



2/2/2022

Paul Hanebuth
City of Avondale Estates
21 Mo Avondale Plaza
Avondale Estates, GA 30002
phanebuth@avondalestates.org
404-294-5400

Mr. Hanebuth;

Thank you for again inviting **CLEANSTAR** to prepare a Janitorial Services proposal for **The City of Avondale Estates**. Included is detailed info about **CLEANSTAR** and how we will approach servicing and managing that location.

We believe our **Customer First Attitude** has been the primary reason for our continued success. We encourage you to spend a few minutes reviewing the enclosed material for a better understanding of our company and the services we offer. We passionately believe that **relationships** are the key ingredients in partnering with our customers; we view **Avondale Estates** not as a customer only but also a Partner. We greatly appreciate your time and the opportunity to present our information on what sets **CLEANSTAR** apart from the rest.

CLEANSTAR has been providing janitorial services in the metro Atlanta area since 1994 to many different types of facilities. We currently employ over 490 personnel and service over 160 locations. The types and sizes of the locations we serve are diverse in size and scope. We serve Class A office space, restaurants, schools, churches, medical and industrial facilities; from 1000 square feet in cleanable space to over 1M square feet. **CLEANSTAR** currently services over 25.7 million square feet of which approximately 3.5 million square feet reside in the Marietta area.

CLEANSTAR has a very strong management infrastructure. Mike Miller is our Operations Director. Mike came to us with an extensive background in building maintenance with **over 30 years with ServiceMaster®**. Mike was in charge of national accounts and had overseen some of the largest facilities in the U.S. In addition to Mike, I will be serving as Project Manager. My experience spans over 28 years of management in Corporate America as well a professional certification in Commercial Project Management from Stevens Institute of Technology. Jonathan Omigie who will serve as the Quality Inspector and Operations Manager for your facilities has over 20 years of commercial cleaning experience in large infrastructures.

CLEANSTAR is active in the development of its personnel. Initially at hire our Management and Supervisory personnel come on board with at least 5-10 years of not only industry experience but management experience as well. The different levels of structure as well as progression in our Company, is comprised of Supervisors, Quality Inspectors, Area Managers, Operations Managers and Project Managers who directly report to the CEO. Performance based compensation directly relates to Client satisfaction and retention.

CLEANSTAR adheres to federal and state labor laws and is registered with **E-Verify**. **E-Verify** is an internet-based, free program run by the Department of Homeland Security that compares information from an employee's Employment Eligibility Verification Form I-9 to data from U.S. government records. We will be happy to forward background checks data for all personnel designated for assignment on your facilities and grounds.

CLEANSTAR self performs all of its work and does not subcontract any of its services.

CLEANSTAR does background checks on every single employee, utilizing powerful information provided by Microbilt Corp, the leader in risk management information. Employees must pass drug screens and then placed in our video and on-site training program. We recruit heavily from employee referrals as well as standard job boards. Our pay rates are higher than industry standards, which in turn reflects and we in turn expect, and produce higher standards of quality and world class service.

CLEANSTAR practices green cleaning methods using a unique patented stabilized hydrogen peroxide formula that creates a deeper clean and leaves behind no residue. All our products are green seal certified.

I hope you find this information helpful during your review. Thank you for your time and we look forward to a long and mutually beneficial relationship.

Please contact me with any questions and/or concerns.

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Respectfully,

Richard Blair
Sales Vice President
(770) 425-6797
(678) 613-6181 cell
richard@cleanstarnational.com



Important facts about  services

Training

We require that all new staff members complete a comprehensive training program during which they master the latest cleaning techniques using state-of-the-art products and equipment, as well as value our corporate philosophy.

Quality Control

Our Quality Assurance personnel will perform daytime inspections of your facility to ensure that our personnel are performing services to your satisfaction. This practice helps maintain our high standards and encourages feedback from our customers.

Cleaning Schedules

All cleaning operations are generally performed after business hours and on weekends; however, we can accommodate your daytime cleaning needs as well.

All initial or special cleanings are arranged to meet your scheduling requirements.

Communications

Office Support: Our office staff is available to assist with any needs you may have and we are available 24/7 should an afterhours service request be needed.

Mobile Phones: Our key personnel all have mobile phones and are accessible 24 hours a day should emergency situations arise, or if you need to make a special request.

Email & Log Book: You can also communicate any questions, concerns or comments via email to our office staff or note it in the on-site communication log book.

Insurance

CLEANSTAR is insured with a \$5,000,000 umbrella policy, \$2,000,000 liability coverage and fidelity bond for up to \$50,000.



is right on target

The Problem: Lack of Professionalism in Commercial Cleaning

Recurring problems in this industry include:

1. Inconsistent service and untrained workers.
2. No supervision to ensure quality.
3. No contact person for service requests.
4. Lack of management concern for customer satisfaction.
5. Account cancellations due to poor quality of services.

The Solution you'll appreciate

CLEANSTAR follows a concept where highly trained personnel, quality cleaning methods and dependable supervision comes together to form a successful commercial cleaning program that works for both our client and staff.

Resources

We have invested in a comprehensive training program and support system. We have developed quality control systems, customer relation services, and billing and collection services.

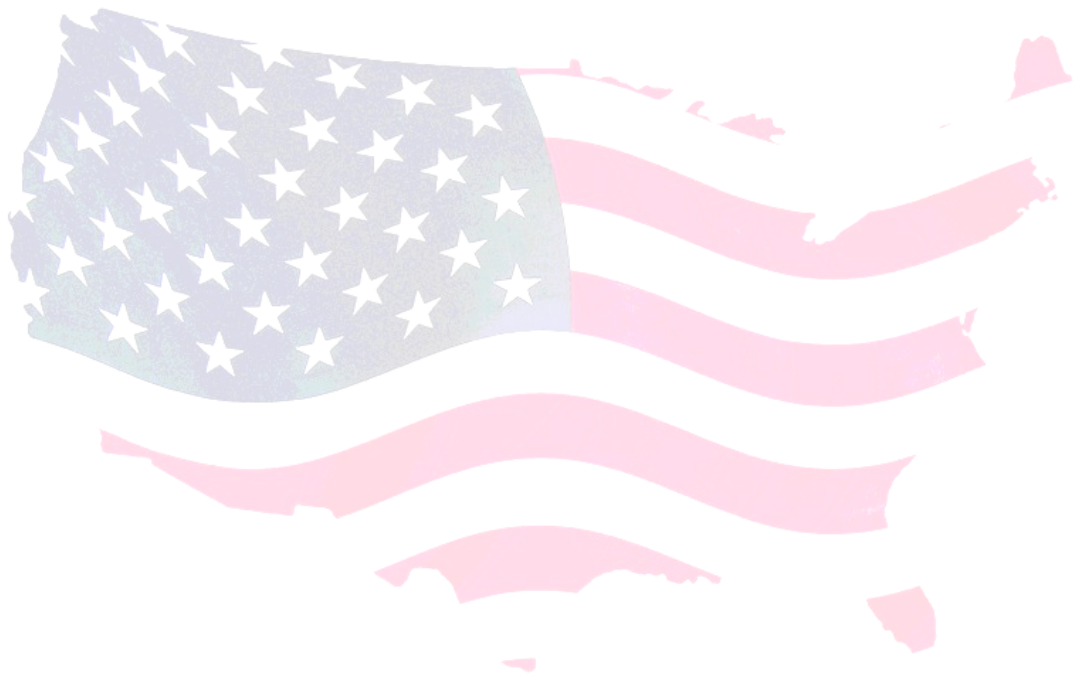
Commercial Cleaning Professionals

Our personnel recognize the need for proper training and gladly accept the requirements we demand as a condition of employment with the **CLEANSTAR** organization. They are excited to learn the latest cleaning techniques, proper equipment usage and effective customer relations skills.

These self-motivated individuals are true cleaning professionals that plan to make careers of the commercial cleaning business. Our professionals enjoy the highest pay structure in the industry, and along with benefits, they can elect to participate in the Company's health care program. Invoices could be higher if assigned personnel elects to participate.

The CLEANSTAR Promise

We will provide you with - **the best quality cleaning service at the most reasonable price.**





Additional information of a general nature

SECURITY PROVISIONS

CLEANSTAR personnel will comply with all protective system procedures and other restrictive regulations existing in your building(s). It shall be mutually understood and agreed that no person, other than authorized **CLEANSTAR** personnel, will be permitted to enter your premises during the period our Company is performing services. Persons in your employ, authorized to be in the building, will have their own means of entry without involving **CLEANSTAR** personnel. Keys to your building, when placed in our custody, will be accounted for at all times. With your consent, we may retain duplicate keys for emergency and supervisory requirements.

CONTRACT FLEXIBILITY AND ADDITIONAL SERVICES

In the event you require or request that we perform services, in addition to or different from the services specified in the contract, we bill for those services an amount which is mutually agreed upon prior to performance of those services. It is the intent that your premises shall always be maintained to your complete satisfaction, and if you have minor requests beyond the specifications, will look to accommodate these as part of the agreement provided. **CLEANSTAR** accepts full responsibility to efficiently execute all service specifications and provide you with the highest level of cleaning services available.

INSURANCE AND SURETY BOND

All **CLEANSTAR** personnel are bonded to protect our customers as well as ourselves. In addition, we carry complete Public Liability and Property Damage Insurance. We comply with the laws protecting our personnel under Workman's Compensation Insurance. Certificates of all required insurance coverage shall be provided upon request.



<p>AT&T Georgia Susan Humbar (864) 505-5940 susanhumbar@kimcoserv.com</p>	<p>Moore, Ingram, Johnson & Steele, LLP. Matt Sparger (770) 429-1499 mdsparger@mijs.com</p>
<p>Mt. Pisgah Christian School Sam Lewis (678) 336-3135 slewis@mountpisgahschool.org</p>	<p>Digestive Health Care Lisa Root (706) 253-7343 X1018 lroot@digestivehealthcare.net</p>
<p>Panduit Manufacturing Joey Jennings (770) 889-1800 ext. 7369 jrj@panduit.com</p>	<p>Hill Phoenix Mark Warman (470) 725-0658 mwarman@doverfoodretail.com</p>
<p>Watkins Industries Ann Fowler (404) 920-5036 fowlera@watkinsind.com</p>	<p>STO Corp Cindy Churchill (678) 553-3247 cchurci@stocorp.com</p>
<p>Dunwoody UMC Libby Lamelas (678) 230-2057 Libby.lamelas@dunwoodyumc.org</p>	<p>Piedmont Park Mark Nelson (404) 604-5148 mnelson@piedmontpark.org</p>
<p>North Cobb Christian School Jeremy Hawkins (770) 975-0252 ext 520 jhawkins@ncchristian.org</p>	<p>Ga. Dept of Public Health David Thornton (404) 327-6801 David.thornton@dph.ga.gov</p>
<p>Atlanta Humane Society Deanie Haynes (678) 596-8196 michelle.patterson@ndohs.org</p>	<p>Atlanta Hawks Claudell Henderson (678) 775-9336</p>



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CLEANING SERVICE FEE

The monthly rate for cleaning services as specified in this proposal is for:

Scope of Work to include:

**Nightly Janitorial Service
\$1685.00 per month for 1X day a week**

**Initial Clean - \$300.00
(One-time only)**

TERMS AND CONDITIONS

Monthly invoices are issued the fifteenth of each month for the following months service. Payment is due and payable within (30) days of the invoice date. A late fee of 5 % will be assessed if not paid within 30 days of invoice date. There will also be an additional fee assessed, at the prevailing bank rate of approximately 29.9 %, for checks returned for any reason.

Please give us a reasonable notice in advance of your required start date so that we may arrange our work schedule to suit your needs.

To initiate your service, under the terms of this proposal, simply initial below and complete page 8; fill in the Starting Date, Signed By (Customer) and Date. Then remove pages 6-8 from the proposal package and fax or mail these pages to **CLEANSTAR** at the address or fax number listed in the footer of this proposal. **In addition, please contact our office as soon as possible to schedule your cleaning service program kick-off meeting.**

Initials



Cleaning Contractual Agreement

The Undersigned hereby accepts the terms of the proposal of **CLEANSTAR** to supply Janitorial services for our premises at:

Address: 21 N Avondale Plaza & 166 Locust St. Avondale Estates, GA 30002

Upon the following terms:

1. **CLEANSTAR** 's service charge will be as stated on previous page. The routine services will be performed as specified in the Scope of Work. Please initial cleaning service fee page.
2. **CLEANSTAR** will provide all janitorial services specified in the Scope of Work in a satisfactory manner. **CLEANSTAR** will provide all janitorial tools.
3. All **CLEANSTAR** service personnel have successfully completed our comprehensive training program.
4. Customer shall agree that persons in our employ and / or subcontractors may not be solicited for employment by your organization without our written consent.
5. This agreement is for one 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 thirty (30) days to cure, to the reasonable satisfaction of the terminating party. If satisfaction is not achieved at the end of the thirtieth (30) day, the terminating party shall notify the non-terminating party in writing of failure to cure, and the agreement shall terminate thirty (30) days from date from said notice. All written notices must be timely and via certified mail.

Initials



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6. The service fee will be in effect for 1 year or until changes in the original specifications of the premises take place. In the event of such changes, the company will re-negotiate the service fee as listed herein.

7. Annual Inflation Adjustment: At the end of each year of this Agreement, the Service Fees shall be increased by an amount equal to the percentage obtained from Consumer Price Index for All Urban Consumers: U.S. City Average, All Items, for the most recently published twelve (12) month period, as published by the U.S. Department of Labor, Bureau of Labor Statistics. Should the applicable inflation rate over the most recently published twelve (12) month period decrease, the Service Fees shall not change from the previous year.

8. CLEANSTAR shall bill the customer monthly and customer agrees to pay the amount that is due and owing under the terms of this contract within thirty (30) days of billing date. Late payments will incur service and finance charges.

9. In the event of default on payment due, customer agrees to pay such additional sum as the Court may adjudge reasonable as Attorney's fees, collection fees, and all court costs.

10. Payment for services rendered is non-negotiable. Should a problem arise, we will make every attempt to correct the problem.

Billing Information :

All invoices should be emailed to:

_____ Or

Mailed to _____

Billing phone number and contact name:

On behalf of



Signed By _____

Richard Blair

On behalf of:

Signed By _____

Date _____

Starting Date

