

# COMMERCIAL CLEANING



**A commercial cleaning proposal for:**

**Town of Mineral Springs**

**August 31, 2009**

**Submitted by  
Jan-Pro of Charlotte**

**Kim Johnson  
Office: (704) 553-8007  
Cell: (704) 654-2239  
Kim.Johnson@jan-pro.com**





**Dear Vicky:**

It was a sincere pleasure meeting with you to discuss the cleaning service requirements for your facility. Thank you!

There are a multitude of janitorial companies in our market, yet JAN-PRO consistently leads the industry in customer retention. Approximately ninety-nine percent of our customers renew with us year after year. Just one reason for that loyalty is our unique JAN-PRO Guarantee™. In this proposal, we will detail just what that guarantee means for you and explain how our quality assurance and cleaning processes make that guarantee possible.

In our initial meeting, we identified the following areas of concern regarding your current cleaning program. JAN-PRO will take special precautions to ensure these areas receive the highest priority:

- Jan-Pro will clean during the specified hours agreed upon in the contract.
- Ensure a systematic, organized and detailed clean will occur weekly per the cleaning schedule.
- Our cleaning team will take the duty of cleaning off your plate, so you can work on more important agenda items.

JAN-PRO is looking forward to a successful business relationship with you for many years to come. Thank you for the opportunity to discuss your specific cleaning needs and to provide this proposal for **Town of Mineral Springs**. If you have any further questions regarding this proposal, please contact me at your earliest convenience.

Sincerely,

**Kim Johnson**

Encl, proposal

# COMMERCIAL CLEANING

## The JAN-PRO Way



JAN-PRO has developed an expertise in cleaning systems for commercial properties based on an understanding of their unique business needs.

- We understand that in business, keeping your property well-maintained and exceptionally clean is extremely important to your image.
- JAN-PRO uses the very latest cleaning technologies to provide an unsurpassed level of clean—so every square foot of your business conveys quality and value.
- We combine this advanced technology with a rigorous cleaning schedule customized for your specific property needs. The result is a cleaning system designed to meet the highest expectations.
- JAN-PRO's professional cleaning teams are lead by highly-trained business owners with a vested interest in delivering impeccable service. It's one of the things that sets JAN-PRO apart, and it's one of the things that allows us to offer a guarantee like no one else in the industry.



# THE JAN-PRO GUARANTEE™

## Nothing Like It in the Business

Every day nearly 7,000 JAN-PRO owner-operators across the country bring their clients the kind of quality service we not only promise, we guarantee. The JAN-PRO Guarantee™ is a reflection of the commitment that comes from the best training, equipment and measurable processes available.

**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.**

In addition to our unique guarantee JAN-PRO incorporates a Comprehensive Customer Care Commitment and Process that includes:

- Career cleaning professionals who have invested to become part-owners in the JAN-PRO enterprise
- Advanced Training; State-of-the-Art Cleaning Products and Equipment
- Detailed Cleaning Schedules: Daily, Weekly and Monthly
- Regular Physical Inspections and Quality Control
- Customer Service Managers available by cell phone after hours and for emergencies.
- Log-book for daily communications between you and your cleaning team
- Regular evaluations of our performance by **Tony Shealey or Nelson Daza.**

# JAN-PRO SIGNATURE CLEAN™

## Training Makes the Difference



Exemplary training is key to JAN-PRO's success and to the satisfaction of our customers. Our training program is a highly specific, regimented five-week program called JAN-PRO Signature Clean™. The goal of the program is to create career cleaning professionals who are:

- Part owners of the JAN-PRO enterprise
- Financially vested in the satisfaction of each and every customer
- Attuned to the importance of the smallest detail
- Well versed in the latest and most effective cleaning technologies

### Your Cleaning Team

As a result of our Signature Clean™ program you can expect the same reliable service time and time again from a professional cleaning team that you will get to know by name. Each cleaning team member will:

- Have a photo ID badge
- Wear a professional JAN-PRO uniform
- Have completed the Signature Clean™ certification program
- Be insured with \$2 Million liability coverage and a \$50,000 janitorial bond
- Understand and comply with OSHA standards



# JAN-PRO TECHNICS™

## The Science of Clean



JAN-PRO is the industry leader in fusing technology into our cleaning processes. Research and development are ongoing to ensure our cleaning teams are incorporating the latest industry advancements to achieve the cleanest, healthiest environment.

### Micro-fiber 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 Micro-fiber system, which virtually eliminates cross-contamination. Using only the red micro fiber cloths in restrooms for disinfecting reduces the spread of germs and harmful bacteria to other areas of your property.

- Micro-fiber 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.
- Micro-fiber is positively charged and literally removes 100% of all dust particles.



### Back Pac Vacuum Technology

Our back pac vacuums have a four-level filtration for exceptionally clean and healthy indoor air quality. 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



### Environmentally Safe Chemicals

JAN-PRO through its alliance partners offers Green Solutions, a colorless, odorless, and environmentally conscious line of cleaning chemicals. Green Solutions are:

- Safe for our owner/operators and your customers
- Highly effective cleaning solutions
- Designed to be environmentally friendly

### Hospital Grade Disinfectants

The objective of our cleaning process is not only to clean well, but also to clean for improved health. All JAN-PRO cleaning teams use hospital grade disinfectants.





Measurable Cleaning. Guaranteed Results.™

**SCHEDULE:**

Day(s) of Week SUN  MON  TU  WED  TH  FRI  SAT

Cleaning Time: anytime between the hours of 10:00 am -2:00 pm

Unit Franchisee Name:

Office Facilities

Weekly

**Entrance Lobbies/Common Areas/Hallways:**

- Vacuum and spot clean carpet in high traffic areas.
- Wipe and polish all metal surfaces within hand reach.
- Empty and clean trash receptacles.
- Dust pictures and clean glass if necessary.
- Vacuum or brush all lobby furniture.
- Clean directory glass, and spot clean lobby glass.
- Clean thresholds.
- Spot clean handrail glass, handrails, doors and walls.
- Dust mop and damp mop all hard surface floors.
- Damp mop tile using neutral cleaner only.

**General Office Areas/Break Room/Town Hall Meeting Room:**

- Vacuum all high-traffic areas.
- Sweep or dust all exposed concrete, vinyl, asphalt, rubber and similar types of flooring. Pick up spillage as needed.
- Damp mop and thoroughly clean vinyl flooring.
- Dust all desks, if cleared.
- Remove all gum and foreign matter in sight.
- Empty and clean all waste receptacles and replace plastic liners. Remove waste material to building trash bin.
- Clean all glass furniture tops.
- Check all high and low ledges, shelves, bookcases, credenzas, file cabinets, tables, pictures, etc., and clean if necessary.
- Disinfect and wash clean all water fountains.

Weekly (cont'd)

**Restrooms:**

- Wash all floors with germicidal disinfectant and remove all spots and stains.
- Wash and polish all mirrors and bright work.
- Wash and wipe dry all plumbing fixtures.
- Wash and disinfect all toilet seats, both sides.
- Scour, wash and disinfect all basins, bowls and urinals.
- Empty paper towel trash receptacles and dispose in building trash receptacle. Replace trash liners.
- Fill soap dispensers and paper towel dispensers.
- Fill toilet tissue, seat covers and sanitary napkin dispensers.
- Empty and clean sanitary napkin disposal receptacles.
- Clean and wash receptacles and dispensers.
- Remove fingerprints and spots from walls.
- Remove all unauthorized marks and writing from walls, partitions, etc.
- Report all maintenance problems to building manager (dripping faucets, broken fixture handles, etc.)
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**NOTE: Masking deodorants will not be used in lieu of disinfectants.**

Weekly (cont'd)

**Store Room/Janitors' Closets:**

- Remove trash from area.
- Maintain an orderly arrangement of all janitorial supplies and paper products in the storage rooms and janitorial closets.
- Maintain an orderly arrangement of all equipment stored in these areas such as mops, buckets, brooms, vacuum cleaners, scrubbers, etc.
- Clean and disinfect service sinks.
- Sweep and damp mop service sink closet floors. Deodorize and disinfect as required.
- Sweep store room floors.

Weekly (cont'd)



Office Facilities (cont'd)

Weekly

**Entrance Lobbies/Common Areas/Hallways:**

- Dust and spot clean walls and baseboards.
- Clean door jambs.

**General Office Areas/Break Room/Town Hall Meeting Room:**

- Disinfect and thoroughly clean all telephones.
- Wipe clean all bright work.
- Thoroughly vacuum and spot clean all carpeted areas wall to wall.
- Remove fingerprints from all painted surfaces near light switches, entrance doors, etc.

**Restrooms:**

- Pour water down floor drains

**Store Rooms/Janitors' Closets:**

- Damp mop all floors in store rooms. Deodorize and disinfect as required.
- High dust all exposed pipes, ducts, ventilating diffusers and grilles.

Monthly

**General Office Areas:**

- Thoroughly hand dust and wipe clean with a chemically treated cloth all furniture, file cabinets, shelves, fixtures, picture frames, and all other high or low dusting areas.
- Dust all baseboards with damp cloth.
- Vacuum or brush all upholstered furniture.
- High dust lighting and ventilating ducts.
- Dust shades/blinds front and back.

**Restrooms:**

- Dust and clean walls. Wash tiled walls and partitions.
- High dust wall, light fixtures and ventilation grilles.

Special Customer Requirements

- Must adhere to office cleaning hours.**
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## **ADDITIONAL SERVICES QUOTED UPON REQUEST**

### **CARPET**

- Spot removal.
- Bonnet cleaning.
- Hot water extraction.
- Mat replacement.

### **HARD SURFACE FLOORS**

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

### **UPHOLSTERY AND WORKSTATIONS**

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

### **WINDOWS**

- Inside and/or outside of exterior windows, other than entry way glass.
- Window coverings.
- Awnings and canopies.

### **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.



**CLEANING CONTRACT AGREEMENT**

This Agreement, dated \_\_\_\_\_, 200\_\_\_\_\_, is made between **JAN-PRO CLEANING SYSTEMS, INC. ("JAN-PRO")** and **Town of Mineral Springs ("CLIENT")**. Both **JAN-PRO** and **Town of Mineral Springs** agree that **JAN-PRO** will begin service on \_\_\_\_\_, 200\_\_\_\_\_, with the following terms and conditions.

1. **Town of Mineral Springs** agrees to contract **JAN-PRO** to perform cleaning services   1   day per week.
2. **JAN-PRO** will provide all chemicals, equipment, labor and supervision. **Town of Mineral Springs** will provide all restroom paper products, hand soap, and can 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 **Town of Mineral Springs** will be announced prior to the start date of service.
4. **JAN-PRO** Franchisee has successfully completed the **JAN-PRO** training program.
5. **Town of Mineral Springs** agrees to verbally notify **JAN-PRO** of any non-performance prior to written notification.
6. **Town of Mineral Springs** 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, Franchisees, or former Franchisees of **JAN-PRO**.
7. This agreement is for a term of one (1) year. The agreement shall be automatically renewable on the anniversary date, with the same terms and conditions, unless either party shall give written notice of termination, at least thirty (30) days prior to said anniversary date. Otherwise, this agreement may be terminated for non-performance only, and the terminating party must give the other party written notice specifying in detail the nature of any defect in performance. The non-terminating party shall have five (5) days to cure, to the reasonable satisfaction of the terminating party. If satisfaction is not achieved at the end of the fifth (5) day, the terminating party shall notify the non-terminating party in writing of failure to cure, and the agreement shall terminate twenty-five (25) days from date of said notice. All written notices must be timely and via certified mail.
8. Terms: Invoices are sent out on the 1<sup>st</sup> of each month, with current payment due by the 15<sup>th</sup> of that month, delinquent by the 10<sup>th</sup> of the following month. A finance charge of 1.5% per month (minimum \$15.00) will be assessed on all delinquent accounts.
9. In addition to any other rights **JAN-PRO** may have, **JAN-PRO** is entitled to all costs of collection, including reasonable attorney fees, paralegal fees, collection agency fees, that **JAN-PRO** incurs to collect any outstanding invoice amount that is past due.
10. **JAN-PRO** annually observes the following federally recognized holidays: New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving, and Christmas.

**Town of Mineral Springs**  
 BY: \_\_\_\_\_  
 TITLE: \_\_\_\_\_

**JAN-PRO of Charlotte**  
 BY: \_\_\_\_\_  
 TITLE: \_\_\_\_\_



**PRICING AGREEMENT**

**CLIENT:** Town of Mineral Springs

**CLEANING LOCATION:** 3506 S. Potter Road  
Monroe, NC 28108

**DESCRIPTION OF CLEANABLE AREA:** Town Hall/Office area

**FREQUENCY:** 1 day per week in accordance with  
Cleaning Schedule specifications

**START DATE:** **TBD**

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**PRICE – Regular Service:** \$195 per month

NOTE: Pricing is valid for 30 days from the proposal date (September 4, 2009) unless specifically extended by Jan-Pro of Charlotte at its sole discretion.

**PAYMENT TERMS:** NET FIFTEEN 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

**OTHER CONDITIONS:**

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

**Town of Mineral Springs**

**JAN-PRO of Charlotte**

By: \_\_\_\_\_

By: \_\_\_\_\_

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

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

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

**CLEAN CAROLINA**  
PROPOSAL FOR SERVICES & ESTIMATE OF PRICE  
P.O. Box 309  
5910 Waxhaw Hwy  
Mineral Springs, NC 28108  
704-243-4435

**Customer:**

Town of Mineral Springs  
PO Box 600  
Mineral Springs, NC 28108  
  
Attn: Vicky Brooks 704-243-0505

**Service Proposed:**

Mineral Springs Town Hall  
3506 S. Potter Rd  
Mineral Springs, NC

This estimate for janitorial services is proposed on an hourly basis at the rate of \$25.00 per man hour, to be billed in 15 minute increments. All labor, cleaning supplies and cleaning equipment are included. Bathroom paper products and hand soaps are available but not included in this proposal. We estimate that a recurring cleaning would take approximately 2.5 man hours, for an estimated dollar amount of \$62.50.

The services to be rendered are

**Bathrooms:**  
Clean and sanitize 2 restrooms:  
Sinks, toilets, urinals, walls, partitions, countertops, mirrors and floors  
Polish bright metal  
Empty trash into outside receptacle and replace liners  
Remove cobwebs

**Kitchen:**  
Clean and sanitize:  
Refrigerator exterior top and sides  
Counters, sinks tables and chairs  
Vacuum carpet

**Offices, Meeting Rooms and Common Areas:**  
Empty trash into outside receptacle and replace liners  
Dust furniture, windowsills and blinds  
Vacuum carpet  
Remove cobwebs  
Spot clean glass as needed

**Miscellaneous:**  
Spot clean all wall light switches and door frames  
Remove trash and cobwebs from entry exterior  
Inspect premises and perform any normal janitorial tasks not covered above

A \$30.00 lockout fee will be charged for appointments which are cancelled within 24 hours of service. A \$10.00 late fee will be applied to all invoices older than 30 days.  
This service proposal is guaranteed for 30 days from the proposed date of 9-2-09.

Authorized Clean Carolina Representative

**Kurt R. Van Horn** \_\_\_\_\_

**Acceptance of Proposal** \_\_\_\_\_ **Date** \_\_\_\_\_