



TENDER SUBMISSION

Office Cleaning + Washroom Cleaning + Window Cleaning (Interior)

Prepared for Harbourview Business Centre Ltd

Harbourview House, 21 Quayside Way, Southampton, SO14 3XX

Reference	QUOTE-0217
Client contact	Emma Clarke
Date of issue	8 October 2026
Valid until	31 December 2026
Submitted by	Brightside Commercial Cleaning Ltd 023 8000 0000 tenders@brightside-example.co.uk

Contents

1.	Company Overview
2.	Scope of Works & Pricing
3.	Method Statement
4.	Site Risk Assessment
5.	COSHH Register
6.	Staff Training & Competence
7.	Insurance & Accreditations
8.	Declaration
9.	Appendix: Certificates

1 Company Overview

Brightside Commercial Cleaning has delivered contract cleaning for offices, business centres and education sites across Hampshire since 2014. We employ our own fully vetted, trained and insured cleaning teams, never agency staff, and every site has a named supervisor and account manager.

All work is scheduled, tracked and signed off in our ProCleanerUK operations system. Clients get photo evidence of completed cleans, live staff check-in and check-out, and same-day reporting of any issues found on site.

Company	Brightside Commercial Cleaning Ltd
Registered address	Unit 4, Meadow Park, Eastleigh, Hampshire, SO50 0XX
Company number	00000000
VAT / Tax ID	GB 000 0000 00
Years trading	12
Telephone	023 8000 0000
Email	tenders@brightside-example.co.uk
Website	brightside-example.co.uk

2 Scope of Works & Pricing

Services	Office Cleaning, Washroom Cleaning, Window Cleaning (Interior)
Site	Harbourview House, 21 Quayside Way, Southampton, SO14 3XX
Frequency	Weekly schedule
Estimated time per visit	3 hrs
Price valid until	31 December 2026

SPECIFICATION

Evening contract clean of three office floors (approx. 1,450 m²), two washroom blocks per floor and a staff kitchen on each floor.

- Empty all bins and replace liners, recycling separated
- Vacuum all carpeted areas and mop hard floors
- Damp-wipe desks, phones and touch points
- Clean and sanitise washrooms, replenish consumables
- Clean kitchens, wipe appliances and load dishwashers
- Interior glass partitions and entrance doors cleaned weekly (Friday)

WEEKLY SCHEDULE

DAY	START	DURATION
Monday	18:00	3 hrs
Tuesday	18:00	3 hrs
Wednesday	18:00	3 hrs
Thursday	18:00	3 hrs
Friday	18:00	4 hrs

AREAS INCLUDED

AREA / ITEM	QTY
Commercial Office/Desk	120
Bathroom (Full)	6
Kitchen (Standard)	3
Internal Window Set	18

PRICING

ITEM	PRICE
Office Cleaning (5 evenings)	£845.00
Washroom Cleaning (5 evenings)	£250.00
Window Cleaning (Interior, weekly)	£90.00
Subtotal	£1,185.00
VAT (20%)	£237.00
Total per week	£1,422.00

3 Method Statement

Office Cleaning + Washroom Cleaning + Window Cleaning (Interior)

PRE-START

- Operatives sign in with reception security on arrival and wear company uniform and photo ID at all times.
- The site supervisor walks the floors, checks for hazards and confirms any client instructions left in the site log.
- "Wet Floor" signs are placed before any wet cleaning starts and removed once floors are dry.

DAILY OFFICE ROUTINE

- Bins and recycling are emptied first, liners replaced and waste taken to the ground floor bin store using the goods lift.
- Desks, phones, door handles, light switches and lift buttons are damp-wiped with a colour-coded blue cloth.
- Carpets are vacuumed using HEPA-filter machines. Hard floors are swept and mopped.
- Staff kitchens are cleaned with green cloths, appliances wiped and dishwashers loaded or emptied.

WEEKLY TASKS (FRIDAY)

- Interior glass partitions and entrance doors are cleaned from two-step platforms.
- Skirting, window sills and high-touch furniture are detailed.

COMPLETION AND QUALITY

- The supervisor signs off each floor against the specification checklist in the ProCleanerUK app, with photos.
- Any damage, defects or maintenance issues are reported to the client contact before 9am the next working day.
- Lights are switched off, doors locked and the alarm set in line with the client's lock-up procedure.

WASHROOM CLEANING

- Red colour-coded cloths and mops are used for toilets and urinals only, and yellow for sinks and surfaces.
- Toilets, urinals and sinks are descaled and disinfected, working clean to dirty.
- Mirrors, dispensers, cubicle doors and partitions are cleaned and touch points disinfected.
- Soap, paper towels and toilet rolls are replenished from the client's store, with low stock reported weekly.
- Floors are mopped last, working towards the exit.

4 Site Risk Assessment

Risk score = likelihood x severity (1 to 25). Residual risk reflects the control measures confirmed for this site.

HAZARD	LIKELIHOOD	SEVERITY	RESIDUAL	CONTROLS	SITE NOTES
Slips, Trips & Falls	Possible	Major injury	4 Low	Confirmed	Polished reception floor. Wet floor signs at both entrances.
Hazardous Substances	Unlikely	Serious	4 Low	Confirmed	All chemicals stored in locked cleaner's cupboard, level 1.
Working at Height	Rare	Serious	2 Low	Confirmed	Interior glass only. Two-step platforms, no ladders.
Manual Handling	Possible	Injury	3 Low	Confirmed	Goods lift available for waste removal.
Electrical Hazards	Rare	Fatality	2 Low	Confirmed	All machines PAT tested, records held on file.
Lone Working (Evenings)	Unlikely	Major injury	3 Low	Confirmed	Minimum two operatives on site. App check-in and check-out.

5 COSHH Register

Safety data sheets for every product listed are held on file and available on site via QR code.

PRODUCT	SUPPLIER	NOTES	APPLIES TO
Multi-Surface Cleaner (Concentrate)	Example Hygiene Supplies Ltd	Diluted 1:40 via dosing bottle	All sites
Washroom Descaler	Example Hygiene Supplies Ltd	Washrooms only, gloves and goggles	All sites
Hard Floor Maintainer	Example Hygiene Supplies Ltd	Rotary machine use only	All sites
Glass & Stainless Steel Cleaner	Example Hygiene Supplies Ltd	Ready to use	All sites
Hand Soap Refill (Foam)	Example Hygiene Supplies Ltd	Client dispensers	This site
Kitchen Degreaser	Example Hygiene Supplies Ltd	Staff kitchens, rinse after use	This site

6 Staff Training & Competence

All operatives complete our in-house training programme with recorded assessments. 6 of 7 current staff hold at least one completed module.

TRAINING MODULES

MODULE	STAFF COMPLETED
COSHH Awareness	6
Manual Handling	6
Working at Height (Steps & Ladders)	3
Washroom Hygiene Standards	4
Lone Working & Site Security	3

TRAINING RECORD BY OPERATIVE

OPERATIVE	MODULES COMPLETED
Amelia Hughes	COSHH Awareness (Jan 2026) Lone Working & Site Security (May 2026) Manual Handling (Feb 2026) Washroom Hygiene Standards (Apr 2026) Working at Height (Steps & Ladders) (Mar 2026)
Daniel Okafor	COSHH Awareness (Feb 2026) Lone Working & Site Security (May 2026) Manual Handling (Mar 2026) Washroom Hygiene Standards (Apr 2026)
Grace Whitfield	COSHH Awareness (May 2026) Manual Handling (Jun 2026) Washroom Hygiene Standards (Jul 2026)
Ryan Patel	COSHH Awareness (Apr 2026) Lone Working & Site Security (Jun 2026) Manual Handling (May 2026)
Sofia Marchetti	COSHH Awareness (Mar 2026) Manual Handling (Apr 2026) Washroom Hygiene Standards (Jun 2026) Working at Height (Steps & Ladders) (May 2026)
Tomasz Nowak	COSHH Awareness (Jun 2026) Manual Handling (Jul 2026) Working at Height (Steps & Ladders) (Aug 2026)

7 Insurance & Accreditations

COVER	INSURER	POLICY NO.	LIMIT	EXPIRY		CERTIFICATE
Public Liability	Harbourline Insurance Ltd	HBL-PL-4471902	£10,000,000	31 March 2027	Valid	Appendix A1
Employers' Liability	Harbourline Insurance Ltd	HBL-EL-4471903	£10,000,000	31 March 2027	Valid	Appendix A2
Professional Indemnity	Harbourline Insurance Ltd	HBL-PI-4471904	£1,000,000	31 March 2027	Valid	On request

ACCREDITATIONS & MEMBERSHIPS

ACCREDITATION	REFERENCE	EXPIRY		CERTIFICATE
ISO 9001:2015 Quality Management	MCS-QMS-20871	13 February 2028	Valid	Appendix A3
ISO 14001:2015 Environmental Management	MCS-EMS-20872	13 February 2028	Valid	Appendix A4
Enhanced DBS checks (all operatives)	Renewed every 3 years			On request

8 Declaration

We confirm that the information in this tender submission is accurate to the best of our knowledge, and that the services described will be delivered in line with the method statement, risk assessment and specification set out above.

Signed for Brightside Commercial Cleaning Ltd

Accepted for Harbourview Business Centre Ltd

Name: Sarah Bennett

Position: Operations Director

Date: 8 October 2026

Name:

Position:

Date:

9 Appendix: Certificates

The following certificates are attached on the pages after this one.

REF	DOCUMENT
A1	Public Liability certificate (Harbourline Insurance Ltd)
A2	Employers' Liability certificate (Harbourline Insurance Ltd)
A3	ISO 9001:2015 Quality Management certificate
A4	ISO 14001:2015 Environmental Management certificate

SPECIMEN

HARBOURLINE INSURANCE LTD

Certificate of Insurance

Public & Products Liability

Insured	Brightside Commercial Cleaning Ltd
Business description	Commercial and contract cleaning services
Policy number	HBL-PL-4471902
Limit of indemnity	£10,000,000 any one occurrence
Period of insurance	1 April 2026 to 31 March 2027
Territorial limits	Great Britain, Northern Ireland, Isle of Man and Channel Islands

This is to certify that the insurance described above is in force for the period stated, subject to the terms, conditions and exclusions of the policy. Cover includes legal liability for accidental injury to third parties and accidental loss of or damage to third party property arising in connection with the business.

Indemnity to principals is included where required by contract.

Authorised signatory, Harbourline Insurance Ltd

Date of issue: 1 April 2026

This is a fictional specimen document created to illustrate a ProCleanerUK tender pack. The company, insurer and certification body named are not real.

SPECIMEN

HARBOURLINE INSURANCE LTD

Certificate of Employers' Liability Insurance

Employers' Liability (Compulsory Insurance) Act 1969

Name of policyholder	Brightside Commercial Cleaning Ltd
Policy number	HBL-EL-4471903
Date of commencement	1 April 2026
Date of expiry	31 March 2027
Limit of indemnity	£10,000,000
ERN	123/AB45678

We hereby certify that, subject to paragraph 2, the policy to which this certificate relates satisfies the requirements of the relevant law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Jersey, the Island of Guernsey and the Island of Alderney.

The minimum amount of cover required by law is £5 million.

Authorised signatory, Harbourline Insurance Ltd

Date of issue: 1 April 2026

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SPECIMEN

MERIDIAN CERTIFICATION SERVICES

Certificate of Registration

ISO 9001:2015 Quality Management System

Organisation	Brightside Commercial Cleaning Ltd
Scope	The provision of commercial, office, washroom and window cleaning services
Certificate number	MCS-QMS-20871
Initial registration	14 February 2025
Expiry	13 February 2028

This is to certify that the quality management system of the organisation above has been assessed and found to conform to the requirements of ISO 9001:2015 for the scope stated.

Continued registration is subject to satisfactory annual surveillance audits.

Authorised signatory, Meridian Certification Services

Date of issue: 14 February 2025

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SPECIMEN

MERIDIAN CERTIFICATION SERVICES

Certificate of Registration

ISO 14001:2015 Environmental Management System

Organisation	Brightside Commercial Cleaning Ltd
Scope	The provision of commercial cleaning services, including chemical storage and waste handling
Certificate number	MCS-EMS-20872
Initial registration	14 February 2025
Expiry	13 February 2028

This is to certify that the environmental management system of the organisation above has been assessed and found to conform to the requirements of ISO 14001:2015 for the scope stated.

Authorised signatory, Meridian Certification Services

Date of issue: 14 February 2025

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