

# CLEANING

# Scope of Work Template

## WHAT A SCOPE OF WORK TEMPLATE IS USED FOR:

Cleaning businesses use scopes of work (SOW) to define the specific services provided to a client. The SOW details tasks, responsibilities, and expectations to ensure clarity and alignment between the service provider and the client.



## EVERY SCOPE OF WORK SHOULD INCLUDE:

### DETAILED TASK LIST:

Describe cleaning tasks to be performed

### SCHEDULING AND FREQUENCY:

Specify how often cleaning services occur

### PRICING AND TERMS:

Outline the cost of services and payment terms

## DOWNLOAD THE TEMPLATE

Enhance your operational efficiency and client satisfaction today with a scope of work to ensure every detail is professionally managed, preventing misunderstandings and fostering stronger client relationships.

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**COVER PAGE**



# **CLEANING SCOPE OF WORK**

[YOUR COMPANY LOGO]

**DATE**



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# PROJECT OVERVIEW

## **Client Contact Information:**

Name: [Client's Full Name]  
Company: [Client's Company Name, if applicable]  
Address: [Client's Address]  
Phone: [Client's Contact Number]  
Email: [Client's Email Address]

## **Project Location:**

Site Name: [Name of the Project Site, if applicable]  
Address: [Physical Address of the Project Site]  
Site Contact: [Name of the Contact Person at the Site]  
Contact Number: [Site Contact's Phone Number]

## **Brief Project Description:**

This scope of work outlines the cleaning services provided for [Client], a multi-tenant commercial property located in [Property Location]. The property [Square Footage], encompassing various businesses including [Commercial Property Types].

At [Cleaning Business Name], we deliver tailored cleaning services for [Property Type] like [Client Name], focusing on sustainability and efficiency. Our unique approach includes nightly janitorial services, weekly deep cleans of high-traffic areas, and a monthly "Eco-Deep Clean" using steam technology.

This strategy ensures a thorough cleaning with minimal environmental impact, maintaining the property's aesthetics and health standards.



## OBJECTIVES AND GOALS

### Expected Project Outcomes:

The primary objective of this cleaning project is to maintain a high standard of cleanliness and hygiene, ensuring a professional appearance and a healthy working environment for all tenants and visitors.

This will involve routine cleaning tasks, specialized deep cleaning sessions, and immediate attention to high traffic and use areas.

### Services Provided

Type	Description
<b>Daily Cleaning</b>	Regular cleaning of common areas, lobbies, walkways, public restrooms, and elevators.
<b>Weekly Deep Cleaning</b>	Intensive cleaning sessions focusing on floors, windows, and less accessible areas that require detailed attention.
<b>Monthly Specialized Services</b>	HVAC duct cleaning, exterior washing, and pest control services to maintain the building's integrity and comfort.

### Service Standards:

All cleaning services will be performed in accordance with industry best practices and in compliance with health and safety regulations. The use of eco-friendly cleaning agents and state-of-the-art equipment will be prioritized to ensure effective cleaning that is also environmentally responsible.

# SCOPE OF WORK

Project Site: [Commercial Property Name or Address]

Area	Description
<b>Lobbies &amp; Entrances</b>	Maintain spotless entrance areas to ensure a welcoming, clean first impression. This includes handling high-contact surfaces to enhance cleanliness.
<b>Office Spaces</b>	Focus on creating a productive and allergen-free environment by cleaning personal and communal work areas.
<b>Restrooms</b>	Prioritize hygiene and cleanliness with thorough, frequent cleanings, which are essential for health and comfort.
<b>Common Areas</b>	Maintain a pleasant and clean environment in areas frequented by employees and visitors.
<b>Food Court</b>	Address spills, debris, and general cleanliness to ensure a safe and inviting eating area.
<b>Exterior Areas</b>	Keep the property's exterior presentable and safe for all visitors and staff.

## Customization Options

Customization Option	Description	Possible Adjustments
<b>Service Frequency</b>	Choose how often each service/task is provided	Daily, bi-weekly, weekly, bi-monthly, monthly
<b>Cleaning Products</b>	Select cleaning products and chemicals that align with your company values	Eco-friendly, disinfecting, hypoallergenic, industry-standard
<b>Specialized Services</b>	Add-on services for unique property types	Carpet cleaning, commercial kitchen cleaning, window washing, disinfection
<b>Flexible Scheduling</b>	Adjustable service hours to fit unique business needs	Night, Early AM, Afternoon, Weekends
<b>Communication and Reporting</b>	Select specific communication channels and individuals for decision-making	Cloud-based customer portal, email, text message, in-person meetings

# SCHEDULE

## General Schedule

<b>Daily Services</b>	Performed outside normal business hours to minimize disruption, typically starting at 6:00 PM.
<b>Weekly Services</b>	Conducted during the weekend, either early Saturday or Sunday morning, to allow for more extensive cleaning tasks without interfering with weekday operations.
<b>Monthly Special Services</b>	Scheduled on the last Friday of each month, coordinated in advance with the client to ensure minimal impact on operations.

## Detailed Breakdown

Frequency	Time of Day	Services Included
<b>Daily</b>	Evening	Vacuuming, trash removal, restroom sanitation, etc.
<b>Weekly</b>	Weekend Mornings	Window cleaning, deep carpet cleaning, etc.
<b>Monthly</b>	Late Evenings	HVAC cleaning, high dusting, specialty floor care

## Special Scheduling

<b>Adjustments for Events</b>	Any cleaning services required before or after special events at the premises will be scheduled at least one week in advance.
<b>Emergency Cleanings</b>	Available upon request with 24 hours notice, subject to availability and potentially additional fees.
<b>Holiday Adjustments</b>	Cleaning schedules will adjust around major holidays. Schedule changes will be communicated at least one month in advance to ensure continuity of service.

*Note: This schedule ensures cleaning tasks are carried out efficiently and with minimal disruption to daily operations. Each cleaning session is planned to optimize the impact of the work performed, considering both the cleaning needs and the operational requirements of the premises.*

*This structured approach maintains a clean and professional environment but also allows for flexibility to address additional cleaning needs as they arise.*

## BUDGET AND PAYMENT TERMS

Service	Description	Frequency	Description	Cost	Monthly Total
<b>Daily Cleaning</b>	Routine cleaning of all areas specified in the SOW.	20 days /month			\$500/month
<b>Weekly Deep Cleaning</b>	Deep cleaning of high-traffic areas and special attention areas.	4 weekends /month			\$800/week
<b>Monthly Specialized Services</b>	Special services including HVAC cleaning, deep carpet cleaning, and high dusting.	1 per month			\$1,200/month
<b>Emergency Cleaning (As Needed)</b>	On-demand cleaning services available with 24-hour notice.	On request			
<b>Holiday Adjustments</b>		Variable			

### Payment Schedule

- Invoice Schedule:** Invoices will be issued on the 1st of each month for services rendered during the previous month.
- Payment Due Date:** Payments are due within 30 days of the invoice date.
- Accepted Payment Methods:** Payments can be made via bank transfer, credit card, or company check.
- Late Payment Policy:** A 5% late fee will be applied to any unpaid invoice within the 30-day period.
- Discounts and Adjustments:**
  - Early Payment Discount:** A 2% discount is available for payments made within 10 days of the invoice date.
  - Volume Discount:** A 5% discount is applied if a contract for 12 months of continuous service is signed.



## Additional Costs

- **Holiday Cleaning:** Services requested on holidays will incur an additional 25% fee.
- **Extra Services:** Any services not covered in the standard SOW will be billed at \$50/hour, with prior approval required from the client.

## Terms and Conditions

- **Contract Duration:** This agreement is valid for 12 months, starting from [Start Date], with an option to renew.
- **Cancellation Policy:** Either party may terminate the agreement with a 30-day written notice. Any outstanding payments for services rendered up to the termination date are due upon cancellation.
- **Service Adjustments:** Any changes to the scope of work or frequency of services will be discussed and agreed upon in writing, with corresponding adjustments to the budget.
- **Amendments:** Any changes to the scope of work or pricing must be agreed upon in writing by both parties.
- **Termination Clause:** Either party may terminate the contract with 30 days written notice. Any services performed up to the termination date will be billed pro-rata.

## Acceptable Payment Methods

- **Bank Transfer:** Payments can be made via direct bank transfer to [Insert Bank Account Details].
- **Credit/Debit Card:** We accept major credit/debit card payments.
- **Check:** Checks should be made payable to [Your Company Name].
- **Online Payment Platforms:** Payments can also be processed through [Specify Platforms, e.g., PayPal, Stripe].

*Note: This section provides a clear overview of the costs associated with the cleaning services and the terms under which payments will be made. It ensures both parties have a mutual understanding of the financial aspects of the agreement, fostering transparency and trust.*

# RESPONSIBILITIES

## Provider Responsibilities

<b>Service Delivery</b>	Perform all cleaning tasks as specified in the Scope of Work, adhering to the agreed schedule and standards.
<b>Staffing</b>	Ensure sufficient staffing to meet service requirements, including providing replacements during absences.
<b>Supplies and Equipment</b>	Provide all necessary cleaning supplies and equipment, ensuring they are safe, effective, and maintained in good working order.
<b>Compliance</b>	Adhere to all relevant health and safety regulations and ensure all staff are trained on compliance requirements.
<b>Quality Control</b>	Regularly inspect completed work to maintain high standards and promptly address any issues.
<b>Communication</b>	Maintain open lines of communication with the client, providing regular updates and responding to feedback or concerns.

## Client Responsibilities

<b>Access</b>	Ensure that the cleaning staff has access to all areas as needed to perform their duties.
<b>Information</b>	Provide any necessary information about specific areas (e.g., areas requiring special care or restricted zones) in a timely manner.
<b>Feedback</b>	Provide timely and constructive feedback on the services rendered to help improve service quality and effectiveness.
<b>Payment</b>	Fulfill payment obligations as outlined in the Budget and Payment Terms section of this document.
<b>Notification</b>	Inform the cleaning service provider of any changes in the scope or conditions of the premises that might affect the cleaning process.

## Shared Responsibilities

<b>Issue Resolution</b>	Both parties agree to collaborate in resolving any issues or disputes that arise during the contract's execution in a timely and professional manner.
<b>Safety and Security</b>	Both parties are responsible for maintaining a safe and secure environment for the cleaning staff and the client's employees or patrons during cleaning operations.
<b>Contract Revisions</b>	Any revisions to the contract or scope of work must be mutually agreed upon in writing, documented, and signed by both parties.

Note: This section solidifies the operational framework for the cleaning services, emphasizing the roles and expectations of each party involved. Clarifying responsibilities in this manner can significantly enhance service delivery and client satisfaction.



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# COMMUNICATION AND REPORTING

## Communication

- **Primary Contact:** Specific individuals from both the cleaning service provider and the client's side will serve as the primary contacts for all communications.
- **Regular Updates:** Scheduled weekly updates via email to review completed work, discuss issues, and plan for the upcoming week.
- **Emergency Contact:** Provide a 24/7 contact number for urgent issues that may affect the cleaning schedule or require immediate attention.

## Reporting Requirements

- **Daily Logs:** Cleaning staff will maintain daily logs—available for review upon request—to note any deviations from the standard procedure or unexpected issues encountered.
- **Monthly Reports:** A comprehensive report detailing cleaning activities, supply usage, incidents or special interventions, and recommendations for any protocol adjustments.
- **Feedback Sessions:** Provided client portal for feedback regarding service performance or changes to the scope of work.

*Note: This structured approach ensures that both parties can address issues quickly and efficiently, which is essential for maintaining high standards of service.*

# SAFETY AND REGULATIONS

<b>Legal &amp; Regulatory Compliance</b>	
<b>Legal Compliance:</b>	Ensure all cleaning activities comply with local, state, and federal health and safety laws and environmental regulations.
<b>Certifications:</b>	Maintain all necessary certifications for staff, including, but not limited to, training in hazardous material handling, emergency procedures, and proper cleaning equipment use.
<b>Health and Safety Protocols</b>	
<b>Personal Protective Equipment (PPE):</b>	Provide cleaning staff with all necessary PPE, such as gloves, masks, and goggles, and enforce its use where required.
<b>Training:</b>	Regularly train staff on the latest safety protocols and best practices in cleaning operations to prevent accidents and ensure efficient service.
<b>Incident Reporting:</b>	Establish a clear protocol for reporting and responding to safety incidents. All incidents must be documented and reviewed to prevent future occurrences.
<b>Environmental Considerations</b>	
<b>Eco-Friendly Products:</b>	Where possible, use environmentally friendly cleaning products that are safer for both cleaning staff and building occupants and reduce environmental harm.
<b>Waste Management:</b>	Implement procedures for properly disposing of cleaning waste and recycling materials to minimize environmental impact.

Note: This comprehensive approach to safety and regulations ensures compliance with legal requirements and prioritizes the health and well-being of the cleaning staff and all building occupants.



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# QUALITY STANDARDS

## **Defined Standards**

Establish and document agreed-upon quality standards for each type of cleaning task outlined in the Scope of Work.

## **Regular Inspections**

Conduct regular inspections of completed work to ensure compliance with the agreed-upon standards. Use checklists to facilitate thorough reviews.

## **Continuous Improvement**

### **Ongoing Training Programs**

Keep cleaning personnel updated on the latest techniques, safety protocols, and customer service practices.

### **Technology Integration**

Use software to track cleaning progress, client communication, and inventory management to enhance service delivery and operational efficiency.

## **Corrective Action Plan**

### **Issue Resolution**

Use a formal process for addressing quality issues identified during inspections or reported by the client, including timelines for issue resolution and follow-up.

### **Regular Review Meetings**

Hold monthly meetings with cleaning staff and management to review quality reports, discuss any incidents, and plan corrective actions to prevent recurrence.

*Note: Systematically addressing quality control ensures that services remain top-notch and responsive to the client's needs.*

# CHANGE MANAGEMENT PROCESS

<b>Change Initiation</b>	
<b>Request for Change</b>	Either party may request changes to the scope of work or other contractual elements in writing, detailing the change and the reasons for the modification.
<b>Review Process</b>	Both parties will review change requests and assess the proposed change's impact on current operations, costs, and timelines.
<b>Approval Process</b>	
<b>Negotiations</b>	Parties will negotiate to finalize the details of the change, including adjustments to schedules, budgets, and responsibilities.
<b>Approval</b>	Changes must be formally approved by both parties in writing. Until formal approval is granted, all operations will continue as per the existing scope of work.

*Note: The goal of the change management process is to handle scope changes efficiently and transparently. This process allows for flexibility while maintaining control over project scope, timeline, and budget.*



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# TERMS AND CONDITIONS

## Scope of Agreement

### Binding Agreement

This document, including all appendices and referenced materials, constitutes the entire agreement between the client and the cleaning service provider.

### Supersession

This agreement supersedes all prior agreements, proposals, or representations related to the services outlined herein.

## Liability and Insurance

### Liability

The cleaning service provider shall not be liable for any indirect, incidental, or consequential damages arising from the provision of services, except as provided under applicable law.

### Insurance

The cleaning service provider must maintain comprehensive general liability insurance and workers' compensation insurance, with coverage amounts sufficient to cover all operations under this agreement.

## Confidentiality

### Confidential Information

Both parties agree to maintain the confidentiality of any proprietary or confidential information shared during the term of the agreement and to not disclose such information without prior written consent.

### Data Protection

Compliance with all relevant data protection laws and regulations in handling client information.

## Termination

### Termination Rights

Either party may terminate this agreement with thirty (30) days' written notice if the other party breaches any terms of this agreement and fails to correct the breach within that period.

### Consequences of Termination

Upon termination, all outstanding payments must be settled, and the cleaning service provider must return any property belonging to the client.

## Dispute Resolution

### Mediation and Arbitration

In the event of a dispute, both parties agree first to attempt to resolve the conflict through mediation. If mediation is unsuccessful, the dispute will be resolved through binding arbitration.

*Note: These terms and conditions protect the interests of both parties and outline a mutual understanding of responsibilities.*



# SIGNATURES

This document serves as a binding agreement between the parties involved, signifying their acceptance of the terms, conditions, and scope of work outlined in the preceding sections.

**Contractor:**

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Client:**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Subcontractor (If Applicable):**

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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## APPENDICES

The following appendices are supplemental to the main sections of this scope of work.

These documents offer additional details to give all parties a better understanding of the project requirements and plans.

### **Cleaning Services Checklist**

- List of all areas to be serviced
- Frequency of service
- Comprehensive list of cleaning tasks

### **Product and Equipment List**

- List of products to be used
- Equipment provided by client and service provider
- Manuals for specialized equipment to be used

### **Other Documents**

- Certifications, insurance, and licenses
- Staff training logs
- Manuals for specialized equipment
- Safety Data Sheets (SDS) for all cleaning chemicals used

*Note: These appendices are an opportunity to provide details for the precise execution of the project.*