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Cleaning Tender Specification Toolkit

A practical template for procurement, operations and facility managers. Use it as the basis for a site survey and for a cleaning-service specification that can be compared, measured and audited.

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The five parts of a clear specification

1 Map the site

Record floor area, levels, surfaces, sensitive zones, opening hours and utility or storage points.

2 Define tasks and frequency

Separate per-shift, daily, weekly, monthly and periodic work instead of using broad wording.

3 Set hours, staffing and backup

Define service windows, required coverage, site supervision, absence cover and incident response.

4 Allocate equipment and materials

State who supplies machines, chemicals and consumables, and list explicit exclusions.

5 Measure quality and handover

Use checklists, evidence, correction times, monthly reporting and sign-off for periodic work.

Sample SLA table - adapt it to each site

The values below are operational starting points only, not legal advice or mandatory standards. Adapt them to the site, applicable law and procurement process.

Control point	Suggested target	Evidence
Safety hazard or liquid spill	Respond within 30 minutes or by risk level	Ticket opening and closure time
Defect in washrooms or high-touch area	Correct within two hours	Photo or supervisor approval
Missed routine task	Complete by the end of the shift	Daily checklist
Periodic task	Complete on the agreed schedule	Task log and client sign-off
Service report	Once a month	Trends, exceptions and corrective actions

Official reference: Israel Government Procurement Administration
<https://mr.gov.il/ilgstorefront/he>

Checklist before publishing the tender

- ☐ A physical survey covered every service area
- ☐ Spaces were divided into clear service groups
- ☐ Each task has a frequency, service window and acceptance result
- ☐ Client duties, supplier duties and exclusions are explicit
- ☐ Backup, contacts and response times are defined
- ☐ Bid comparison rules and quality measures are defined

Method and responsible use

This toolkit combines operational cleaning experience with the common structure of service specifications. It helps prepare questions and work clauses; it does not replace legal, safety or hygiene advice, or verification of current licences and certificates.

Online toolkit
pro-clean.co.il