer, certified chemistries.

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## Technological

- **Innovation:**
  - Robotic floor scrubbers (mainstreaming), smart/touchless dispensers, closed-dilution systems.
  - Green formulations now meeting or exceeding conventional performance ([Tennant/Brain Corp](#); [BusinessWire](#)).
- **Digital Transformation:**
  - IoT-enabled dispensers, cloud-based inventory management, and “robotics-as-a-service” models emerging.
  - Early adopters report productivity and cost improvements.

**Insight:** Technology is reducing labor dependency, improving compliance, and enabling new bundled product/service offerings.

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## Legal

- **Compliance & Regulation:**
  - OSHA/NIOSH rules for chemical handling, PPE, and hazard communication ([OSHA](#); [NIOSH](#)).

- GSA's National Custodial Specification and state-level PFAS/VOC restrictions require certified, PFAS-free products.
- **Liability:**
- Noncompliance with procurement or chemical safety rules risks contract loss and penalties.
- IP around green chemistries and automation is increasingly valuable.

**Insight:** Legal/compliance is now a gating factor for market access, particularly for federal/institutional contracts.

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## Environmental

- **Sustainability Standards:**
- Safer Choice and Green Seal GS-37 are de facto requirements for federal/institutional buyers ([EPA Safer Choice](#); [Green Seal GS-37](#)).
- **Resource & Waste:**
- Pulp/paper supply chain volatility; packaging/lifecycle impacts under scrutiny.
- Demand for concentrates, refill systems, and recycled content is rising.

**Insight:** Sustainability is now embedded in procurement; suppliers must document compliance and supply-chain transparency to access the largest buyers.

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## Strategic Recommendations

1. **Immediate (0–12 months):**
  2. Fast-track certification to Safer Choice and Green Seal GS-37 for core SKUs.
  3. Prepare SDS and supply-chain documentation for federal bidding.
  4. **Near Term (6–18 months):**
  5. Pursue GSA Schedule inclusion and bid on compliant contracts.
  6. Adjust pricing to reflect conversion and compliance costs.
  7. **Operational:**
  8. Expand concentrate, closed-dilution, and refillable packaging offerings.
  9. Pilot vendor-managed inventory (VMI) and robotics-as-a-service models.
  10. Hedge pulp exposure by diversifying suppliers and optimizing logistics.
  11. **Compliance & Workforce:**
  12. Implement OSHA/NIOSH-aligned safety and training programs as a value-add service.
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## Key Opportunities

- Achieve/maintain Safer Choice and Green Seal certification to access premium, stable federal and institutional demand.
- Develop concentrate/refillable and VMI-enabled offerings to reduce logistics and increase customer stickiness.



- Partner with technology providers to deliver bundled product + automation + analytics solutions.
- Hedge raw material risks and optimize distribution to protect margins.

## Key Threats

- Regulatory noncompliance (especially PFAS/ecolabel requirements) risks exclusion from major contracts.
  - Input cost volatility and labor constraints may compress margins.
  - Market softness in traditional office/commercial segments may intensify competition on price and value-add.
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## Sources

- [GSA Announcement on PFAS-free Procurement](#)
- [GSA National Custodial Specification \(2025\)](#)
- [EPA Safer Choice](#)
- [Green Seal GS-37](#)
- [ISSA 2025 Cleaning & Hygiene Report](#)
- [Tennant 10,000th Robotic Scrubber Sold](#)
- [Fastmarkets Global Market Pulp Outlook](#)
- [FRED PPI: Wood Pulp](#)
- [IBISWorld: Cleaning & Maintenance Supplies Distributors](#)

## References

1. [Janitorial Supplies Market Growth, Size , Trends Analysis - By...](#)
  2. [Janitorial Supplies & Distribution Archives - Jackim Woods & Co.](#)
  3. [Janitorial Supplies Market Growth Opportunities and Market ...](#)
  4. [Janitorial Supplies Market by Applications within United States ...](#)
  5. [New Ruling Aims to Cut PFAS from U.S. Government ...](#)
  6. [Sustainability - Vendor Support Center - GSA](#)
  7. [Cleaning Products Market Size and YoY Growth Rate, 2025-2032](#)
  8. [Janitorial Supplies Market Size, Share & Growth Report 2030](#)
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Report generated on 2025-09-25 14:43:54# Porter's Five Forces Analysis — Janitorial Supplies (United States)

## Executive Summary

The U.S. janitorial supplies market is a mid-size, low-margin but essential B2B category serving healthcare, education, government, retail, hospitality, and industrial users. Demand has stabilized post-pandemic, but growth is modest and pressure on price and margins is increasing due to buyer consolidation, commoditization, and substitution from automation and reusable systems. Strategic winners will differentiate through product performance, regulatory/sustainability credentials, channel partnerships, and bundled solutions.

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## 1. Threat of New Entrants — Medium

- **Barriers to Entry:** Regulatory approvals (EPA registration, Safer Choice, OSHA), scale logistics, and GPO/national contract relationships raise the bar for national market entry.
  - **Capital Requirements:** Moderate for local commodity distribution; high for manufacturing, regulatory compliance, and national distribution.
  - **Economies of Scale:** Significant advantage for incumbents with national logistics and purchasing power.
  - **Brand Loyalty:** Low for commodities, higher for specialized disinfectants and value-added service bundles.
  - **Key Insights:** Local and niche entry is possible, but national expansion is slow and costly due to certification, compliance, and distribution hurdles.
  - **Implications:** New entrants should target niche/regulated verticals, partner with distributors/GPOs, or innovate in sustainability/automation.
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## 2. Bargaining Power of Suppliers — Medium

- **Supplier Concentration:** Numerous for basic materials; more concentrated for specialty formulations and dispensing technologies.
  - **Switching Costs:** Low for commodities, higher where proprietary chemistry or systems exist.
  - **Unique Resources:** Patented formulations, EPA registrations, field service/training networks.
  - **Forward Integration Threat:** Low-to-moderate; some large suppliers may move downstream, but full integration is capital and service intensive.
  - **Key Insights:** Supplier power is muted by commodity inputs but rises for proprietary/regulated products and integrated systems.
  - **Implications:** Manufacturers can reduce supplier power by developing own brands, exclusive SKUs, or integrating service/dispensing.
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## 3. Bargaining Power of Buyers — High

- **Buyer Concentration:** High among institutional purchasers (healthcare, education, large facility management) leveraging GPOs and national contracts.
  - **Price Sensitivity:** High, especially for commoditized SKUs.
  - **Switching Costs:** Low for basic products; higher where dispensing systems, analytics, or service contracts are in place.
  - **Backward Integration Threat:** Low.
  - **Key Insights:** GPOs and national cleaning contractors drive tough negotiations and standardization; value-added services and certifications can reduce price pressure.
  - **Implications:** Suppliers must invest in GPO contracting, service/analytics, and regulatory credentials to reduce buyer power and preserve margins.
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## 4. Threat of Substitutes — Medium

- **Substitute Products:** Cleaning automation (robotic scrubbers), reusable microfiber systems, dispensing/concentrate systems, full-service outsourcing.
  - **Relative Price/Performance:** Automation reduces long-term operating costs; reusable/dispensing systems reduce consumable spend.
  - **Switching Costs:** Low for product-for-product switches, higher for adoption of automation or integrated systems.
  - **Innovation Trends:** Growth in robotics, IoT-enabled dispensing, and green-certified products.
  - **Key Insights:** Substitution risk is rising as labor pressures and sustainability goals drive adoption of automation/reusable systems.
  - **Implications:** Suppliers should bundle consumables with hardware/services, invest in automation partnerships, and promote TCO/sustainability benefits.
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## 5. Competitive Rivalry — High

- **Industry Concentration:** Several major brands (Ecolab, Diversey, Clorox, Kimberly-Clark, GOJO) and large distributors (Bunzl, Grainger) dominate, but many regional/private-label players persist.
  - **Growth Rate:** Low-to-moderate; specialty/green/automation segments growing faster than commodities.
  - **Differentiation:** Low for most products; higher where service, regulatory credentials, or technology integration is offered.
  - **Exit Barriers:** Moderate for manufacturers/distributors with long-term contracts or specialized assets.
  - **Competitive Strategies:** Scale/M&A, private-label penetration, product/service bundling, sustainability, and tech adoption (robotics, IoT).
  - **Key Insights:** Price competition is intense; winners use differentiation, channel strategy, and bundled value to defend margins.
  - **Implications:** Invest in channel partnerships, service/analytics, sustainability, and technology to escape pure price competition.
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## Strategic Implications & Recommendations

**Opportunities:** - Expand sustainable/eco-certified product lines (Safer Choice, Green Seal) for institutional/GPO contracts. - Develop dispensing/dosing and service contracts to lock in customers. - Grow private-label/own-brand offerings through distributor partnerships. - Partner with or offer robotics/automation-as-a-service for large facilities. - Offer bundled solutions tailored to GPO and national contract portfolios.

**Threats:** - Automation and robotics reducing consumable usage. - Buyer consolidation/GPOs increasing price pressure. - Raw material volatility impacting margins. - Regulatory changes increasing compliance costs. - Distributor/private-label consolidation crowding out smaller players.

**Actionable Recommendations:** - **Move up the value chain:** Bundle hardware (dispensers, IoT) with consumables/services to raise switching costs. - **Pursue GPO/distributor partnerships:** Target institutional buyers through contract inclusion and tailored programs. - **Invest in credentials:** Obtain and market regulatory/sustainability certifications. - **Build digital/analytics capability:** Offer usage data and SKU rationalization to

deepen customer relationships. - **Hedge raw material exposure:** Diversify sourcing, promote concentrates/ dispensing, and implement pass-through pricing where possible. - **Develop automation strategy:** Partner or co-sell with robotics providers to capture spend and defend against substitution.

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#### Citations:

- [ISSA 2025 Cleaning and Hygiene Report](#)
- [Bunzl plc Annual Report 2024](#)
- [Ecolab Investor Reports](#)
- [Clorox 2024 Integrated Annual Report](#)
- [Tennant 10,000th Robotic Scrubber Press Release](#)
- [EPA Safer Choice Products](#)
- [OSHA Cleaning Chemical Guidance](#)
- [Grand View Research: Janitorial Supplies](#)
- [Grainger Annual Reports](#)
- [Fastmarkets RISI: Pulp Market Outlook](#)
- [Vizient GPO Contracting](#)
- [Robotic Floor Scrubber Market](#)

#### References

1. [Janitorial Supplies Companies: Top 5 for Quality in 2024](#)
  2. [The Freedonia Group Janitorial Equipment & Supplies: United States - Unbiased Analysis, Market Size, Industry Output, Segment-By-Segment Forecasts, Market Leaders, Leading Brands, Market Drivers, Market Trends, US and World Topics, Data Visualization, Easy-To-Use Knowledge Center - The Freedonia Group](#)
  3. [North America Janitorial Supplies Market Key Insights ...](#)
  4. [Janitorial Supplies Market Growth Opportunities and Market ...](#)
  5. [The Ultimate Guide to Robotic Floor Scrubber Market is Projected to...](#)
  6. [U.S. Janitorial Services Market to Reach \\$100B by 2033](#)
  7. [Q1 2025 Cleaning and Hygiene Market Snapshot - ISSA](#)
  8. [ISSA Today July-August 2025 Page 22](#)
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Report generated on 2025-09-25 14:44:34# U.S. Janitorial Supplies: Competitive SWOT Analysis Report (2025)

Category: Janitorial Supplies

Region: United States

Date: September 2025

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## Executive Summary

The U.S. janitorial supplies market is large (estimated \$65B+ in 2023, projected \$94B by 2030, 5.4% CAGR<sup>[1]</sup>) and increasingly competitive, with growth driven by hygiene/sanitation, sustainability, digital procurement, and institutional demand. The landscape features national scale consolidators (Imperial Dade, Bunzl), global manufacturers (Ecolab, Kimberly-Clark, Diversey), digital disruptors (WebstaurantStore), and entrenched regional or specialty players (Hillyard, Janitors Supply, Chemcraft, Monarch Brands). Key differentiators include scale, service/consultancy, digital integration, private label, recurring programs, and

sustainability credentials. Competitive threats come from commoditization, margin compression, supply chain and labor volatility, digital marketplaces (Amazon Business), and shifting procurement expectations.

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## Market & Vendor SWOT Summaries

Vendor	Strengths	Weaknesses	Opportunities	Threats
<b>Imperial Dade</b>	National scale, M&A capabilities, omni-channel, consultative programs, strong PE backing	Integration complexity, digital maturity gaps, branch process heterogeneity	BradyPLUS cross-sell, automation, private label, national contracts	Integration risk, margin pressure, supply chain volatility, digital disruptors
<b>Hillyard</b>	Sports-floor specialty, institutional programs, manufacturing investment, strong brand	Limited geographic scale, legacy sales model, operational concentration	Digital transformation, sustainability certifications, geographic/vertical expansion	Larger competitors, procurement digitization, public sector cyclical
<b>W.B. Mason</b>	Last-mile delivery, local service, broad workplace assortment, B2B e-commerce	Regional coverage, higher delivery costs, digital procurement lag	Digital integrations, subscription models, regional M&A	Price/assortment competition, margin compression, digital marketplaces
<b>Grainger</b>	Assortment depth, inventory management (KeepStock), distribution footprint, financial strength	Premium pricing, margin on commoditized SKUs, dual go-to-market complexity	Institutional contracts, private label expansion, digital merchandising	Amazon/HD Supply competition, price pressure, supply/logistics volatility
<b>Ecolab</b>	Integrated service+chemistry, enterprise field network, digital analytics, recurring revenue	High service cost structure, SMB/transactional channel gaps	Digital subscription, sustainability, distributor partnerships	CPG/private label competition, margin squeeze, regulatory shifts
<b>Kimberly-Clark Professional</b>	Trusted brands, IoT restroom solutions (Onvation), sustainability (RightCycle, Thrive), global resources	Channel dependence, commoditization, program adoption friction	Monetize services, co-branded bundles, expand	Private label competition, distributor consolidation,

Vendor	Strengths	Weaknesses	Opportunities	Threats
			diversion programs	operational/ cyber risks
<b>Diversey</b>	Branded chemistries (Oxivir), dosing systems, sustainability line (SURE), now Solenis-backed	Integration risk (post-acquisition), distributor dependency, regulatory exposure	Cross-sell into Solenis base, bundled services, digital expansion	Large integrated rivals, commodity pricing, regulatory, service disruption
<b>Bunzl North America</b>	National scale, own-brand development, digital order penetration, strong cash flow	Recent operational disruption (centralization), margin sensitivity, supplier engagement gap	Own-brand in sustainable categories, digital procurement, M&A	Execution risk, deflation, competitive margin squeeze, supply chain tariffs
<b>Uline</b>	Logistics/fulfillment scale, private label breadth, in-stock depth, rapid DC expansion	Reputational/political risk, employee-relations issues, public procurement exposure	Recurring programs, eco product line, B2B subscriptions, FM partnerships	Public sector loss/boycotts, labor volatility, digital competition
<b>WebstaurantStore</b>	Scale pricing, large SKU range, e-commerce focus, Plus membership, private label	Fulfillment/returns friction, private label quality perception, margin on low-end SKUs	Subscription replenishment, cross-sell into facilities, private label upgrades	Amazon/ marketplace competition, review/ reputation risk, freight volatility
<b>Janitors Supply</b>	Regional brand, manufacturer relationships, in-house service, delivery fleet	Geographic scale, digital procurement gaps, price vs. nationals	PM/ consumables bundles, e-commerce upgrade, targeted expansion	National contract loss, supply chain, margin compression
<b>Monarch Brands</b>	Hospitality textile breadth, trade channel presence, now Hospeco-backed	Limited direct services, integration risk, brand transition	Cross-sell via Hospeco, sustainable linens, private label programs	National/ vertical rivals, input cost swings, integration disruption
<b>Staples Business Advantage</b>	Procurement integration, next-day coverage, cross-	Less MRO/service specialty, brand confusion	Managed programs,	Price/margin pressure,

Vendor	Strengths	Weaknesses	Opportunities	Threats
	category bundles, digital tools	(SupplyWorks), thinner private label	sustainability data, enterprise RFPs	MRO specialists, digital marketplaces
<b>Chemcraft</b>	Local consultative service, Green Cleaning expertise, ISSA member, long-standing relationships	Small scale, limited digital tools, local logistics only	Service subscriptions, Midwest expansion, GPO/public sector bids	National distributors, price/scale disadvantage, regulatory/compliance

## Detailed SWOT by Vendor

### Imperial Dade ([About](#) | [BradyPLUS Merger](#))

- **Strengths:** Top-3 national scale (100k SKUs, 130+ sites), strong M&A playbook, PE backing (Bain, Advent), consultative/omni-channel service, supplier leverage.
- **Weaknesses:** Integration risk, legacy systems across acquired branches, digital commerce and analytics lag, supply chain complexity.
- **Opportunities:** Cross-sell from BradyPLUS, automation/WMS, expand private label and ESG lines, win national contracts as consolidation accelerates.
- **Threats:** Integration missteps, supply/logistics shocks, margin compression, online/digital disruptors, large e-commerce and MRO rivals.
- **Strategic Priorities:** Tight PMI/integration playbook, systems standardization, margin protection (commodity hedges), private label/ESG focus, local management retention.
- **Risk/Growth:** Medium-high execution risk; high growth upside pending integration discipline.

### Hillyard ([About](#) | [NCAA Deal](#))

- **Strengths:** Sports-floor chemistry, institutional programs, recent \$50M+ manufacturing/warehouse investment, eco certifications.
- **Weaknesses:** Regional scale, legacy sales model, operational concentration in Missouri, public-sector procurement cycle exposure.
- **Opportunities:** Digital procurement, sustainability, new regional geographies, K-12/healthcare/athletics verticals.
- **Threats:** Large national/global competitors, procurement digitization, regulatory/eco shifts, regional economic shocks.
- **Strategic Priorities:** Commercialize new capacity, digital transformation, sustainability certification, mitigate concentration risk.
- **Risk/Growth:** Medium risk, moderate-high U.S. growth if digital and service models scale.

## W.B. Mason ([About](#) | [Landis Acquisition](#))

- **Strengths:** Last-mile delivery, low-minimum orders, local sales/service, regional M&A, broad workplace catalog.
- **Weaknesses:** Regional coverage, digital procurement gaps, higher delivery cost, limited national fulfillment outside "Masonville".
- **Opportunities:** Digital integration, subscription fulfillment, private label eco SKUs, expand regional coverage via M&A.
- **Threats:** Price/assortment competition (Amazon, Grainger), margin pressure, labor/fuel costs, digital disruptors.
- **Strategic Priorities:** Punchout/API investments, replenishment programs, private label, micro-fulfillment, partner with local contractors.
- **Risk/Growth:** Medium risk, moderate-high growth if digital and delivery models scale.

## Grainger ([Investor Presentation](#))

- **Strengths:** Assortment depth, inventory/onsite solutions (KeepStock), distribution reach, multi-channel, strong financials.
- **Weaknesses:** Premium pricing, margin squeeze on commodities, dual model complexity (HTS/EA).
- **Opportunities:** Institutional janitorial contracts, expand private label, digital merchandising/search.
- **Threats:** Amazon/HD Supply/Big Box, price competition, supply volatility, margin pressure.
- **Strategic Priorities:** Managed-inventory contracts, private label, digital category optimization, supply chain resilience.
- **Risk/Growth:** High competitive risk, moderate-high growth via institutional contracts and digital/onsite expansion.

## Ecolab ([10-K](#))

- **Strengths:** Integrated programs (service, chemistry, digital), national contracts, strong brand, recurring consumables.
- **Weaknesses:** Service cost structure, less SMB/e-commerce presence, commodity SKU margin squeeze.
- **Opportunities:** Digital subscription, sustainability, distributor partnerships, ESG procurement.
- **Threats:** CPG/private label competition, procurement consolidation, regulatory shifts, digital disruptors.
- **Strategic Priorities:** Accelerate digital, two-track GTM (enterprise vs. SMB), distributor/M&A, margin protection.
- **Risk/Growth:** Medium-high risk, high growth via digital and service model expansion.

## Kimberly-Clark Professional ([Onvation](#) | [Thrive](#))

- **Strengths:** Trusted brands, IoT restroom (Onvation), sustainability (RightCycle, Thrive), global supply.
- **Weaknesses:** Channel dependence, commoditization, adoption friction for programs, pricing pressure.
- **Opportunities:** Monetize services (SaaS), co-branded bundles, expand diversion & data programs.
- **Threats:** Private label, distributor consolidation, cyber/operational risks, economic swings.



- **Strategic Priorities:** Service subscription models, distributor enablement, logistics/partner scale, cybersecurity.
- **Risk/Growth:** Medium risk, medium-high growth if services scale.

### Diversey ([Solenis Acquisition](#))

- **Strengths:** Branded chemistries (Oxivir), dosing/sustainability (SURE), Solenis scale/resources.
- **Weaknesses:** Integration risk, distributor dependency, product portfolio complexity.
- **Opportunities:** Solenis cross-sell, bundled programs, digital service expansion.
- **Threats:** Large integrated rivals, regulatory/compliance, margin pressure.
- **Strategic Priorities:** Integration, bundled solutions, regulatory/quality center, digital services.
- **Risk/Growth:** Medium risk, high growth if integration and cross-sell succeed.

### Bunzl North America ([H1 2025 Report](#))

- **Strengths:** National scale (190+ DCs), own-brand, digital order penetration, acquisition capacity.
- **Weaknesses:** Recent operating model disruption, margin sensitivity, temporary supplier engagement gap.
- **Opportunities:** Own-brand in sustainable categories, digital procurement, regional M&A.
- **Threats:** Execution risk, margin squeeze, supply chain tariffs, big box/e-commerce.
- **Strategic Priorities:** Restore local autonomy, preferred supplier programs, digital acceleration, M&A.
- **Risk/Growth:** Medium-high risk, moderate-high growth post-recovery.

### Uline ([Forbes Profile](#))

- **Strengths:** Distribution/logistics scale, private label, inventory depth, rapid DC expansion.
- **Weaknesses:** Reputation/political risk, employee relations, procurement exposure.
- **Opportunities:** Recurring programs, eco SKUs, FM partnerships, B2B subscriptions.
- **Threats:** Public sector loss/boycotts, labor shortages, digital competitors.
- **Strategic Priorities:** Neutral branding, compliance team, sustainable SKUs, HR modernization.
- **Risk/Growth:** Moderate-high risk, medium-high growth if reputational risks managed.

### WebstaurantStore ([Forbes](#))

- **Strengths:** Price/assortment scale, e-commerce focus, Plus membership, private label, logistics.
- **Weaknesses:** Fulfillment/returns friction, private label quality perception.
- **Opportunities:** Subscription replenishment, facilities cross-sell, private label upgrades.
- **Threats:** Amazon/business marketplaces, review risk, shipping cost volatility.
- **Strategic Priorities:** Fulfillment/returns overhaul, Plus adoption, warranty/quality, vertical programs.
- **Risk/Growth:** Medium-high risk, high growth via recurring revenue and digital expansion.

### Janitors Supply ([About](#))

- **Strengths:** Local relationships, manufacturer partnerships, service/PM, delivery fleet.
- **Weaknesses:** Regional scale, digital procurement, price against nationals.

- **Opportunities:** PM/consumables bundles, e-commerce, geographic expansion.
- **Threats:** National contract loss, supply chain, margin compression.
- **Strategic Priorities:** Digital onboarding, formal bundles, selective 3PL/expansion, vertical sales.
- **Risk/Growth:** Medium risk, moderate regional growth; high with digital and service scaling.

## Monarch Brands ([Hospeco Merger](#))

- **Strengths:** Hospitality textile depth, distributor presence, now Hospeco-backed.
- **Weaknesses:** Limited services, integration/brand transition risk.
- **Opportunities:** Hospeco cross-sell, sustainable linens, private label programs.
- **Threats:** Large national suppliers, commodity input costs, integration disruption.
- **Strategic Priorities:** Integration plan, channel enablement, sustainability/quality lines, private label.
- **Risk/Growth:** Medium risk, moderate-high growth via cross-sell and program expansion.

## Staples Business Advantage ([Facility Solutions](#))

- **Strengths:** Digital procurement, next-day coverage, cross-category bundles, GBAC-certified staff.
- **Weaknesses:** Less MRO/service depth vs. HD Supply, brand confusion (SupplyWorks), thinner private label.
- **Opportunities:** Managed programs, sustainability analytics, enterprise RFPs.
- **Threats:** Amazon, Grainger, Uline, MRO specialists, price competition.
- **Strategic Priorities:** Brand clarity, managed programs, sustainability, procurement integration.
- **Risk/Growth:** Medium risk, moderate-high growth via procurement and service bundling.

## Chemcraft ([About](#))

- **Strengths:** Local consultative model, Green Cleaning, ISSA member, long relationships.
- **Weaknesses:** Small scale, digital/automation gaps, logistics limited to Chicago.
- **Opportunities:** Service subscriptions, Midwest expansion, GPO/public sector.
- **Threats:** National price/logistics competition, GPO consolidation, compliance risk.
- **Strategic Priorities:** E-commerce/automation, formalize value-add, regional expansion.
- **Risk/Growth:** Moderate risk, medium regional growth; high if digital/service model scales.

## Market Trends & Insights

- **Digital Integration:** Procurement automation (PunchOut, cXML, API), e-commerce, and analytics are must-haves to win/retain institutional contracts.
- **Service/Recurring Revenue:** Programs (equipment PM, managed inventory), subscriptions, and consultative services increase stickiness and margin.
- **Sustainability:** Certifications (Green Seal, eco labels), waste diversion, and ESG reporting are increasingly RFP-critical.
- **Consolidation & M&A:** Roll-up playbooks (Imperial Dade, Bunzl, Hospeco/Monarch) and regional M&A (W.B. Mason, WebstaurantStore/Edward Don) shift share to larger players.

- **Risk/Resilience:** Supply chain volatility, labor/freight cost swings, and margin compression require strong supplier agreements, automation, and margin management.
  - **Reputation & Compliance:** Political/reputational risks (Uline), brand confusion (Staples/SupplyWorks), and compliance/certification requirements (Chemcraft) increasingly affect procurement eligibility.
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## References

1. [Grand View Research — Janitorial Supplies Market Size, Share & Trends Analysis Report 2030](#)
  2. Vendor sites and cited press releases (see per-vendor links above)
  3. IBISWorld, Forbes, SEC filings, ProPublica, Trustpilot, BBB, PackagingInsights, and industry trade publications
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*Prepared September 2025. For further detail, see per-vendor SWOTs and strategic recommendations above.*

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*Report generated on 2025-09-25 14:58:41# Request for Proposal (RFP): Janitorial Supplies*

**Category:** Janitorial Supplies

**Region:** United States

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## Section A: Administrative, Submission & Contracting

**Purpose:** Ensure vendor readiness for contracting, compliance with public-sector requirements, and clarity on onboarding.

**Sample Questions:** - Company legal name, DUNS/UEI, tax ID, and primary/secondary U.S. contact info. - Acceptance of master contract template and exceptions (with rationale). - Upload capability statement, public-sector references, and evidence of past contracts. - Certificate of Insurance (COI) and exclusions. - Supplier diversity/MWBE participation forms and planned subcontractors. - Willingness to accept public-sector POs and standard payment terms. - National implementation/transition plan and rollout phasing. - Acceptance of reporting/audit rights and sample monthly reporting output.

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## Section B: Mandatory Regulatory, Safety & Certifications (Pass/Fail)

**Purpose:** Ensure all products, practices, and documentation meet required legal, safety, and environmental standards.

**Sample Questions:** - Current, compliant SDS for all SKUs; SDS currency and online access. - EPA registration numbers and label claims for disinfectants/sanitizers. - PFAS-free declarations and supply-chain attestations. - DOT/EPA hazardous shipment documentation. - Ecolabel certification PDFs (Safer Choice, Green Seal, etc.). - Insurance certificates, additional insured endorsements, AM Best rating. - Federal FAR compliance statements. - E-Verify attestation and registration. - Labeling compliance (English/bilingual), label images. - State-level product registration proof. - PFAS-free declarations for paper/tissue SKUs. - Enzyme/microorganism biosafety documentation. - Commitment to PFAS-free delivery for federal clients. - Technical data sheets and manufacturing origin for all chemical SKUs.

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## Section C: Product Technical Data, SKU Templates & Samples

**Purpose:** Enable detailed, line-by-line product evaluation and catalog ingestion.

**Sample Questions:** - Completed SKU data templates (part numbers, GTIN, UOM, lead time, shelf life, etc.). - Ingredient declarations, packaging format, % active ingredients. - SKU type (concentrate, RTU, closed system, private label) and related docs. - Typical and worst-case lead times by DC/region. - Standardized datasheet template for catalog/punchout. - Samples for each core product type, delivery instructions. - Private label manufacturing sources and capacity commitments. - Historical fill rate data for top SKUs. - Packaging and recyclability specs. - Proprietary dispenser refill commitments. - pH, VOC%, biodegradability data for chemicals. - Aerosol SKU usage and alternatives. - Shelf life and accelerated stability. - Returns/defective product policy. - Lot traceability and recall response ability. - VMI/consignment program details. - Minimum stocking guarantees for critical paper/tissue SKUs.

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## Section D: Sustainability, Ecolabels & PFAS (Technical & Documentary)

**Purpose:** Document compliance with federal sustainability mandates and support evaluation of lifecycle impacts.

**Sample Questions:** - List of SKUs with ecolabels, with certificates and scope. - Explicit PFAS policy, signed attestation, and supporting evidence. - Percent recycled content for tissue/paper, supporting documents. - Lifecycle analysis for concentrates vs. RTU. - Packaging details: resin codes, recycled content, recyclability, EPDs. - Closed-dilution system packaging lifecycle comparison. - Corporate sustainability policy and public

reports. - Take-back/stewardship programs and logistics. - GHG/carbon footprint documentation for distribution. - Recycled content disclosure, supplier certificates. - PFAS-free supply-chain controls. - Private-label capacity commitments for recycled paper. - Crosswalk table mapping SKUs to sustainability attributes.

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## Section E: Disinfectant & Chemical Efficacy (Testing, Label Claims, Healthcare Use)

**Purpose:** Validate efficacy, regulatory status, and operational suitability of disinfectant products.

**Sample Questions:** - EPA registration, label claim text, organism targets, List N status. - Primary efficacy data and test protocols. - Healthcare/foodservice use certificates and regulatory contacts. - Usability of contact times and PPE guidance (time-motion studies). - Green disinfectant efficacy documentation. - Product recommendation matrix by site type. - Chemistry-specific training and neutralization procedures. - Dilution dispenser accuracy and maintenance documentation. - PPE recommendations and procurement relationships. - QC/testing for contaminant batches and escalation steps. - State-level ingredient restriction compliance and alternatives.

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## Section F: Packaging, Waste, Recycling & Takeback

**Purpose:** Address compliance with packaging sustainability and waste reduction goals.

**Sample Questions:** - Primary package mapping and recyclability confirmation. - Refill/cartridge take-back programs and metrics. - Concentrate packaging reduction comparisons. - Post-consumer recycled content and supplier certificates. - Returnable dispensing hardware and refurbishment terms. - Recycling label/instruction policy and sample. - Reverse logistics and refund management. - Compostable/biodegradable packaging certification and instructions.

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## Section G: National Distribution, Fulfillment & SLAs

**Purpose:** Confirm national reach, service level, emergency response, and reporting capabilities.

**Sample Questions:** - DC footprint map and next-day reach by region. - Standard and emergency lead times; premium delivery pricing. - Fill-rate KPIs and historical data. - Delivery appointment, POD, driver placement and safety policies. - Backorder management and substitution policies. - Will-call service details. - Cold-chain logistics capabilities. - SLAs for dispenser hardware delivery and parts. - Invoice accuracy guarantees and remedies. - Disaster/emergency continuity and local stocking for critical items. - Regional warehousing and stock commitments. - DC-level QC sampling and reporting. - Surcharge policies and caps. - Drop-ship/direct-ship capabilities. - Sample monthly operational report.

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## Section H: Supply Continuity, Sourcing & Risk Mitigation

**Purpose:** Ensure robust supply chains and proactive risk mitigation.

**Sample Questions:** - Multi-sourcing and raw material continuity plans. - M&A continuity statements (100/180/365 days). - Substitution and approval process. - Continuity ladder for critical SKUs. - Risk register for single-point-of-failure SKUs. - Force majeure communications protocol. - Contingency stock proposals. - Subcontractor/3PL partner disclosures. - Fuel/carrier disruption mitigation plans. - Financial stability metrics and history. - Product recall notification and logistics. - Top raw material supplier transparency.

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## Section I: Pricing, Rebates, Escalations & Commercial Terms

**Purpose:** Define transparent and auditable pricing, rebate, and commercial terms.

**Sample Questions:** - Core item pricing and escalation terms. - Rest-of-catalog discount formulas. - Rebate structure and sample report. - Price adjustment and reduction policies. - Small order fee schedule. - Standard warranty and performance guarantees. - P-card acceptance and fees. - Volume tiering/pricing commitments. - MAP/dual pricing policies and parity. - Audit rights acceptance and reporting. - Sample customer invoice. - Cancellation/return/stocking fee policy. - Cooperative administrative fee and reporting. - Continuity of supply clause. - 30-day cure and liquidated damages/service credits. - Multi-year contract/annual review acceptance.

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## Section J: Digital Integration, E-Procurement & Data

**Purpose:** Support modern, integrated procurement and data reporting.

**Sample Questions:** - eProcurement (cXML/OCI punchout, hosted catalog) capabilities and references. - Sample punchout catalog and product export files. - EDI/API integration and turnaround times. - Catalog management and price parity tools. - API documentation and analytics/portal capabilities. - Telemetry (dispenser/IoT) capabilities and data export. - Data ownership/portability policy and sample clause. - Cybersecurity posture for portals (SOC2/ISO27001). - VMI integration points and onboarding. - Data privacy/non-mining statement. - Mobile app/field tool availability. - Punchout onboarding test plan. - Accessibility and feed metadata. - Major ERP/procurement system integration references.

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## Section K: Dispensers, Equipment, Automation & Maintenance

**Purpose:** Assess equipment support, maintenance, and automation options.

**Sample Questions:** - Dispenser brands/models, proprietary/universal status, parts/warranty terms. - Closed-dilution system performance, maintenance/training. - Technician SLA and escalation matrix with case studies. - Robotics/floor-care automation pilots, TCO, and case studies. - Technician certification/escalation, repair times. - Equipment financing/leasing terms. - Spare-parts stocking/lead times. - Universal dispenser conversion plans. - Preventative maintenance schedules. - ADA/code-compliant installation instructions.

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## Section L: Training, Safety & Workforce Readiness

**Purpose:** Ensure worker safety, compliance, and effective product rollouts.

**Sample Questions:** - Training catalog, LMS compatibility, durations, languages, certification. - OSHA/NIOSH-aligned handling/dilution training materials. - Front-line support during rollout and sample outcomes. - SDS comprehension quiz/sample. - In-person trainer qualifications, resumes, and references. - Spill response training and kit recommendations. - Background check/Live Scan documentation. - Multi-language training material support. - Change-management tools for supervisors. - Refresher training schedule and audit checklist.

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## Section M: Testing, Sampling, Acceptance & QA

**Purpose:** Define evaluation and acceptance criteria for delivered products.

**Sample Questions:** - Acceptance testing protocols, sample sizes, lab methods, pass/fail criteria. - Commitment

to no-cost samples and replacement for failures. - Third-party testing partners and sample test certificates. - QA escalation process for nonconforming deliveries. - Sample retention policy for disputes. - Remediation/recall timeline and customer notification samples.

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## Section N: Pilot Programs, Outcomes Measurement & TCO

**Purpose:** Require measurable outcomes and support data-driven decision-making.

**Sample Questions:** - Pilot program templates with objectives, metrics, reporting. - Case studies with quantifiable outcomes and TCO calculations.

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## Section O: References, Past Performance & Implementation Examples

**Purpose:** Verify experience and operational track record.

**Sample Questions:** - Public-sector references for comparable programs. - Implementation case studies (multi-state/regional). - Customer satisfaction/scorecard examples. - Disclosure of legal actions/debarments. - Emergency response example. - Federal contract experience and awards.

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## Section P: Evaluation & Scoring Acceptances

**Purpose:** Secure vendor acceptance of the evaluation process and scoring.

**Sample Questions:** - Acceptance of sample evaluation methodology and weightings. - Willingness to participate in demonstrations/testing. - Acceptance of multi-vendor awards and service plans in shared programs.

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## Evaluation Criteria & Weighting

Section	Weighting (%)
Compliance (Pass/Fail)	Mandatory
Technical Product & Ecolabel	30%
Distribution & SLAs	20%
Price & Total Cost of Ownership (TCO)	25%
Implementation & Training	15%
References & Past Performance	10%

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## Key Reference Documents

- [GSA — Cleaning and Janitorial Supplies Schedules](#)
- [Green Seal GS-37 Standard](#)
- [EPA — Safer Choice Program](#)

- [EPA — List N: Disinfectants for Coronavirus \(COVID-19\)](#)
  - [GSA — PFAS Procurement Announcement, Apr 8, 2024](#)
  - [Polk County, FL — CS #20-1111 Janitorial Supplies](#)
  - [City of Del Mar, CA — RFP 2024-03](#)
  - [LACOE — IFB 24/25-1750 Terms & Conditions](#)
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## Instructions to Bidders

- All questions must be answered in full, with supporting documentation where requested.
  - Failure to comply with any pass/fail (Section B) requirements will result in disqualification.
  - Attach all requested templates, certifications, and sample reports as specified in each section.
  - Proposals will be evaluated per the criteria and weights outlined above.
  - Vendors must confirm acceptance (or note exceptions) to the sample scoring methodology and evaluation process in Section P.
  - Participating vendors may be required to provide product samples and participate in demonstrations as part of the evaluation process.
- 

## End of RFP

### References

1. [Financials - Annual Reports - Ecolab Inc.](#)
  2. [Financial Statements - Bunzl Annual Report 2024 \(PDF\)](#)
  3. [Search Products that Meet the Safer Choice Standard | US EPA](#)
  4. [Hillyard](#)
  5. [Our Products | Ecolab Life Sciences](#)
  6. [Contact Us - Ecolab Life Sciences](#)
  7. [Articles - Manufacturing Archives - ISSA | The Worldwide Cleaning ...](#)
  8. [The Clorox Company - AnnualReports.com](#)
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