

The background of the cover features a dark, abstract design. It consists of numerous thin, parallel lines in shades of blue and white that radiate from a point on the left side, creating a sense of depth and movement. The lines are more densely packed on the left and become more sparse as they extend towards the right. The overall color palette is dominated by dark blues, blacks, and bright blues.

# STRATEGIC

JANITORIAL SOLUTIONS

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COMMERCIAL CLEANING SERVICES PROPOSAL

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• Dallas • Houston • Oklahoma City •  
P.972.789.9400 F. 972.789.9399 [www.StrategicJanitorial.com](http://www.StrategicJanitorial.com)

February 14, 2020

Mike White  
City of Norman- Public Works Fleet Division  
1301 Da Vinci  
Norman, OK 73069-6560

**RE: Janitorial Services for City of Norman- Public Works Fleet Division**

Dear Mike,

The enclosed is a proposal for janitorial services 5 X per Week for **City of Norman- Public Works Fleet Division** in Norman, OK.

In order to better serve **City of Norman- Public Works Fleet Division** this proposal is submitted with the intention of designing a strategic partnership based on the scope of services requested and required along with Strategic Janitorial Solutions' ability to meet and exceed the requested requirements. Strategic Janitorial is committed to providing a winning combination of high quality service and cleanliness at an affordable monthly fee.

Please review the proposal and let me know if you have any questions or concerns regarding the proposal.

Sincerely,

Eric Porter

**Strategic Janitorial Solutions**

# STRATEGIC

## JANITORIAL SOLUTIONS

### Capabilities and Methodology

Our company incorporates innovative quality assurance programs, management/staffing plans, sustainability, cost containment programs, and transition management plans. Our quality control program involves real-time measurement and assessment of these key performance indicators. The significant trends are analyzed to set and surpass the benchmark to improve daily performance. Strategic is uniquely positioned to deliver our clients the desired cost and quality solutions as part of our Strategic Partnership.

Our Strategic approach includes the following advantages:

#### **Quality Assurance Program / Performance Management**

- Strategic believes quality control begins with training ALL staff on best cleaning practices, restroom cleaning, floor maintenance, and customer service.
- Strategic will work with **City of Norman- Public Works Fleet Division** to customize a program to track and analyze standardized performance metrics for our operations, demonstrating continuous improvement in our deliverables, and providing transparency over our service performance and delivery.
- Strategic uses a proactive approach by providing multilayer of checks and balances during the inspection process. Quality Control inspections are done by the account manager or supervisor monthly. In addition the Regional office evaluates your satisfaction from month to month. You are provided with a log book to communicate with the crew on a nightly basis. There is also a survey for the client in the logbook that is reviewed by upper management as needed. In addition they can use one of other many forms of communication such as creating a work order, calling, or emailing. The point on contact is on call 24/7.
- Strategic collects, analyzes, and interprets the data to create a report indicating performance trends and indicators that can be improved upon.

#### **Transition Management Plan**

- Strategic will meet with your staff and provide a detailed transition plan to ensure zero impact to the **City of Norman- Public Works Fleet Division** properties.
- Strategic will dedicate a transition team, each with a dedicated function adhering to the outlined plan.
- Strategic has been very successful on delivering a seamless initiation of services within a wide variety of facility environments.



# STRATEGIC

## JANITORIAL SOLUTIONS

### Communication

During the Transitional Operational meeting with you and your staff we establish your preferred lines of communication and the delivery of any necessary performance reporting.

## THE STRATEGIC DIFFERENCE

### 1. A PRIMARY POINT OF CONTACT

At Strategic Janitorial Solutions you have will have a main point of contact at your facility that's sole vested interest is your special cleaning needs. Your POC is backed by years of experience and expertise of the Strategic Regional and Corporate offices.

### 2. 24 HOUR EMERGENCY CONTACT

Our Strategic partners are always just a phone call away from our assistance in case of an emergency. Should our office be closed, we provide a list of immediate contacts

Strategic Janitorial Solutions encompasses the following forms of communication and interchanging data. Our managers are equipped the latest technology such as smart phones, tablets, and laptops. Additional advantages include

- Communication log book
- Hard copy and online inspection reports
- Time Tracking of Employees
- Client Surveys
- Communication

If necessary industry specific internet based software application is used upon notification of bid award Strategic immediately begins creating the Transition Plan. During the transition, the account manager, or supervisor along with other members of the transition team meet to go over the scope of work, staffing, equipment, and safety. Once the team is well versed on the account details we schedule an operational meeting with you to confirm transition plan of action.





**City of Norman- Public Works Fleet Division**  
**1301 Da Vinci**  
**Norman, OK 73069-6560**

**DATE: February 14, 2020**  
**PREPARED BY: Eric Porter**  
**PHONE: (972)789-9400**  
**FAX: (972)789-9399**  
**E-MAIL: eporter@strategicjanitorial.com**

[illegible]



The Undersigned, **City of Norman- Public Works Fleet Division**, herein known as ("Client") accepts the proposal of **Strategic Janitorial Solutions ("STRATEGIC")**, to provide Janitorial Services for the premises located at:

**City of Norman- Public Works Fleet Division**  
**1301 Da Vinci**  
**Norman, OK 73069-6560**

**Terms:**

**STRATEGIC's monthly service charge is \$4,200.00 plus tax if applicable to clean Operated Fleet Vehicles 5 X per Week per cleaning schedule:**

1. All janitorial services will be performed nightly as listed and scheduled per this Agreement with the exception of the following legal holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. There will be no rebate of the monthly charge for a holiday.
2. **STRATEGIC** will supply all labor, equipment and cleaning chemicals necessary to fulfill the terms of this Agreement.
3. **STRATEGIC** will perform all tasks required of **STRATEGIC** under the terms of this Agreement, unless circumstances caused by an act of God, strike, war, or other conditions beyond the control of **STRATEGIC** occur that prevent scheduled tasks from being completed in a safe and proper manner.
4. **CLIENT** shall supply bin liners, hand soap, hand towels, and toilet tissue at **CLIENT'S** sole expense. **STRATEGIC** will supply cleaning chemicals necessary to fulfill the terms of this Agreement at **STRATEGIC'S** sole expense.
5. **CLIENT** agrees **STRATEGIC** is an independent contractor.
6. Any requests by **CLIENT** for modifications to specifications, areas serviced within the Premises, or other modifications to this Agreement must be submitted to **STRATEGIC** in writing, and will only be enforceable if agreed to in a separate written instrument signed by both parties to this Agreement. The amount to be paid by the **CLIENT** under the terms of this Agreement may be increased or decreased as the size of the areas being serviced increase or decrease, or the level or frequency of services required change. Any revision to this Agreement affecting the level or type of services provided or the amount to be paid by the **CLIENT**, must first be approved in writing and by written signature from both parties.
7. **CLIENT** shall be responsible for an early termination fee equal to three (3) times the monthly charge in the event of premature cancellation of services or material breach of contract by **CLIENT**; this sum shall not constitute a penalty but rather an estimation of actual damages incurred by **STRATEGIC** as a result of such cancellation or breach.
8. The term of this Agreement shall be for twelve (12) months beginning on the date services are to start, as indicated next to **CLIENT'S** signature below, and shall automatically renew for an additional twelve (12) month period upon each anniversary date unless either party shall notify the other party in writing at least forty five days (45) before the anniversary date of its election not to renew for the additional twelve (12) month period. In the event of such nonrenewal, this Agreement shall expire on the anniversary date of the then current twelve (12) month period, subject to Section 13 below. If a party to this Agreement fails to perform according to its obligations hereunder ("the non-performing"), the party claiming non-performance ("the claiming party") may send the non-performing party written notice by certified mail, addressed to such party at the address set forth in this Agreement specifying and listing the precise manner of non-performance. Such notice shall provide that the non-performing party will have fifteen (15) days from receipt of the notice to cure or correct the items of non-performance. If such notice of non-performance is delivered and the items have not been corrected or cured within such fifteen (15) day period, the claiming party may terminate this Agreement by sending the non-performing party a thirty (30) day notice of termination in writing, via certified mail return receipt requested, and this Agreement shall terminate, subject to Section 13 below, at the end of such thirty (30) day period. **CLIENT acknowledges that certified mail** must be used to deliver any notice of deficiencies and/or termination. Notification not in absolute compliance with the aforementioned method of communication shall not be recognized as valid notification of deficiency or termination.





9. **CLIENT** agrees to meet with **STRATEGIC** at the Premises should deficiencies arise and work with **STRATEGIC** in good faith to permit **STRATEGIC** to correct such deficiencies.
10. **CLIENT** acknowledges that **STRATEGIC** cleaning crews are not authorized to negotiate on behalf of **STRATEGIC**, or make any modifications to this Agreement. Only an authorized representative of **STRATEGIC** shall have the authority to negotiate and agree to any modifications to this Agreement.
11. The start date for services to begin shall be as set forth below next to **CLIENT'S** signature. **STRATEGIC** shall invoice in advance for monthly services of which payment is due thirty (30) days from invoice date (NET 30). Payments over ten (10) days late may, at **STRATEGIC** sole discretion incur a service fee equal to five percent (5%) of the past due amount and finance charges equal to attorney's fees and costs for collection.
12. During the term of this Agreement or in the event of termination for any reason, **CLIENT** shall not solicit employment of any **STRATEGIC** employees, subcontractors, or other authorized representatives of **STRATEGIC** for a period of eighteen (18) months.
13. **CLIENT** agrees that **STRATEGIC** may publicly disclose that we are providing services to **CLIENT** and may use the name and logo to identify you as our customer in promotional materials, including press releases. **STRATEGIC** will not use **CLIENTS** name or logo in a manner that suggests an endorsement or affiliation.
14. The laws of the state where the facility is located shall govern this Agreement. This Agreement, including any riders attached hereto, constitute the complete understanding of the parties and merge and supersede any and all other discussions, agreements and undertakings, either oral or written, between the parties with respect to the subject matter hereof. This Agreement may be executed in one or more counterparts, each of which together shall constitute one and the same instrument

**City of Norman- Public Works Fleet Division**

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

**Strategic Janitorial Solutions**

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: Eric Porter

Start Date: \_\_\_\_\_ Walk Thru Date: \_\_\_\_\_

# STRATEGIC

## JANITORIAL SOLUTIONS

Dallas | Houston | Oklahoma City

**Eric Porter**

*Vice President Sales & Operations*

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# STRATEGIC

## JANITORIAL SOLUTIONS

Dallas | Houston | Oklahoma City

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*Operations Assistant*

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# STRATEGIC

## JANITORIAL SOLUTIONS

Dallas | Houston | Oklahoma City

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# STRATEGIC

## JANITORIAL SOLUTIONS

### COMMERCIAL CLEANING



Our clients who have experienced our **noticeable difference** include (but are not limited to) the following types of businesses:

- Banks
- Child Care Facilities
- Dentist / Doctor Offices
- Education Facility (K-12)
- Energy Facilities
- Entertainment Facilities  
(Bowling, Golf, Gaming facilities)
- Manufacturing
- Retail Stores
- Religious Facilities
- Non Profit Facilities

Our quick response time to our customer's requests or concerns is imperative to our success.

**Make the Right choice...**

Call **STRATEGIC JANITORIAL SOLUTIONS** for all your commercial cleaning needs.

**24/7...we are just a phone call away.**



Dallas Office  
972-789-9400

Houston Office  
713-877-1200

Oklahoma City  
405-720-9900