Commercial Cleaning Procurement & Tender Capability - Realcorp Commercial Cleaning Services

Canonical: https://realcorp.net.au/procurement-tender-capability/

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Commercial Cleaning Procurement & Tender Capability

BIG ENOUGH TO COPE. SMALL ENOUGH TO CARE. Enterprise capability. Direct accountability. Real standards. Invite Realcorp to Tender

Realcorp Commercial Cleaning delivers professional cleaning services to commercial, industrial and residential facilities across Australia, with established operations in Victoria, South Australia and New South Wales.

We’re big enough to manage complex, multi-site cleaning contracts, yet small enough that our clients know exactly who is responsible for their service.

Founded in Melbourne in 2016 by Chartered Accountant John Reale, Realcorp has grown to manage approximately 75 sites, supported by around 100 directly employed staff. Learn more about Realcorp .

We’re independently certified to ISO 41001, the international standard for facility management systems, and have developed our own technology-enabled approach to workforce management, inspections, reporting and continuous improvement.

Our business is built around a simple philosophy: do what we say we’ll do, take ownership when something goes wrong, and keep finding better ways to operate.

We understand what large procurement teams need from a commercial cleaning contractor: compliance, capacity, consistency, transparency and value for money.

More importantly, we understand that these things need to be demonstrated, not simply promised.

2016

Founded in Melbourne

~75

Managed sites

~100

Directly employed staff

ISO 41001

Certified facility management system

Invite Realcorp to Tender Request Our Capability Statement Arrange a Site Assessment

One Team. One Operating System. One Standard.

Managing a cleaning contract across multiple buildings, departments or states shouldn't mean dealing with different standards, inconsistent reporting or uncertainty about who is accountable.

Realcorp operates through a centralised management and reporting framework, with local employees and supervisors responsible for delivering the service on the ground.

Our operating structure provides:

Dedicated cleaning teams assigned to individual sites

Named site leaders, supervisors and management contacts

Centralised rostering and workforce coordination

Digital attendance verification and cleaning schedules

Documented inspections and corrective actions

Management oversight and escalation procedures

Consolidated reporting across multi-site portfolios

Our approach is scalable by design. Adding another site means extending an established operating framework, not starting from scratch.

For larger contracts, we establish clear lines of responsibility from the cleaner on site through to the Director of the business.

No disappearing account managers. No confusion about who's responsible.

Directly Employed. Properly Paid. Properly Trained.

Labour compliance is one of the biggest risks in commercial cleaning procurement.

Realcorp directly employs its cleaning personnel under applicable industrial instruments, including the Cleaning Services Award 2020.

We don't rely on subcontracted general cleaning workforces or ABN arrangements to deliver our core cleaning services.

This gives us direct control over recruitment, training, payroll, supervision, employee performance and workplace safety.

Our workforce practices include:

Award-compliant wages, allowances and penalty rates

Superannuation and statutory entitlements

Workers compensation and applicable portable long service leave obligations

Labour hire licensing where required

Right-to-work verification and relevant background checks

Site-specific inductions and safe work training

Ongoing performance management and supervision

Planned leave coverage and relief staffing

Where specialist contractors are required, such as for industrial machinery or specialist robotic cleaning, we engage suitably qualified partners while retaining overall responsibility for service delivery and quality. See our compliance and certifications .

Our employment model is deliberate.

When our cleaners are employed correctly, trained properly and supported by competent managers, we create the conditions for a more reliable cleaning service.

Proof, Not Promises.

Know what happened at your site last night.

Realcorp operates using Swept, a purpose-built digital platform for commercial cleaning, supported by our own proprietary management reporting systems.

Every cleaner receives their roster and site-specific cleaning instructions through their phone.

Attendance is recorded through geofenced digital clock-ins and clock-outs, giving management visibility over who attended, when they arrived and whether their scheduled shift was completed.

Our supervisors conduct documented site inspections, record photographs, identify deficiencies and track corrective actions.

We then bring this operational data together to measure the actual health of each cleaning contract.

What our systems monitor

Attendance and punctuality. Digital verification of employee attendance, shift completion, late starts, absences and roster changes.

Cleaning quality. Scheduled inspections, scored checklists, photographic evidence and comparison of results over time.

Contract compliance. Monitoring of agreed cleaning frequencies, inspection requirements, reporting obligations and service standards.

Issues and corrective action. Identification, allocation, escalation and close-out of cleaning concerns, with accountability for resolving them.

Management reporting. Monthly service reports, inspection outcomes, contract performance reviews and portfolio-level reporting where required.

Our own reporting layer sits above our day-to-day operating system, transforming information from individual shifts into meaningful contract performance measures.

We can identify warning signs, including missed shifts, declining inspection results and recurring complaints, before they become larger problems.

You shouldn’t have to chase your cleaning company to find out whether the work was done.

Our systems are designed to give management that visibility and provide clients with evidence of performance.

A Leader on Every Site. Accountability at Every Level.

A cleaning contract is only as good as the people responsible for delivering it.

For each contract, Realcorp establishes an operational structure appropriate to the size and complexity of the facility, with named personnel responsible for service quality and communication.

Larger sites may have dedicated working supervisors or leading hands, supported by area supervisors, service coordination and senior management.

Our management framework includes:

Clear daily operational responsibilities

Regular supervisor inspections

Defined response and escalation procedures

Scheduled client communication

Monthly reporting and contract reviews

Direct senior management involvement when required

Our founder and Director remains actively involved in business operations, commercial decisions and key client relationships.

Clients benefit from the resources and systems of an established commercial cleaning company without losing the responsiveness and personal accountability of an owner-led business.

Industrial, Manufacturing and Complex Facility Cleaning

We understand that cleaning a factory or distribution centre is not the same as cleaning an office.

Realcorp has experience operating within complex commercial and industrial environments, including facilities where production, warehousing, forklifts, vehicle movements and strict safety procedures create additional cleaning challenges.

Our experience includes McCain Foods in Ballarat, where cleaning services operate around the requirements of a 24-hour, 365-day food manufacturing facility. Read our case studies .

We understand the importance of:

Working safely around operational machinery and moving vehicles

Cleaning around production and warehouse schedules

Managing pedestrian and forklift exclusion zones

Following site-specific inductions and access requirements

Maintaining consistent service in continuous operating environments

Selecting appropriate equipment for large floor areas

Coordinating specialist cleaning without disrupting normal operations

Our cleaning capabilities extend to corporate offices , warehouses, factories, logistics facilities, workshops, healthcare facilities , educational environments , strata developments and residential communities. See all industries we serve .

For specialist industrial applications , we work with experienced equipment operators and partners where appropriate, while maintaining a single point of accountability for the client.

ISO 41001 Certified. Systems That Support the Service.

Realcorp holds ISO 41001 certification for its facility management system.

This internationally recognised standard provides a framework for structured facility management, documented processes, performance evaluation and continuous improvement.

Certification is independently audited and provides additional assurance to procurement teams evaluating our management capability.

Our broader governance and compliance framework includes:

Documented operational policies and procedures

Site-specific risk assessments and safe work methodologies

Chemical registers and Safety Data Sheets

Employee training and induction records

Equipment inspection and maintenance procedures

Incident reporting and investigation

Insurance and statutory compliance

Quality inspections, reporting and corrective action

Ongoing management review

We hold relevant labour hire licences for our operations in Victoria and South Australia and maintain insurance appropriate to our operations.

Supporting certificates, policies and compliance documentation are available as part of supplier prequalification and tender assessments.

Safety Is Built Into How We Operate.

Our cleaning personnel work across environments with very different hazards, from corporate offices and residential developments to industrial warehouses and manufacturing facilities.

Realcorp incorporates safety planning into mobilisation, site induction, cleaning methodology, equipment selection and ongoing supervision.

Our procedures address relevant risks such as hazardous chemicals, manual handling, slips and trips, working at heights, machinery, electrical equipment, vehicle movements and access to restricted areas.

We recognise that each site presents different risks and that an effective safety program must reflect the operating environment rather than rely solely on generic documentation.

Our aim is simple: safe people, safe sites and no unnecessary disruption to our clients' operations.

Transparent Pricing. Sustainable Service Delivery.

A low cleaning price means very little if the contractor cannot deliver the hours, pay its employees correctly or maintain the agreed standard.

Realcorp develops cleaning proposals from the ground up, based on actual site requirements.

We assess the cleaning specification, required labour hours, applicable Award rates, equipment, consumables, supervision and specialist services before establishing a price.

Where appropriate, our proposals clearly identify:

Rostered labour hours and cleaning frequencies

Applicable employment cost assumptions

Included equipment, chemicals and consumables

Periodic and specialist cleaning requirements

Site supervision and contract management

Pricing adjustment mechanisms

Scope inclusions, exclusions and service assumptions

Our commercial approach is designed to make changes transparent.

When a client requests an additional service or changes the cleaning frequency, we can identify the labour, equipment and cost implications rather than relying on unexplained lump-sum variations.

We also recognise the importance of annual Award wage adjustments and other legislated employment cost changes when establishing sustainable long-term contracts.

Our focus is not simply on submitting the lowest tender price. It is on delivering an efficient, compliant and reliable service that represents genuine value for money.

A Structured Approach to Contract Mobilisation

Changing cleaning contractors can create significant operational risk, particularly across large or multi-site facilities.

We approach mobilisation as a managed project with defined responsibilities, milestones and readiness checks.

1. Planning and discovery

Site inspections, stakeholder meetings, confirmation of scope, access requirements, site risks and operating arrangements.

2. Recruitment and resourcing

Allocation of existing staff, recruitment where required, appointment of supervisors and planning of leave and contingency coverage.

3. Systems, equipment and training

Digital roster and scope setup, site-specific inductions, equipment deployment, chemical selection, access arrangements and workforce training.

4. Service commencement

On-site supervision, attendance verification, quality inspections and prompt resolution of early operational issues.

5. Stabilisation and review

Increased management oversight during the initial operating period, followed by scheduled reporting, contract reviews and continuous improvement.

For multi-site contracts, mobilisation can be staged to manage resource requirements and minimise transition risk.

We assign named personnel to manage the process and retain senior management oversight until the contract is operating consistently.

Continuous Improvement. Find the Problem, Find the Solution.

Commercial cleaning specifications and facility requirements don’t remain static.

Building occupancy changes. Operating hours shift. New technology becomes available. Cleaning requirements evolve.

We believe a cleaning contractor should be actively identifying opportunities to improve the service, rather than simply repeating the same routine year after year.

Our operating systems help us identify patterns in attendance, inspection performance, labour allocation and service requests.

We use this information to investigate problems, test changes and measure whether those changes have improved the outcome.

Improvements may include revised cleaning schedules, better equipment, targeted staff training, more effective supervision, specialist cleaning methods or new technology.

We don’t believe in innovation for the sake of it. It needs to improve quality, efficiency, safety or value for our clients.

The Future of Commercial Cleaning Is Hybrid.

Cleaner and robot is better than cleaner or robot.

Realcorp is developing hybrid commercial cleaning solutions that combine the strengths of professional cleaners with autonomous robotic technology.

Robotics is particularly well suited to repetitive, time-consuming tasks such as vacuuming, sweeping and floor scrubbing in appropriate environments.

Human cleaners remain essential for bathrooms, kitchens, amenities, glass, touchpoints, detailed cleaning and tasks requiring judgement, flexibility and care.

Rather than looking at robotics as a replacement for cleaners, we’re exploring how it can make our people more productive.

Our hybrid approach aims to:

Increase routine floor-cleaning frequency and coverage

Free cleaning personnel to concentrate on higher-value tasks

Improve consistency in large, suitable floor areas

Reduce repetitive manual workloads

Create opportunities for operational efficiencies and cost savings

Maintain clear human supervision and accountability

We work with specialist robotic technology providers to evaluate equipment and potential applications.

New deployments are assessed and, where appropriate, trialled against measurable operating criteria before broader implementation.

We do not assume robotic cleaning will suit every building or every task.

Where efficiencies can be demonstrated, we work with clients to evaluate the operational and commercial benefits.

Technology should deliver a better result, not just a better sales pitch.

Learn more about Hybrid Robotic Human Cleaning .

Environmental Responsibility and Social Procurement

Realcorp recognises the importance of sustainable business practices, responsible employment and transparent supply chains.

Our environmental approach includes considering lower-impact cleaning chemicals, efficient equipment, controlled chemical dosing, waste segregation, reduced water consumption and methods that minimise unnecessary resource use.

We also recognise that the greatest social impact a cleaning business can deliver often begins with how it employs and treats its people.

Our directly employed workforce model supports transparent employment conditions, proper entitlements, training and opportunities for ongoing employment.

We are committed to creating meaningful employment pathways, including opportunities for people from diverse backgrounds and individuals who may otherwise face barriers to employment.

We believe a successful cleaning business should deliver value not only to clients, but also to its employees and the communities in which it operates.

Why Procurement Teams Choose Realcorp

Real standards

We deliver what we promise, with documented cleaning schedules, inspections and measurable service outcomes.

Extreme ownership

We take responsibility for the result. If something goes wrong, we own the problem and work to resolve it.

One team

Our cleaners, supervisors, coordinators and management work as one team, with clear accountability.

Big enough to cope. Small enough to care.

We combine established operating systems and workforce capacity with responsive, owner-led management.

Find the problem. Find the solution.

We use data, inspections, feedback and practical experience to identify opportunities to improve. See why clients choose Realcorp .

Commercial Cleaning Tenders and Supplier Prequalification

Realcorp welcomes commercial cleaning tenders, requests for proposal, requests for quotation and supplier prequalification enquiries.

We can support procurement assessments with relevant documentation, including:

Company capability statements

ISO 41001 certification

Certificates of currency for relevant insurance

Labour hire licensing documentation

Workforce and employment compliance information

WHS policies and safety procedures

Quality assurance and inspection methodology

Sample contract performance reporting

Multi-site operational and mobilisation plans

Relevant case studies and references

Environmental and social procurement information

We understand that enterprise procurement is a detailed process and that evaluation teams need credible evidence, clear answers and competitive, sustainable pricing.

We are comfortable being assessed on our systems, our people, our performance and the commercial value we can deliver.

Procurement FAQs

Can Realcorp service multiple facilities across different states?

Yes. Realcorp has established cleaning operations across Victoria, South Australia and New South Wales. We also assess larger multi-state opportunities, including new locations where appropriate recruitment, supervision and mobilisation arrangements can be established.

Does Realcorp directly employ its commercial cleaners?

Yes. Core general cleaning services are delivered by directly employed Realcorp personnel. Specialist services may involve qualified partner organisations operating under Realcorp's coordination and oversight.

Does Realcorp hold ISO certification?

Yes. Realcorp is certified to ISO 41001, the international standard for facility management systems. Our certification documentation is available for tender and supplier prequalification assessments.

How does Realcorp monitor cleaning performance?

We use digital scheduling, geofenced attendance verification, documented site inspections and proprietary management reporting. These systems help monitor service delivery, identify performance issues and track corrective actions.

Can Realcorp provide consolidated reporting for a multi-site cleaning portfolio?

Yes. We can consolidate relevant attendance, inspection and contract performance information to support portfolio-level oversight and reporting, subject to the agreed contract requirements.

What experience does Realcorp have in industrial and manufacturing facilities?

Realcorp has experience servicing industrial and manufacturing environments, including McCain Foods in Ballarat. We understand the additional planning, supervision, safety and operational considerations associated with working around active production and warehouse operations.

Does Realcorp provide consumables, equipment and specialist cleaning services?

Yes. Depending on the contract, Realcorp can supply and manage cleaning chemicals, equipment, washroom consumables and a range of periodic or specialist cleaning services. Specific inclusions are clearly identified in our proposals.

Can Realcorp provide a cleaning proposal based on an existing tender specification?

Yes. Our team can review cleaning specifications, site plans, operational requirements and procurement documentation to develop a tailored proposal, including service methodology, staffing assumptions, quality assurance arrangements and commercial pricing.

Looking for a Commercial Cleaning Partner?

We’d welcome the opportunity to show you how Realcorp operates.

Whether you’re managing a single complex facility or a portfolio of sites, we’re happy to review your cleaning requirements, walk your facilities and demonstrate the systems, people and processes behind our service.

Invite Realcorp to Tender Request Our Capability Statement Arrange a Site Assessment

Tender and Procurement Enquiry

Prefer to send tender documents directly? Email sales@realcorp.net.au or call 1300 307 298 .

Realcorp Commercial Cleaning 1300 307 298 realcorp.net.au

https://realcorp.net.au/

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