

Cleaning Tender Response Template

The section-by-section framework a winning UK cleaning tender response needs.

A cleaning tender response needs to answer every scored question with evidence, not just assert quality — buyers score what you write against a matrix, and unanswered or generic answers lose marks even if your actual service is excellent. This framework sets out the sections most UK cleaning tenders expect.

Download the framework

A section-by-section response framework with prompts for the evidence each section should include.

1. Company overview and track record

Legal structure, years trading, scale (number of sites/staff managed), and relevant sector experience — kept factual and specific to the buyer's sector rather than generic.

2. Method statement / mobilisation plan

How the contract will be set up in the first 4-8 weeks: site survey, specification sign-off, TUPE consultation if staff transfer, recruitment and induction of any new staff, equipment and consumables procurement, and the date full service goes live. See our specification template as the basis for this section.

3. Staffing, vetting and training

Confirmation staff are directly employed (PAYE), the vetting level applied (DBS/PVG/AccessNI as relevant to the site), induction and ongoing training, and cover arrangements for holiday/sickness so a clean is never dropped.

4. Health, safety and COSHH

Risk assessment and method statement (RAMS) process, COSHH management of chemicals, and relevant health-and-safety accreditation (e.g. SafeContractor/CHAS). See our COSHH template and RAMS template.

5. Quality monitoring and KPIs

How quality will be audited and reported (see our audit scorecard and KPI scorecard), and the escalation route if standards slip.

6. Pricing

A transparent build-up from labour (at or above National Living Wage / real Living Wage as required), employer's National Insurance, materials, equipment, management overhead and margin, with VAT shown separately — never a single opaque number.

7. Social value

Where scored (common in public-sector tenders), evidence such as paying the real Living Wage, guaranteed-hours contracts, local recruitment, or apprenticeship commitments.

8. References and continuity

Named referees for comparable contracts, and a continuity/contingency plan for how service is maintained if key staff leave or an emergency affects normal delivery.

Prepared by Optus Glean UK — nationwide commercial cleaning. For a free site survey and a fixed monthly quote, visit optusglean.co.uk/quote or call 0330 027 2159. This template is provided as a practical starting point and is not legal advice.