



COMMERCIAL CLEANING

Commercial Cleaning Scope of Work Template & Checklist

A fillable template and room-by-room checklist for defining cleaning requirements, setting frequencies, and building RFP specifications for your facility.

5

Core Scope Components

12+

Area Types Covered

50+

Task Definitions

100%

Customizable

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SECTION 01

Why Your Scope of Work is Your Most Important Document



A clear scope of work eliminates ambiguity and sets the standard for every cleaning visit.

Every dispute in a commercial cleaning contract traces back to the same root cause: the scope of work was not specific enough. When tasks, frequencies, and area definitions are vague, both parties fill the gaps with different assumptions — and those assumptions eventually collide.

A well-written scope of work is not just a contract document. It is the operational blueprint that your cleaning provider uses on every visit. It is the benchmark against which quality is measured. And it is the evidence you need if performance ever falls short.

What a Scope of Work Accomplishes

- Eliminates ambiguity about what is and is not included in the contract price
- Provides a measurable standard for inspection and quality assurance
- Creates the foundation for performance reviews and contract renewals
- Protects both parties in disputes about missed tasks or added-on charges
- Enables accurate comparison of quotes from multiple cleaning providers

Binx Scope Process

Every Binx commercial contract begins with a facility walkthrough. Our account managers document every area, define every task, and confirm frequencies with the client before a single cleaning visit takes place.

SECTION 02

The Five Components of a Complete Scope

A complete commercial cleaning scope of work contains five distinct components. Missing any one of them creates gaps that lead to disputes, missed expectations, and inconsistent results.

1

Area Inventory

A complete list of every cleanable space in the facility — offices, washrooms, break rooms, hallways, lobbies, stairwells, storage areas, parking structures, and any specialty spaces.

2

Task Definitions

For each area, a specific list of tasks to be performed. 'Clean the washroom' is not a task definition. 'Sanitize all fixtures, scrub toilet bowl, wipe all surfaces, restock consumables, mop

3

Frequency Schedule

How often each task is performed: daily, 3× per week, weekly, monthly, quarterly, annually. Every task must have a documented frequency.

4

Special Requirements

Facility-specific protocols — security access procedures, restricted areas, after-hours requirements, chemical restrictions, surface sensitivities.

5

Quality Standards

The inspection criteria and acceptable quality threshold for each area. Defines what 'done' looks like, not just what needs to be done.

SECTION 03

Office & Common Area Task Definitions

The following task definitions cover the most common office and common area cleaning requirements. Adapt these definitions to match your facility's specific layout and needs.

Area	Task	Standard
Open office	Vacuum all carpeted areas	No visible debris, fibres aligned
Open office	Wipe desk and surface tops	Dust-free, no streaks
Open office	Empty waste and recycling	All bins empty, liners replaced
Reception/lobby	Vacuum or sweep hard floors	Free of grit, no debris
Reception/lobby	Clean glass doors inside and out	Streak-free, no smudges
Hallways/corridors	Sweep or vacuum floor surfaces	No litter, no debris
Hallways/corridors	Spot-clean walls and switch plates	No fingerprints, no marks
Meeting rooms	Wipe table, chairs, AV equipment	Dust-free, sanitized surfaces
Meeting rooms	Vacuum or mop floors	Clean, no food debris

These definitions serve as a starting point. High-touch surfaces — door handles, light switches, elevator buttons, shared equipment — should always have explicit sanitization requirements added to the scope, regardless of the area type.

SECTION 04

Washroom & Kitchen Cleaning Standards



Washroom cleanliness is the single biggest driver of occupant satisfaction scores.

Washrooms require the most detailed task definitions of any area in the facility. They are also the area most likely to generate occupant complaints if standards slip. Define them precisely.

Washroom Task Checklist

- Sanitize toilet bowls, seats, and tank exteriors
- Sanitize urinals and flush handles
- Clean and sanitize all sinks and faucets
- Clean and sanitize countertops
- Clean mirrors — streak-free
- Wipe partitions and doors (both sides)
- Restock paper towel, toilet paper, hand soap
- Empty all waste bins and replace liners
- Sweep and mop floor with disinfectant solution
- Clean floor drains and remove any odour sources

Break Room / Kitchen Checklist

- Wipe all countertops and backsplash surfaces
- Clean sink and faucet — no staining, no residue
- Wipe exterior of all appliances (fridge, microwave, dishwasher)
- Clean interior of microwave
- Empty and reline all waste and recycling bins
- Sweep and mop floor
- Sanitize high-touch surfaces: handles, switches, shared equipment

SECTION 05

Frequency Scheduling by Area and Traffic Level

Cleaning frequencies must be matched to actual usage patterns. Applying a one-size-fits-all schedule wastes resources in low-traffic areas and under-serves high-traffic ones. Use traffic level as the primary driver for frequency decisions.

Task	Low Traffic	Medium Traffic	High Traffic
Vacuum carpeted areas	3×/week	Daily	2×/daily
Mop hard floors	3×/week	Daily	2×/daily
Washroom full clean	Daily	2×/daily	3×/daily
Dust horizontal surfaces	2×/week	3×/week	Daily
Empty waste bins	Daily	Daily	2×/daily
Clean glass and mirrors	Weekly	2×/week	Daily
High dusting	Monthly	Bi-weekly	Weekly
Carpet extraction	Annually	Semi-annually	Quarterly
Strip and wax floors	Annually	Semi-annually	Quarterly

Northern Ontario Note

Winter months (Nov–Apr) require increased mopping frequency in entryways and lobbies due to tracked-in road salt and sand. Build seasonal frequency adjustments into your scope for North Bay and Sudbury facilities.

SECTION 06

Special Requirements and Seasonal Adjustments

Most facilities have at least some special requirements that go beyond standard task lists. Documenting these requirements in the scope ensures they are addressed consistently and never fall through the cracks.

Common Special Requirements

- Security access: Keypad codes, swipe card access, escort requirements for restricted areas, log-in procedures.
- Chemical restrictions: Facilities with sensitive equipment, flooring, or occupants (allergy sufferers, medical environments) may restrict certain chemical types.
- After-hours requirements: Facilities cleaned outside of business hours require specific entry/exit procedures and alarm protocols.
- Confidentiality: Legal, healthcare, and financial facilities may require background checks and specific non-disclosure protocols.
- Surface sensitivities: Natural stone, specialty coatings, and antique surfaces require specific cleaning methods and approved products.

Seasonal Adjustment Schedule

Season	Adjustment	Reason
Nov – Apr	Increase lobby and entryway mop frequency	Road salt and sand tracking
Mar – Apr	Add carpet extraction in high-traffic zones	Spring thaw moisture and mud
May – Jun	Annual window cleaning, gutter check	Post-winter maintenance
Sep – Oct	Annual deep clean, exterior power wash	Pre-winter preparation window

SECTION 07

Building Your RFP from the Scope

Once your scope of work is complete, it becomes the backbone of your request for proposals. Sending a detailed scope to potential providers accomplishes three things: it ensures you receive comparable quotes, it signals that you are a professional and organized client, and it filters out providers who cannot meet documented standards.

What to Include in Your Cleaning RFP

- Complete scope of work document (areas, tasks, frequencies)
- Facility overview: square footage, number of floors, occupancy hours
- Any special requirements or restrictions
- Required insurance minimums (\$5M CGL, WSIB clearance)
- Quality assurance expectations (inspection technology required)
- Contract term and termination notice requirements
- Preferred start date
- Reference requirements (minimum 3 comparable facilities)
- Submission deadline and evaluation criteria

Evaluation Tip

Weight insurance and WSIB compliance at 20% of your evaluation criteria. A provider who cannot supply current certificates immediately is a liability risk, regardless of price.

SECTION 08

Scope Change Management

Facilities change. New spaces open, occupancy patterns shift, special events create temporary cleaning needs. A well-structured scope includes a clear process for managing changes so that both parties agree on what is added, what is removed, and what the pricing implications are.

The Change Order Process

- 1 Identify the Change**
Document the new requirement — area, task, frequency, and any special considerations.
- 2 Get a Quote**
Request a written quote from your cleaning provider before authorizing the change. Verbal agreements lead to billing disputes.
- 3 Authorize in Writing**
Both parties sign or email-confirm the change before work begins. A paper trail protects everyone.
- 4 Update the Scope**
Add the change to the master scope document so the record of service is always current and complete.
- 5 Review at Next QBR**
Discuss the change's performance at the next quarterly business review.

Binx Professional Cleaning uses a formal change order process for every commercial account in North Bay and Sudbury. No scope change is implemented without written client authorization — protecting you from surprise billing and ensuring the record is always accurate.

SECTION 09

Fill-In Scope Template

Use this template as the starting point for your facility's scope of work document. Complete each section during your walkthrough with a prospective provider.

Facility Information

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Area Inventory — List All Spaces

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Task Definitions and Frequencies

Area Name	Task Description	Frequency	Standard / Notes

Special Requirements

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Quality Standards and Inspection Method

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ABOUT BINX

Why Clients Trust Binx Professional Cleaning

\$	W	Q	G
\$5M	WSIB	Quality	100%
Liability Insurance	Full Coverage	Audit Verified	Green Certified

Binx Professional Cleaning is a locally owned and operated cleaning company serving North Bay, Sudbury, and surrounding communities in Northern Ontario. With 70+ trained cleaning professionals, we deliver consistent, verified, and insured cleaning services to over 200 commercial and residential clients every week.

We are proud partners of Cleaning for a Reason, providing free cleaning services to cancer patients in our community. We use 100% green-certified Green Cleaning Chemical products across every account. Every cleaning visit is verified through our Quality Audit inspection platform – so you never have to wonder whether the work was done.



Need a Custom Scope of Work?

Binx provides a no-charge walkthrough and scope document for every prospective commercial client.

North Bay and Sudbury facilities — call or visit binx.ca.

Get a Free Quote — binx.ca/contact

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