



MAYFIELD  
VILLAGE

MAYOR BRENDA T. BODNAR  
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**MEMORANDUM**

**TO:** Council President Schutt and Members of Council  
**FROM:** Diane Wolgamuth, Director of Administration  
**DATE:** May 31, 2024  
**RE:** **Cleaning Services at the Civic Center and Community Room**

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Dear Council President Schutt and Members of Council,

In June of 2019, the Village entered into two separate agreements with Camco Cleaning to provide janitorial services at the Civic Center and the Community Room. The agreements included a two-year extension option and the Village exercised that option, extending the agreements through June of 2024. The current monthly cleaning cost is \$1,536.90 per facility.

Over the past several months, I have worked with Lisa Lesner and Frank Agh from the Service Department to seek proposals from local cleaning companies, including Camco, so that the Village could enter into new cleaning agreements prior to the expiration of the current agreements. Attached is a summary of the proposals received.

After interviewing each of the companies and walking them through the facilities, Lisa, Frank and I agreed that Integrity Cleaning Group was our top choice and, after speaking with Mayor Bodnar and Department Heads, we all agreed that we were more comfortable with the owner-based model that employs, rather than subcontracts, its employees. Integrity is a small, owner-based, company located on Alpha Drive in Highland Heights. Integrity's quote is \$1,727.92 per month to clean the Civic Center (3 days per week) and \$1,889.11 per month to clean the Community Room (7 days per week). This cost is slightly higher than our current cleaning company's proposal, but includes all cleaning agents and disinfectants, which the Village currently purchases separately. Integrity also brings in all its own equipment—mops, buckets, rags, vacuums, etc. Attached are copies of Integrity's proposals for each building.

Integrity proposes a one-year agreement with an auto renewal each year and the ability for either party to terminate the agreement with sixty (60) days' notice. If Council agrees with our recommendation, we will have the agreement and legislation ready for Council's approval at the June 17<sup>th</sup> meeting. I look forward to discussing this matter further with Council and answering any questions you might have. Thank you.

cc: Mayor Brenda T. Bodnar  
Department Heads

## CLEANING QUOTES RECEIVED 2024

Company	Civic Center/3 days week Monthly Charge	Community Room/7 days week Monthly Charge	Notes
Anago	\$1,444.00	\$1,729.00	<ul style="list-style-type: none"> <li>• Franchise-based</li> <li>• 3-yr agreement with auto 1-year renewal</li> <li>• Cleaning agents and disinfectants included</li> <li>• Color-coded microfiber rags</li> </ul>
Camco (Current)	\$1,721.33	\$1,721.33	<ul style="list-style-type: none"> <li>• Owner-based</li> <li>• 3-yr agreement with two 1-year options</li> <li>• No cleaning supplies included – all provided by MV</li> </ul>
Coverall	\$2,400.00	\$1,927.00	<ul style="list-style-type: none"> <li>• Franchise-based</li> <li>• 1-yr agreement (unclear if options)</li> <li>• Cleaning agents and disinfectants included</li> <li>• Color-coded microfiber rags</li> </ul>
Integrity	\$1,727.92	\$1,889.11	<ul style="list-style-type: none"> <li>• Owner-based</li> <li>• 1-yr agreement with auto renewal</li> <li>• Cleaning agents and disinfectants included</li> <li>• Employees always wear uniforms</li> <li>• Monthly reporting</li> </ul>
JanPro	\$1,455.00	\$2,930.00	<ul style="list-style-type: none"> <li>• Franchise-based</li> <li>• 1-yr agreement with auto renewal at 3% increase</li> <li>• Cleaning agents and disinfectants included</li> <li>• Can request that staff wear uniforms and/or badges</li> <li>• If costs increase by 3% or more, monthly fee may be increased</li> </ul>
Quality Choice	\$2,376.00	\$3,136.00	<ul style="list-style-type: none"> <li>• Owner-based</li> <li>• 1-yr agreement with auto renewal</li> <li>• Cleaning agents and disinfectants included</li> </ul>

\*\*All quotes provide that MV will supply toilet paper, paper towels, trashcan liners and hand soap.

# Professional Janitorial Service Proposal

Prepared for:

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## The Mayfield Village

Job Site:

### The Mayfield Village Civic Center

6622 Wilson Mills Road  
Mayfield Village, OH 44143

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Submitted By:

### Integrity Cleaning Group LLC

675 Alpha Drive, Suite G  
Highland Heights, OHIO 44143

Beary Frierson

Owner

(440) 598-5815

integritycleaninggroup85@gmail.com



May 22, 2024

Integrity Cleaning Group LLC  
675 Alpha Drive, Suite G  
Highland Heights, OHIO 44143



May 22, 2024

Diane Wolgamuth  
The Mayfield Village  
6622 Wilson Mills Road  
Mayfield Village, Ohio 44143

Dear Diane ,

Subject: Janitorial Service Proposal - The Mayfield Village Civic Center, 6622 Wilson Mills Road, Mayfield Village, OH 44143

Thank you for allowing Integrity Cleaning Group LLC to prepare a professional cleaning service proposal for your consideration. We know it takes considerable time and effort to show any potential contractor your facility, and to provide them with the necessary information. *So again, thanks!*

Here are a few important highlights:

**Before we start...** All of our cleaners are thoroughly trained on how to perform each cleaning task, as well as on important safety issues. Our goal is to clean each customer's facility professionally and safely.

**During the start...** We know a seamless, no-hassle start-up is important to every customer. So at Integrity Cleaning Group LLC, we combine up-front preparation and training with strong management and direction to ensure a smooth, successful startup.

**After the start...** A systematic approach to keep your building looking good! At Integrity Cleaning Group LLC, we offer strong management and quality control to plan for, and not lose track of, the many necessary cleaning details.

We look forward to the opportunity of becoming a trusted and valued partner in improving and maintaining the appearance of your building. Please call if you have any questions, or need additional information as you review our proposal.

Sincerely,

Beary Frierson  
Owner  
Integrity Cleaning Group LLC

# The Mayfield Village Civic Center

## **Professional Janitorial Service Proposal**

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### **General**

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Integrity Cleaning Group LLC agrees to provide all labor, supervision, material, and equipment necessary to assure performance of specified cleaning service for the customer. This shall include all services described in the written specifications attached. Integrity Cleaning Group LLC agrees to furnish such cleaning service for a period of one year, the dates yet to be agreed upon.

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### **Compensation**

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3 days per week Professional Cleaning Service Program: **\$1,727.92/mo.**

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### **Special Services**

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Carpet cleaning is available - Price quoted upon request.

Waxable hard surface floors can be stripped and refinished or scrubbed and re-waxed - Price quoted upon request.

Exterior windows can be cleaned - Price quoted upon request.

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### **Service Schedule**

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Cleaning service operations described in this comprehensive program will be performed 3 days per week.

The cleaning crew will observe holidays observed by the customer. Integrity Cleaning Group LLC is prepared to adapt this work schedule to coincide with the needs and requests of the customer provided that such requests do not alter the cost of operations.

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### **Invoicing**

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All invoicing will be itemized according to monthly work or for special tasks. Invoicing will be on the 1st of each month. Payment policy is net 30 days.

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### **Supervision**

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Adequate personnel and supervision will be furnished to ensure quality service.

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### **Supplies**

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The customer will furnish all consumable products inclusive of but not limited to: toilet tissue, towels, trash liners and hand soap. If desired, Integrity Cleaning Group LLC can provide these products and invoice them separately.

Integrity Cleaning Group LLC will furnish all cleaning supplies inclusive of but not limited to: cleaning agents, disinfectants, etc.

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### **Equipment**

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Integrity Cleaning Group LLC will furnish and maintain all necessary cleaning equipment inclusive of but not limited to: floor machines, buffers, carpet extractor, vacuums, maid carts, mop buckets, wringers, mops and brooms. The customer agrees to provide a secure space for storage of this equipment, as may be necessary.

Integrity Cleaning Group LLC will comply with current OSHA regulations and proven procedures pertaining to all work performed at the customer's location.

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### **Insurance**

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Integrity Cleaning Group LLC will furnish all forms of insurance required by law and shall maintain the same in force.

- Comprehensive General Liability
- Property Damage
- Workers' Compensation
- Expense, errors and omissions

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### **Employee Status**

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Personnel supplied by Integrity Cleaning Group LLC are deemed employees of Integrity Cleaning Group LLC and will not for any purpose be considered employees or agents of the customer.

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### **Equal Opportunity Employer**

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Integrity Cleaning Group LLC is an equal opportunity employer. All necessary employment forms will be maintained by our office as required by law.

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### **Our Philosophy**

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Integrity Cleaning Group LLC is committed to providing quality janitorial services that deliver the highest levels of customer satisfaction.

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### **Term**

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The term of this agreement shall be for a period of one (1) year and shall automatically renew for additional one (1) year periods on the anniversary date of this agreement.

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### **Cancellation**

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The Parties agree that either the village or the company may terminate this Agreement with sixty (60) days written notice to the other.

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### **Agreement**

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This Agreement ("this Agreement") is made and entered into as of \_\_\_\_\_, 20\_\_\_\_, by and between Integrity Cleaning Group LLC, with its principal place of business located at 675 Alpha Drive, Suite G, Highland Heights, OHIO 44143 and The Mayfield Village with its principal place of business located at 6622 Wilson Mills Road, Mayfield Village, Ohio 44143.

NOW, THEREFORE, in consideration of the mutual promises and benefits to be derived by the parties they mutually agree to the terms and conditions as outlined above in this Agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement effective as of the date and year first written above.

Integrity Cleaning Group LLC

The Mayfield Village

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

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

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

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

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

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

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

What it *REALLY* takes to get and keep your building clean...

## Work **LOAD**-ing

The Calculated Time to Properly Clean Your Building

Selecting Customized Schedule of Tasks... *for YOUR Building!*



- detail vacuuming
- detail dusting using microfiber cloth
- emptying trash receptacle/replace liner

Using Industry Specific Production Rates... *for THOSE Tasks!*



- detail vacuuming carpeted areas; minutes/area
- detail dusting high & low areas; minutes/area
- emptying trash/replace liner; minutes/area

Identifying and Adjusting... *for KEY Factors!*



- overall size and dimensions by area
- floor type (i.e. carpet, tile) and difficulty
- frequency (i.e. 3x per week, 5 times per week)

### Result

Get your money's worth EVERY week - using cleaners trained to clean for the scheduled amount of time, each visit



# The Mayfield Village Civic Center

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## Job Specifications

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### Entrances

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<u>Task Description</u>	<u>Service Days</u>
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	1 day/wk.
Dust Mop Hard Surface Floors	3 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	3 days/wk.
Clean Both Sides Of Door Glass And Wipe Frames	1 day/wk.
Spot Clean Entrance Glass	2 days/wk.
Vacuum Walk-Off Mats	3 days/wk.

### Lobbies

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<u>Task Description</u>	<u>Service Days</u>
Dust All Horizontal Surfaces Within Normal Reach	2 days/wk.
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	1 day/wk.
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	3 days/wk.
Vacuum Or Brush Upholstered Furniture	Monthly
Clean And Sanitize Telephones	Monthly
Arrange Furniture	3 days/wk.
Empty And Remove Trash, Replace Liner If Needed	3 days/wk.
Spot Vacuum All Carpet	3 days/wk.
Spot Clean Carpet, i.e. Spills	3 days/wk.
Detail Vacuum All Carpet	3 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	3 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	3 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	3 days/wk.
Vacuum Walk-Off Mats	3 days/wk.

### Conference Rooms

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<u>Task Description</u>	<u>Service Days</u>
Dust All Horizontal Surfaces Within Normal Reach	2 days/wk.
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	1 day/wk.
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	3 days/wk.

Vacuum Or Brush Upholstered Furniture	Monthly
Clean And Sanitize Telephones	1 day/wk.
Arrange Furniture	3 days/wk.
Empty And Remove Trash, Replace Liner If Needed	3 days/wk.
Spot Vacuum All Carpet	3 days/wk.
Spot Clean Carpet, i.e. Spills	3 days/wk.
Detail Vacuum All Carpet	3 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	3 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	3 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	3 days/wk.

## Offices

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<u>Task Description</u>	<u>Service Days</u>
Dust All Horizontal Surfaces Within Normal Reach	3 days/wk.
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	3 days/wk.
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	3 days/wk.
Vacuum Or Brush Upholstered Furniture	Monthly
Clean And Sanitize Telephones	Monthly
Empty And Remove Trash, Replace Liner If Needed	3 days/wk.
Spot Vacuum All Carpet	3 days/wk.
Spot Clean Carpet, i.e. Spills	3 days/wk.
Detail Vacuum All Carpet	3 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	3 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	3 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	3 days/wk.
Dust blinds, baseboards, windowsills and tops of door frames. Wipe down telephones.	Monthly

## Hallways

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<u>Task Description</u>	<u>Service Days</u>
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	1 day/wk.
Spot Vacuum All Carpet	3 days/wk.
Spot Clean Carpet, i.e. Spills	3 days/wk.
Detail Vacuum All Carpet	3 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	3 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	3 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	3 days/wk.

Clean And Polish Drinking Fountains

3 days/wk.

## Restrooms

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### Task Description

### Service Days

Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And Mop Floor Using Appropriate Cleaner

3 days/wk.

## Lunchrooms

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### Task Description

### Service Days

Detail Dust - High And Low Areas

Monthly

Spot Clean Vending Machines, Walls And Light Switches

3 days/wk.

Arrange Furniture

3 days/wk.

Spot Vacuum All Carpet

3 days/wk.

Spot Clean Carpet, i.e. Spills

3 days/wk.

Detail Vacuum All Carpet

3 days/wk.

Detail Vacuum - Corners And Edges

Monthly

Dust Mop Hard Surface Floors

3 days/wk.

Damp Mop Hard Surface Floors- Use Appropriate Cleaner

3 days/wk.

Damp Wipe All Lunchroom Tables

3 days/wk.

Damp Wipe Eating Area Chairs

3 days/wk.

Damp Wipe Countertops Using Appropriate Cleaner

3 days/wk.

Clean Sinks Using Appropriate Cleaner

3 days/wk.

Clean Coffee Machine/Station

3 days/wk.

Vacuum Walk-Off Mats

3 days/wk.

Damp Clean Interior And Exterior Of Microwave

3 days/wk.

Empty And Remove Trash

3 days/wk.

Clean Refrigerator, Empty Contents If Requested

Monthly

## Utility Rooms

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### Task Description

### Service Days

Detail Dust - High And Low Areas

Monthly

Spot Clean All Walls, Light Switches And Doors

1 day/wk.

Spot Vacuum All Carpet

1 day/wk.

Sweep Hard Surface Floors

1 day/wk.

Spot Mop Stains And Spills Using Appropriate Cleaner

1 day/wk.

## Other Requirements

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### Task Description

### Service Days

Site Supervision

3 days/wk.

Gather Supplies And Equipment For Shift

3 days/wk.

Clean And Arrange Janitor Closet	3 days/wk.
Prepare For The Next Day	3 days/wk.
Turn Off Lights - Per Instructions	3 days/wk.
Shut And Lock Doors, Set Alarm - Per Instructions	3 days/wk.

The Mayfield Village Civic Center

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**Area Hours Summary**

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<b>Area</b>	<b>Hrs:Min</b>
Entrances	0:04
Lobbies	0:06
Conference Rooms	0:05
Offices	2:51
Hallways	0:34
Restrooms	1:12
Lunchrooms	0:22
Utility Rooms	0:00
Other Requirements	0:41
<b>Total:</b>	<b>6:00</b>

What it *REALLY* takes to get and keep your building clean...

## Work **DIRECT**-ing

Trained Cleaners Knowing **WHAT**, **WHEN** and **HOW**  
Cleaning Tasks Need to Be Performed

### Building Specific Checklists... *DIRECT* Nightly Cleaning



- powerful mobile checklist shows - each task required
- convenient for cleaner to record - each task completed
- easy for cleaner to add multiple photos to show work
- completed checklists - increase quality and accountability

### Detailed Work Tickets... *DIRECT* Floor Maintenance



- carpet care; restorative, traffic lane, spot/stain removal
- hard floor maintenance; strip/scrub/refinish/burnish
- and more - i.e. windows, upholstery, walls

### Customized Cleaning Tickets... *DIRECT* Training and Supervision



- training; cleaning process, security procedures
- safety; i.e. OSHA PPE, Employee Right to Know
- supervision; QC follow up, supply & equipment checks

## Result

See details getting done as scheduled - using cleaners who **ALWAYS** have the right information, when they need it

What it *REALLY* takes to get and keep your building clean...

## Work TRACK-ing

Starting at the RIGHT Time, at the RIGHT Location and  
Cleaning the RIGHT Number of Hours

### Late Alert / Notification of Supervisor... *tracking RIGHT Time!*



- late alert time 'trigger'; customizable by job/project
- alert automatically notifies supervisor in charge
- notification stays until satisfactorily resolved

### GPS Powered Geofence Monitoring... *tracking RIGHT Location!*



- building-specific geofence perimeters are set
- gps monitors; check-ins outside geofence trigger alert
- supervisors can quickly investigate and respond
- know all cleaners have safely arrived to your building

### Timekeeping App Records Real-TimeData... *tracking RIGHT Hours!*



- detailed timesheets; actual times, gps status
- site-supervisors view timesheets for their building
- auto-refresh updates, delivers real-time data
- 'click ticket' on timesheet shows work details

### Result

See the benefits of today's latest timekeeping software - to TRACK time, location and hours

What it *REALLY* takes to get and keep your building clean...

## Work INSPECT-ing

Scheduled Mobile Inspections to Measure, Track & Report  
REAL Levels of Cleanliness

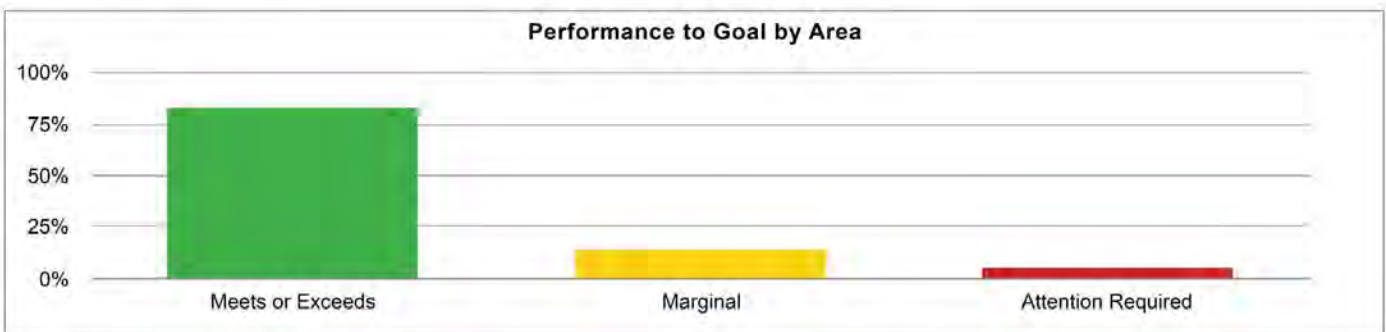
We Use: On-Site, Mobile Inspecting with Custom Format



- areas shown and items checked reflect your facility
- adhering to inspection schedule creates consistency
- identifying issues early; allows for quick correction

You'll Get: Performance Tracking and Graphic Reports

Inspection	Score
QC-1342	95%



### Best Items

- Desks
- Floors
- Glass

### Targeted Items

- Partitions
- Phones
- Counters

## Result

Enjoy consistently better cleaning - using a cleaning company who schedules, performs and implements ACTION-able inspections



# Integrity Cleaning Group LLC

*proudly offers...*

## Background Checks

*Tired of Worrying if Cleaners Have Been Checked-out BEFORE They Check-in?*

Well, if your current cleaning company does NOT have a rigid set of screening procedures to follow BEFORE hiring anyone to clean your office - **you may be right to be worried!**

For example...

- Does your cleaning service have specific hiring procedures **which MUST be followed**, to identify the very best candidates, or does it seem more like, if someone shows up - *they're hired?!*
- Does your current cleaning service insist on **IN-DEPTH** interviews to uncover important factors to help identify the best potential employees?
- Does your current cleaning service give more than *lip-service* when it comes to **vetting** applications and **performing** appropriate background checks?



### Well, We Do - and Here's Our Commitment:

We follow a careful 3-step HR screening approach for applicants, including:  
1) in-depth interviews 2) detailed vetting of applications 3) appropriate background checks

Better cleaning starts by finding the best people

Enjoy this checklist of IMMEDIATE benefits:



**RELIEF!** the days of worrying who the *virtual strangers* are wandering aimlessly in your office are OVER - because we do the important work of checking out each applicant before they get hired, before they arrive to your office!

**DELIGHT!** Our job is to slow down - and carefully find, hire and train reliable applicants who will take pride in working hard to consistently delight you and your staff.

# Integrity Cleaning Group LLC

*proudly offers...*

## Uniformed Cleaning Personnel

*Want to Instantly Know 'Who's Who' in YOUR Office?*

Have you personally experienced ANY of the following?

- *embarrassed*, having to shuffle VIP's around to avoid running into cleaners whose appearance is inappropriate?
- *confused* by an endless stream of new hires, often looking unprofessional, giving you no clue whether they're 'with the cleaning service' - or not?
- *frustrated* by constant questions from concerned office staff - asking WHO the people in the building were last night?

It doesn't have to be that way. Here's our commitment:



### Our Cleaners & Managers Wear Professional Uniform Shirts

That's right, our staff will be easy to identify and project an image of professionalism. We'll be proud to have them report to your home or office - and you'll be proud to have them there.

Is Wearing a Uniform Important? Absolutely.

Enjoy this list of IMMEDIATE benefits:



**ALL ABOARD - and accounted for.** On a ship, it's important to know everyone who needs to be onboard – is, and no one else. Same thing goes for your office. With our identifiable uniform shirts, it's easy to confirm who is 'onboard' at your building - every night.

**NO MORE nervously wondering.** Give your employees peace-of-mind; replacing questions with answers. They want to know 'who's who', and with us - they'll will. They'll feel better and safer; knowing they can talk to a cleaning person - with confidence.

**LOOK Sharp, BE Sharp!** What we wear projects our attitude toward our work, and ours says, 'We care about looking professional'.

# Integrity Cleaning Group LLC

*proudly offers...*

## **Strong Front-Line Supervision**

*Are Your Current Cleaners Being Supervised by Strong, Front-Line Supervisors?*

Have YOU personally experienced ANY of the following?

- **'Trash & Dash'**, half-hearted cleaning from bored employees who haven't seen a supervisor - in months?
- **'Not My Job!'** attitude from cleaners, roaming hallways - with little guidance or support?
- **'Forced to Steer'** visitors past poorly cleaned areas and still worry – how the restrooms will look during breaks?
- **'Forced to Call'** the cleaning service to point-out issues because - there's no cleaning supervisor to spot them?



Well, there is an answer, and here's our commitment:

**We Assign Each of Our Cleaners to a Strong Front- Line Supervisor,** who 1) directs the work 2) supports the staff and 3) guarantees you're cleaned properly

The truth is - getting and keeping a building clean is as much about supervision as it is about cleaning. That's why we implemented and follow an active-management approach, because...

### Better Supervision Equals Better Cleaning



You'll LOVE the IMMEDIATE benefits from our focus on supervision:

**Ahhh, the sweet sound of overhearing** a supervisor's 'pre-game pep talk' with the cleaning staff, discussing the work plan for the night.

**\$\$\$... a cleaner, more productive office;** you'll notice your office looks better - because better supervision equals better cleaning... which helps make employees happier and more productive.

# Integrity Cleaning Group LLC

*proudly offers...*

## Same-Day Service Response Plan

*“Does Your Current Cleaning Service Follow a Specific Plan for How They Respond to a Customer Request – and How Quickly?”*

That’s really the TEST:

Does your current cleaning company follow a **Specific Response PROCEDURE** – spelling out how they will ‘record, schedule, staff and complete’ your requests?



Does your current service have a **Specific Response TIME Commitment** - so you can relax, knowing the work will be done right - and on time?

Probably not...*but they should*, and with us – you can. Here’s why:

**We Record Your Service Request, Prepare an Effective Service Response and Communicate Our Service Plan to YOU ...on The Same Day!**

That’s right, start enjoying the peace of mind of KNOWING the extra cleaning you’ve asked for will be: 1) done right and 2) on time.

With our team, we review each service request and create an effective work plan, including the schedule and staff needed to complete it.

Enjoy these IMMEDIATE benefits:

1. **YOU’LL NOTICE** - you’ll quickly see what you need done - IS DONE, and not at the last minute, but in plenty of time for you to relax in advance of the VIP’s coming.
2. **VIP’s WILL NOTICE** – important visitors are people too – and everyone appreciates when they see a lobby - that’s orderly, a conference room - that’s clean and especially a restroom - that’s immaculate.



# Integrity Cleaning Group LLC

*proudly offers...*

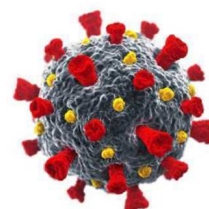
## **COVID-19 Disinfecting**

*Want a Cleaner, Healthier, Safer Workplace? We're READY to Help!*

Things have changed. There are new health challenges – and what you need from your cleaning service has changed too.

You need someone educated, trained and equipped to tackle these new challenges; to create a cleaner, healthier, safer place to work.

*Good news!* Our team is trained and equipped on best methods for effectively disinfecting using EPA approved products for SARS-CoV-2, the virus that causes COVID-19 and the right equipment to get the job done - safely and professionally. *Here's the thing...*



### **Disinfecting is More Than Just Spraying a Chemical... and Walking Away**

That's why we follow EPA and CDC guidelines along with manufacturer's directions for product use.

There are important procedures for effectively disinfecting, *such as:*

*Disinfecting: High touch surfaces will be thoroughly cleaned using a detergent-based cleaner and microfiber cloth. When dry, an EPA disinfectant approved for SARS- CoV-2 will be used according to manufacturer's directions including PPE, application, dwell time and ventilation.*

**We're trained and equipped to properly and safely disinfect your workplace**

Let us help you meet today's new challenges. Call now, so we can carefully explain our complete disinfecting process and answer any questions you have.



You care about your people, value the work they perform, and the important contribution they make every day to your company's success.

Taking proactive steps, like professional disinfecting, can create a cleaner, healthier, safer environment, and is appreciated by everyone - staff, customers, and visitors too.

# Professional Janitorial Service Proposal

Prepared for:

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## **The Mayfield Village**

**Job Site:**

### **The Community Room**

**6621 Wilson Mills Road  
Mayfield Village, Ohio 44143**

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Submitted By:

### **Integrity Cleaning Group LLC**

675 Alpha Drive, Suite G  
Highland Heights, OHIO 44143

Beary Frierson

Owner

(440) 598-5815

integritycleaninggroup85@gmail.com



May 22, 2024

Integrity Cleaning Group LLC  
675 Alpha Drive, Suite G  
Highland Heights, OHIO 44143



May 22, 2024

Diane Wolgamuth  
The Mayfield Village  
6622 Wilson Mills Road  
Mayfield Village, Ohio 44143

Dear Diane ,

Subject: Janitorial Service Proposal - The Community Room, 6621 Wilson Mills Road, Mayfield Village, Ohio 44143

Thank you for allowing Integrity Cleaning Group LLC to prepare a professional cleaning service proposal for your consideration. We know it takes considerable time and effort to show any potential contractor your facility, and to provide them with the necessary information. *So again, thanks!*

Here are a few important highlights:

**Before we start...** All of our cleaners are thoroughly trained on how to perform each cleaning task, as well as on important safety issues. Our goal is to clean each customer's facility professionally and safely.

**During the start...** We know a seamless, no-hassle start-up is important to every customer. So at Integrity Cleaning Group LLC, we combine up-front preparation and training with strong management and direction to ensure a smooth, successful startup.

**After the start...** A systematic approach to keep your building looking good! At Integrity Cleaning Group LLC, we offer strong management and quality control to plan for, and not lose track of, the many necessary cleaning details.

We look forward to the opportunity of becoming a trusted and valued partner in improving and maintaining the appearance of your building. Please call if you have any questions, or need additional information as you review our proposal.

Sincerely,

Beary Frierson  
Owner  
Integrity Cleaning Group LLC

**The Community Room**  
**Professional Janitorial Service Proposal**

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**General**

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Integrity Cleaning Group LLC agrees to provide all labor, supervision, material, and equipment necessary to assure performance of specified cleaning service for the customer. This shall include all services described in the written specifications attached. Integrity Cleaning Group LLC agrees to furnish such cleaning service for a period of one year, the dates yet to be agreed upon.

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**Compensation**

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7 days per week Professional Cleaning Service Program: **\$1,889.11/mo.**

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**Special Services**

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Carpet cleaning is available - Price quoted upon request.

Waxable hard surface floors can be stripped and refinished or scrubbed and re-waxed - Price quoted upon request.

Exterior windows can be cleaned - Price quoted upon request.

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**Service Schedule**

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Cleaning service operations described in this comprehensive program will be performed 7 days per week.

The cleaning crew will observe holidays observed by the customer. Integrity Cleaning Group LLC is prepared to adapt this work schedule to coincide with the needs and requests of the customer provided that such requests do not alter the cost of operations.

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**Invoicing**

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All invoicing will be itemized according to monthly work or for special tasks. Invoicing will be on the 1st of each month. Payment policy is net 30 days.

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**Supervision**

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Adequate personnel and supervision will be furnished to ensure quality service.

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**Supplies**

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The customer will furnish all consumable products inclusive of but not limited to: toilet tissue, towels, trash liners and hand soap. If desired, Integrity Cleaning Group LLC can provide these products and invoice them separately.

Integrity Cleaning Group LLC will furnish all cleaning supplies inclusive of but not limited to: cleaning agents, disinfectants, etc.

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### **Equipment**

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Integrity Cleaning Group LLC will furnish and maintain all necessary cleaning equipment inclusive of but not limited to: floor machines, buffers, carpet extractor, vacuums, maid carts, mop buckets, wringers, mops and brooms. The customer agrees to provide a secure space for storage of this equipment, as may be necessary.

Integrity Cleaning Group LLC will comply with current OSHA regulations and proven procedures pertaining to all work performed at the customer's location.

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### **Insurance**

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Integrity Cleaning Group LLC will furnish all forms of insurance required by law and shall maintain the same in force.

- Comprehensive General Liability
- Property Damage
- Workers' Compensation
- Expense, Errors and Omissions

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### **Employee Status**

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Personnel supplied by Integrity Cleaning Group LLC are deemed employees of Integrity Cleaning Group LLC and will not for any purpose be considered employees or agents of the customer.

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### **Equal Opportunity Employer**

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Integrity Cleaning Group LLC is an equal opportunity employer. All necessary employment forms will be maintained by our office as required by law.

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### **Our Philosophy**

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Integrity Cleaning Group LLC is committed to providing quality janitorial services that deliver the highest levels of customer satisfaction.

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### **Term**

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The term of this agreement shall be for a period of one (1) year and shall automatically renew for additional one (1) year periods on the anniversary date of this agreement.

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### **Cancellation**

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The Parties agree that either the Village or Company may terminate this Agreement with sixty (60) days written notice to the other.

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### **Agreement**

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This Agreement ("this Agreement") is made and entered into as of \_\_\_\_\_, 20\_\_\_\_, by and between Integrity Cleaning Group LLC, with its principal place of business located at 675 Alpha Drive, Suite G, Highland Heights, OHIO 44143 and The Mayfield Village with its principal place of business located at 6622 Wilson Mills Road, Mayfield Village, Ohio 44143.

NOW, THEREFORE, in consideration of the mutual promises and benefits to be derived by the parties they mutually agree to the terms and conditions as outlined above in this Agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement effective as of the date and year first written above.

Integrity Cleaning Group LLC

The Mayfield Village

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

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

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

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

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

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

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

# The Community Room

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## Job Specifications

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### Entrances

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<u>Task Description</u>	<u>Service Days</u>
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	7 days/wk.
Dust Mop Hard Surface Floors	7 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	7 days/wk.
Clean Both Sides Of Door Glass And Wipe Frames	1 day/wk.
Spot Clean Entrance Glass	7 days/wk.
Vacuum Walk-Off Mats	7 days/wk.

### Lobbies

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<u>Task Description</u>	<u>Service Days</u>
Dust All Horizontal Surfaces Within Normal Reach	6 days/wk.
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	7 days/wk.
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	7 days/wk.
Vacuum Or Brush Upholstered Furniture	Monthly
Clean And Sanitize Telephones	Monthly
Arrange Furniture	7 days/wk.
Empty And Remove Trash, Replace Liner If Needed	7 days/wk.
Spot Vacuum All Carpet	7 days/wk.
Spot Clean Carpet, i.e. Spills	1 day/wk.
Detail Vacuum All Carpet	7 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	7 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	7 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	7 days/wk.
Vacuum Walk-Off Mats	7 days/wk.

### Conference Rooms

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<u>Task Description</u>	<u>Service Days</u>
Dust All Horizontal Surfaces Within Normal Reach	6 days/wk.
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	7 days/wk.
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	7 days/wk.

Vacuum Or Brush Upholstered Furniture	Monthly
Clean And Sanitize Telephones	Monthly
Arrange Furniture	7 days/wk.
Empty And Remove Trash, Replace Liner If Needed	7 days/wk.
Spot Vacuum All Carpet	6 days/wk.
Spot Clean Carpet, i.e. Spills	1 day/wk.
Detail Vacuum All Carpet	7 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	7 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	7 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	7 days/wk.

## Offices

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<u>Task Description</u>	<u>Service Days</u>
Dust All Horizontal Surfaces Within Normal Reach	6 days/wk.
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk.
Damp Wipe Horizontal Surfaces-Use Appropriate Cleaner	1 day/wk.
Vacuum Or Brush Upholstered Furniture	Monthly
Clean And Sanitize Telephones	7 days/wk.
Empty And Remove Trash, Replace Liner If Needed	7 days/wk.
Spot Vacuum All Carpet	6 days/wk.
Spot Clean Carpet, i.e. Spills	7 days/wk.
Detail Vacuum All Carpet	7 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	7 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	7 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	7 days/wk.

## Hallways

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<u>Task Description</u>	<u>Service Days</u>
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	2 days/wk.
Spot Vacuum All Carpet	7 days/wk.
Spot Clean Carpet, i.e. Spills	1 day/wk.
Detail Vacuum All Carpet	7 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	7 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	7 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	7 days/wk.
Clean And Polish Drinking Fountains	7 days/wk.

## Restrooms

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<u>Task Description</u>	<u>Service Days</u>
Empty Trash, Refill Supply Dispensers, Clean And Disinfect Restroom Fixtures, Clean Mirrors, Counters, Partitions And Chrome, Sweep And Mop Floor Using Appropriate Cleaner	7 days/wk.

## Lunchrooms

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<u>Task Description</u>	<u>Service Days</u>
Detail Dust - High And Low Areas	Monthly
Spot Clean Vending Machines, Walls And Light Switches	7 days/wk.
Arrange Furniture	7 days/wk.
Spot Vacuum All Carpet	7 days/wk.
Spot Clean Carpet, i.e. Spills	7 days/wk.
Detail Vacuum All Carpet	7 days/wk.
Detail Vacuum - Corners And Edges	Monthly
Dust Mop Hard Surface Floors	7 days/wk.
Damp Mop Hard Surface Floors- Use Appropriate Cleaner	7 days/wk.
Damp Wipe All Lunchroom Tables	7 days/wk.
Damp Wipe Eating Area Chairs	7 days/wk.
Damp Wipe Countertops Using Appropriate Cleaner	7 days/wk.
Clean Sinks Using Appropriate Cleaner	7 days/wk.
Clean Coffee Machine/Station	7 days/wk.
Vacuum Walk-Off Mats	7 days/wk.
Damp Clean Interior And Exterior Of Microwave	7 days/wk.
Empty And Remove Trash	7 days/wk.
Clean Refrigerator, Empty Contents If Requested	Monthly

## Utility Rooms

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<u>Task Description</u>	<u>Service Days</u>
Detail Dust - High And Low Areas	Monthly
Spot Clean All Walls, Light Switches And Doors	7 days/wk.
Spot Vacuum All Carpet	7 days/wk.
Sweep Hard Surface Floors	7 days/wk.
Spot Mop Stains And Spills Using Appropriate Cleaner	7 days/wk.

## Other Requirements

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<u>Task Description</u>	<u>Service Days</u>
Site Supervision	7 days/wk.
Gather Supplies And Equipment For Shift	7 days/wk.
Clean And Arrange Janitor Closet	7 days/wk.

Prepare For The Next Day

7 days/wk.

Turn Off Lights - Per Instructions

7 days/wk.

Shut And Lock Doors, Set Alarm - Per Instructions

7 days/wk.

## The Community Room

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### Area Hours Summary

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<b>Area</b>	<b>Hrs:Min</b>
Entrances	0:03
Lobbies	0:16
Conference Rooms	0:02
Offices	1:16
Hallways	0:22
Restrooms	0:40
Lunchrooms	0:22
Utility Rooms	0:01
Other Requirements	0:23
<b>Total:</b>	<b>3:30</b>