



COMMERCIAL CLEANING PROPOSAL

Prepared for:

CITY OF MIDWEST CITY

CHARLES J. JOHNSON BUILDING

Prepared by...



August 12, 2014

Attention: Mike Stroh
The City of Midwest City - Charles J. Johnson Building
8726 S.E. 15th Street
Midwest City, Oklahoma 73110

RE: Commercial Cleaning Proposal

Dear Mr. Stroh:

Thank you for your interest in JAN-PRO and for allowing me to submit the attached cleaning proposal for your facility. I hope that I am able to further illustrate the benefits JAN-PRO can provide to you through this proposal.

JAN-PRO focuses exclusively on customers that require quality cleaning services, and we have built our client base and reputation on that premise. JAN-PRO's branded processes, outstanding client services and the **JAN-PRO Guarantee** have positioned us as the industry leader in client retention. In this proposal, we will detail how these benefit you!

Backed by 20 years of industry experience, we are confident that you will encounter a mutually rewarding association when choosing JAN-PRO as your partner. I will call you to confirm your receipt of this information and answer any questions you may have. Please do not hesitate to contact me should you have any questions in the meantime.

Best Regards,



Toni Cox
Account Executive
405.606.3300
Toni.cox@jan-pro.com

ENCL: proposal

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Why Choose JAN-PRO?

WHY CHOOSE JAN-PRO?

It is simple – we provide **Measurable Cleaning. Guaranteed Results™**. JAN-PRO focuses exclusively on clients that require quality-cleaning services, and we have built our client base and reputation on that premise. JAN-PRO's operating systems, branded processes and outstanding client service have formed the foundation for delivering exceptional cleaning services.

GUARANTEED SATISFACTION

We are so confident of our services that we actually **guarantee** your satisfaction with us. JAN-PRO guarantees to respond to and promptly resolve any specific service issues within one business day. If for any reason, JAN-PRO should fail to meet either of these obligations, you are entitled to a complimentary cleaning service call. ***This is a key differentiator between JAN-PRO and other suppliers.***

THE JAN-PRO GUARANTEE

"Jan-Pro guarantees to complete all of its regularly scheduled cleaning commitments on time. Jan-Pro also guarantees to respond to and promptly resolve any specific issues within one business day. Should Jan-Pro fail to meet either of these obligations, a complimentary cleaning call will be scheduled."



THE JAN-PRO WAY

A consistently clean facility should be viewed as an *investment*, as it provides a real dollar return by not only projecting an image of professionalism and quality to customers but also creating a safe, healthy working environment for your employees. In addition, JAN-PRO increases your return on investment by providing the following:

- A well-trained and experienced cleaning crew that you know and trust because they are bonded
- A comprehensive cleaning schedule designed specifically for your facility
- The expertise and ability to provide additional services when needed
- Proactive communication and a ready response any time the need arises
- Quality assurance processes that consider your point of view
- Top-of-the-line cleaning equipment that removes dust and dirt, rather than redistributing it
- "Green" cleaning chemicals that promote improved air quality
- Hospital-grade disinfectants that kill bacteria and germs
- Monitoring supplies and informing you when they are low, or restocking them if that is your preference
- The ability to disinfect your entire facility to prevent a bacterial or viral outbreak
- A partner who helps you manage your facility

Branded Processes

If you ask 100 people to define the word “clean”, you will likely get 100 different answers. However, at JAN-PRO, you will only get one answer:

“It’s Only Clean When Our Processes Confirm It’s Clean.”

Here is how JAN-PRO takes the guess-work out of what clean really means:

JAN-PRO Signature Clean – *Defines Quality*

JP Signature Clean describes our quality commitment and our quality processes. To achieve JP Signature Clean results, our Title-operators receive the most rigorous training in the industry – a five week program to prepare themselves to become career cleaning professionals who are:

- Titles of their own JAN-PRO enterprise
- Financially vested in the satisfaction of each and every client
- Well-versed in the latest and most effective cleaning technologies
- Attuned to the importance of even the smallest details

As a result of our **JP Signature Clean** program, you can expect consistent and reliable service from a cleaning team that will:


- Wear a photo ID badge
- Wear a professional JAN-PRO uniform
- Have completed the **JP Signature Clean** certification program
- Be insured with Worker’s Compensation, \$2 million liability coverage and a \$50,000 janitorial bond
- Understand and comply with OSHA
- Know the importance of dwell time when disinfecting
- Know how to maintain bacteria-free high touch surfaces
- Know how to thoroughly dust offices without disrupting desktops
- Know thorough carpet cleaning techniques
- Know which treatments to use on hard floor surfaces
- Know how to work safely in public areas
- Know how to work cleaner....and greener
- Know how to look for ways to add value for their clients



JAN-PRO Tracker – Measures Quality

JP Tracker represents our “hands on” practice of routinely checking our work and benchmarking our results. This branded process is one of the reasons we consistently earn high satisfaction ratings from our clients. Many cleaning companies promise this, but unfortunately, few deliver it with sufficient regularity or depth of measurement. At JAN-PRO, our approach is much more demanding. Here is how it works:

- When you sign up with JAN-PRO, **JP Tracker** begins with a first impressions survey. We check every aspect of your cleaning requirements, and determine what and where to focus our attention and expertise.
- After an agreed initial period, usually 30 days, a JAN-PRO Operations Specialist physically inspects your property and measures our lasting impressions. This process uses a 50-point checklist, so nothing is left to chance.
- Any adjustments to service are made, and the inspections continue on a regular schedule.
- Regular client service calls are made to ensure your complete satisfaction with the quality of service you receive with JAN-PRO.
- Your monthly rating from our Communications Log Book, on a scale of 1-10.


JAN-PRO[®]
CLEANING SYSTEMS
 Measurable Cleaning. Guaranteed Results.[®]

HOUSEKEEPING INSPECTION REPORT

Center Number: _____ Overall Inspection Score: _____

Center Director: _____ Inspected By: _____

Franchisee: _____ # Days Cleaned: _____ Date of Inspection: _____

Scoring		1=Needs Improvement	2=Satisfactory	3=Outstanding
Restrooms				
Hi-Dusting/Vents	<input type="checkbox"/>			
Mid Level Dusting	<input type="checkbox"/>			
Flooring	<input type="checkbox"/>			
Glass/Mirrors	<input type="checkbox"/>			
Dispensers	<input type="checkbox"/>			
Sinks/Counter Tops	<input type="checkbox"/>			
Toilets/Urinals	<input type="checkbox"/>			
Wall/Partitions	<input type="checkbox"/>			
Floor Drain	<input type="checkbox"/>			
Stainless Steel	<input type="checkbox"/>			
Trash	<input type="checkbox"/>			
Classrooms:				
Hi-Dusting/Vents	<input type="checkbox"/>			
Mid Level Dusting	<input type="checkbox"/>			
Low Level Dusting	<input type="checkbox"/>			
Hard Surface Floors	<input type="checkbox"/>			
Glass/Mirrors	<input type="checkbox"/>			
Furniture	<input type="checkbox"/>			
Walls/Doors	<input type="checkbox"/>			
Trash	<input type="checkbox"/>			
Carpet/Throw rugs	<input type="checkbox"/>			
Window Blinds	<input type="checkbox"/>			
Kitchen				
Hi-Dusting/Vents	<input type="checkbox"/>			
Mid Level Dusting	<input type="checkbox"/>			
Low Level Dusting	<input type="checkbox"/>			
Trash	<input type="checkbox"/>			
Cabinets	<input type="checkbox"/>			
Appliances	<input type="checkbox"/>			
Sinks/Counter Tops	<input type="checkbox"/>			
Flooring	<input type="checkbox"/>			
Doors/Frames	<input type="checkbox"/>			
Center Directors Office				
Hi-Dusting/Vents	<input type="checkbox"/>			
Mid Level Dusting	<input type="checkbox"/>			
Low Level Dusting	<input type="checkbox"/>			
Hard Surface Floors	<input type="checkbox"/>			
Glass/Mirrors	<input type="checkbox"/>			
Furniture	<input type="checkbox"/>			
Walls/Doors	<input type="checkbox"/>			
Carpet	<input type="checkbox"/>			
Trash	<input type="checkbox"/>			
Common Areas:				
Hi-Dusting/Vents	<input type="checkbox"/>			
Mid Level Dusting	<input type="checkbox"/>			
Low Level Dusting	<input type="checkbox"/>			
Hard Surface Floors	<input type="checkbox"/>			
Glass/Mirrors	<input type="checkbox"/>			
Furniture	<input type="checkbox"/>			
Carpet	<input type="checkbox"/>			
Walls/Doors	<input type="checkbox"/>			
Window Blinds	<input type="checkbox"/>			
Trash	<input type="checkbox"/>			
Miscellaneous:				
Jan Pro Log Book	<input type="checkbox"/>			
MSDS-Safety	<input type="checkbox"/>			
Chemicals	<input type="checkbox"/>			
Uniforms/IDs	<input type="checkbox"/>			
Staffing	<input type="checkbox"/>			
Equipment	<input type="checkbox"/>			

Condition of hard floors ☐

Condition of carpets ☐

Scoring Comments: (Provide details and resolutions for any task needing improvement)

Customer Comments/Instructions:

Center Director: _____ Print: _____

Assistant Director: _____ Print: _____

REMINDER

ENCOURAGE AND TEACH THE MANY

BENEFITS OF NEUTRAL FLOOR CLEANERS

Unauthorized Chemicals: **BLEACH, PINE SOL, MR.CLEAN,**

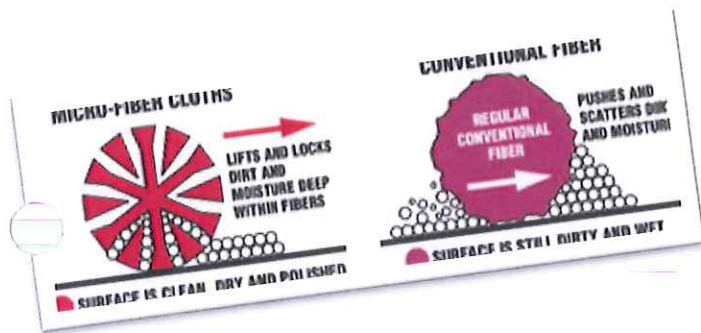
The elevated pH levels of these products are not favorable for maintaining the proper luster and shine required by the customer

JAN-PRO Technics – *Delivers Quality*

JP Technics provides the science behind our services. We take our definition of quality commercial cleaning, overlay our measurement of it, and then make sure we deliver it using the most advanced products and equipment available, including:

- Microfiber cloths designed to trap dirt and hold it in a positively charged ST for more effective cleaning; these cloths are also color-coded to eliminate cross-contamination
- Backpack vacuums with four filters and ratings that exceed HEPA standards for clean air
- Cleaning chemicals that cover a greater area while using less product – our “cleaning greener” initiative
- Hospital strength disinfectants for broad spectrum coverage

Microfiber Technology



JAN-PRO has replaced conventional cleaning cloths with an anti-microbial impregnated micro-fiber system, which cleans greener and dryer while removing more dust contaminants. JAN-PRO uses a four-color coded microfiber system, which virtually eliminates cross-contamination. A highlight of this approach is that the red microfiber cloths are only used for disinfecting restrooms, which reduces the

spread of germs and harmful bacteria to other areas of your property. Our microfiber mops also work efficiently to clean and disinfect floor surfaces with fewer chemicals and faster results.

- Microfiber is 1/16 the size of a human hair and holds eight times its weight in water.
- The tiny fibers penetrate the microscopic pores of surfaces increasing cleaning quality and saving time in the process.
- Microfiber is positively charged and literally removes 100% of all dust particles.



Back-Pack Vacuum Technology

JAN-PRO operators are trained to exclusively use our approved backpack vacuums, which use a four-part HEPA filter system. This removes up to 99.9% of particles up to the size of 0.3 microns from the inside air. Unlike beater bar vacuums that spread dust and dirt into the air, the JAN-PRO system *removes* it.

These powerful vacuums:

- Capture up to 99% of dust mites, pollen, viruses, bacteria and chemical residue
- Leave less dust in your environment, so there is less dust to collect on equipment and furniture
- Help reduce the risk of respiratory infection
- Create a healthier environment for your property and its occupants



Environmentally Safe Chemicals



JAN-PRO takes pride in working within the spirit and the framework set forth by many federal agencies, including the Environmental Protection Agency, Department of Agriculture, and OSHA to name a few. We work with EcoLab Chemical Company to provide certified products and disinfectants that are effective against methicillin resistant *Staphylococcus aureus* (MRSA), vancomycin resistant *Enterococcus faecalis* (VRE) and Influenza A (H1N1).



EnviroShield™ – The Science of Disinfecting



EnviroShield is a revolutionary new system that combines a unique disinfecting sprayer process with an equally unique disinfecting product, Sniper®. The unit uses an electrostatic charge applied to the spray, causing a natural attraction between spray droplets and target surfaces. As the Sniper product is sprayed, it picks up this charge giving it **75 times the force of gravity to completely wrap around and cover every surface it touches.**

The spray evaporates easily on surfaces and can be used in high clutter areas and “touch areas” such as desks, papers, phones, restroom surfaces, etc. It is also highly effective on computer keyboards, recently reported the #1 source for spreading communicable diseases.

One of the main features of Sniper® is the fact that it meets **EPA Toxicity Category IV**, which means this is the **safest category allowed for disinfectants**. The EPA rates products on a scale of I – IV, with IV being the least toxic category. This product is a **100% non-toxic**, disinfecting cleaning solution that destroys 99.9% of a wide-range of disease-causing microorganisms.

The product is safe for all commercial environments and facility occupants. With the use of the EnviroShield system, your company can promote having a safe and healthy environment and being proactive in the fight against preventing infection diseases. We look forward to discussing this application as an optional service to you.

EnviroShield™ Facts:

- It has been independently tested on numerous other bacteria and found to be highly effective.
- We exclusively use Sniper disinfecting solution, an EPA hospital-registered disinfectant in all applications
- The active ingredient in Sniper, Chlorine Dioxide, is a proven safe and highly-effective biocide.
- It kills and eliminates the most harmful bacteria including C-Diff (clostridium difficile).
- Its application method provides 100% coverage of surfaces not previously reachable or treatable with less effective disinfectants.

EnviroShield™ Benefits:

- Total disinfecting coverage on and around all surfaces
- Counters spread of bacterial infections
- No post-application after effects or precautions
- Can be applied routinely with no inconvenience
- Ensures cleaner, safer work spaces
- Reduces downtime due to absenteeism
- Safe for all commercial environments
- Green and environmentally friendly



Cleaning Schedules

Your Cleaning Schedule – Working for You!

JAN-PRO combines our vigorous cleaning and tracking procedures with a cleaning schedule customized for your specific needs. The following schedule has been specifically designed for **The City of Midwest City - Charles J. Johnson Building**.

WEEKLY CLEANING SCHEDULE

ENTRANCE – OFFICES - CUBICLES – CONFERENCE ROOMS - BREAK AREAS – COMMON AREAS MEETING ROOMS – KITCHEN (SINKS, FLOORS AND MICROWAVES ONLY)

- Thoroughly dust all horizontal surfaces of office furniture, including desks, computer monitors, tables, file cabinets, windowsills, and wall hangings.
- **Wipe clean reception counter, leather couch, table and chairs.**
- **Clean and sanitize counters, tables and chairs (meeting and conference room only).**
- Wipe clean all telephone receivers and dust the bases.
- **Vacuum all carpeted areas wall to wall.**
- **Thoroughly sweep all hard surface floors.**
- **Thoroughly mop all hard surface floors.**
- Spot clean horizontal surfaces for removal of spillage, marks, and rings.
- **Empty all trash and recycling receptacles and remove to a collection point. Replace liners as necessary.**
- Clean fingerprints and smudges from entrance glass and entry doors, **door frames and door handles.**
- Spot clean fingerprints and smudges from partition glass **including reception glass.**
- Wipe down and sanitize all light switches and door handles.
- Report all maintenance issues in Log Book.
- **Clean microwaves inside and outside.**
- **Clean and sanitize sinks, faucets, cabinets, handles, counters, table and chairs in Break Area. Polish stainless steel.**

RESTROOMS AND LOCKER ROOMS

- Empty trash receptacles and wash, if necessary.
- Empty sanitary napkin receptacle and spray with a disinfectant.
- Disinfect door handles, partition handles, and light switches.
- Clean all dispensers, mirrors, and fixtures.
- Clean and disinfect sinks, toilets, toilet seats and urinals.
- Spot clean walls and partitions to remove smudges and marks.
- Restock all paper products and hand soap.
- Sweep and mop floor with disinfectant.

WEEKLY MINI – CLEAN

ENTRY'S (ALL WOOD FLOORING) - MEETING ROOMS

- Vacuum all carpeted areas wall to wall.
- Thoroughly sweep all hard surface floors.
- Thoroughly mop all hard surface floors.
- Clean and sanitize counters, tables and chairs (meeting rooms)

RESTROOMS

- Empty trash receptacles and wash, if necessary.
- Empty sanitary napkin receptacle and spray with a disinfectant.
- Disinfect door handles, partition handles, and light switches.
- Clean all dispensers, mirrors, and fixtures.
- Clean and disinfect sinks, toilets, toilet seats and urinals.
- Spot clean walls and partitions to remove smudges and marks.
- Restock all paper products and hand soap.
- Sweep and mop floor with disinfectant.

MONTHLY CLEANING SCHEDULE

- Thoroughly dust all vertical surfaces of office furniture, including desks, tables, chairs, file cabinets, etc.
- High dusting of air vents, tops of doors, door frames, ceiling corners, and edges etc.
- **Dust all baseboards & window blinds and ledges.**
- Vacuum upholstered furniture to remove dust and lint.
- Clean spots/smudges from walls.
- **Clean trash receptacles.**

RESTROOMS

- Clean and sanitize the outside of trash receptacles and dispensers.
- Polish all dispensers, mirrors, and bright work.
- High dust tops of doors, partitions, mirrors, and air vents.
- Clean and sanitize restroom partitions and walls around toilets and urinals

Additional Services

CARPET

- Spot removal.
- Hot water extraction.

HARD SURFACE FLOORS

- Burnishing.
- Top scrub and refinish (wax).
- Strip and refinish.

UPHOLSTERY AND WORKSTATIONS

- Vacuum partitions.
- Spot removal.
- Extraction cleaning.

WINDOWS

- Inside and outside (ground floor only)

KITCHENS

- Interior of refrigerators, dishwashers and appliances other than microwave ovens.
- Interiors of cabinets.

LIGHTING

- Cleaning lights and light fixtures.
- Replacing bulbs

PROCUREMENT OF SUPPLIES

- Paper products
- Hand soap
- Trash can liners
- Dispensers and containers
- Other consumable supplies

Upon request, and for an additional charge, Jan-Pro will procure such supplies on client's behalf. Once delivered, Client assumes responsibility for inventories of such supplies stored at the Client's location.

EXHIBIT 1
PRICING AGREEMENT

CLIENT: The City of Midwest City
Charles J. Johnson Building

CLEANING LOCATION: 8726 S.E. 15th Street
Midwest City, Oklahoma 73110

FREQUENCY: In accordance with
Cleaning Schedule specifications

START DATE: September 15, 2014

PRICE – Regular Service: \$1080.00 per month
1 x a week –regular clean
1 x a week – mini clean

NOTE: Pricing is valid for 30 days from the proposal date of: August 12, 2014
unless specifically extended by JAN-PRO at its sole discretion.

PAYMENT TERMS: **NET TEN DAYS.** Billing occurs at the
beginning of every month.

HOLIDAYS (Days Not Serviced):

New Year's	Labor Day
Memorial Day	Thanksgiving
Independence Day	Christmas Day

By executing this Agreement, the parties agree to be bound by these terms and the conditions set forth in the following Cleaning Agreement.

Contact
Signed: 

TITLE Mayor

JAN-PRO
Signed: 

Account Executive

Cleaning Agreement

This Agreement, dated September 9, 2014 **CRUSH ENTERPRISES INC., dba JAN-PRO of OKC. ("JAN-PRO")** and City of Midwest City ("**CLIENT**").

Both **JAN-PRO** and **CLIENT** agree that **JAN-PRO** will begin service on September 15, 2014 with the following terms & conditions:

1. **CLIENT** agrees to contract **JAN-PRO** to perform cleaning services according to the outlined cleaning schedule enclosed.
2. **JAN-PRO** will provide all chemicals, equipment, labor and supervision. **CLIENT** will provide all restroom paper products, hand soap, and trashcan liners.
3. This business contract agreement is obtained by **JAN-PRO** for the business benefit of a **JAN-PRO** Franchisee who hereby agrees to comply with the terms and conditions of this agreement. The Franchisee selected to service this **CLIENT** will be announced prior to the start date of service.
4. **JAN-PRO** Franchisee has successfully completed the **JAN-PRO** training program.
5. **CLIENT** agrees to verbally notify **JAN-PRO** of any non-performance prior to written notification.
6. **CLIENT** agrees that during the term of this agreement and within ninety (90) days after termination of this agreement, will not employ directly or indirectly any employees, agent representatives or Franchisees of **JAN-PRO**.
7. The provisions of this agreement may be extended for up to an additional year, provided the City and Contractor mutually agree to the extension and prices stated herein. Otherwise, this agreement may be terminated with a 30 days written notice. All written notices must be timely and via certified mail.
8. Terms: DUE UPON RECEIPT. Billing occurs at the beginning of each month.
9. **JAN-PRO** annually observes the following federally recognized holidays: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

Contact:

Signed:

Title

Mayor

Jan-Pro:

Signed:

Account Executive

Dee Cap