



## Customized Service Plan and Proposal

Prepared for:

**Village of Palos Park**

By:

Anna Cyganski

Date:

May 17, 2013



Village of Palos Park  
8999 W. 123<sup>rd</sup> St.  
Palos Park, IL 60464

Dear Richard Boehm,

Thank you for the opportunity to present this proposal, which we have customized to your needs and requests.

The Coverall Health-Based Cleaning System<sup>®</sup> Program is the first choice for offices, schools, daycares, retail businesses, restaurants, gyms, outpatient and ambulatory surgery centers, and Fortune 500 companies across the country. With the Coverall<sup>®</sup> Program your facility will look clean and smell clean – and actually be a cleaner, healthier place for everyone.

Your Coverall Service Plan and Service Agreement are attached. Please review them to learn exactly how the Coverall<sup>®</sup> Program will meet and exceed your expectations.

Thank you again. We look forward to working with you!

Sincerely,

Anna Cyganski  
Franchise Owner



## Your top priorities for cleaning

In our conversations, you told me that the following are your biggest areas of concern regarding the cleaning of your facility:

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Coverall Health-Based Cleaning System uses scientifically proven cleaning supplies, tools and techniques to ensure that these important priorities will be handled properly.

### The Coverall Difference:

- Get the best value for your cleaning budget

A lot has changed in the way that cleaning is done today. The work can be much faster than in the past. Coverall leads the industry in finding and using the best tools, techniques and training to give you a cleaning schedule that delivers more value within your budget.

- Cleaner work and reception areas, better air quality

Coverall Franchise Owners use multi-filtration vacuums to improve indoor air quality by removing 99.97% of dust, dirt, bacteria, mold, yeast, and particles down to 0.3 microns. In contrast, traditional commercial vacuums return 40% of the dirt they pick up directly into the air.

- Restrooms that look, smell, and actually ARE clean

Coverall uses hospital-grade, virucide/germicide disinfectant cleaning products, which are recommended by the Centers for Disease Control (CDC) and many medical studies to limit the spread of germs, especially in bathrooms.

- Consistent cleaning and good communication with the cleaners

Your Coverall Franchise Owner was trained and certified to use Coverall Health-Based Cleaning System so that you get consistent, high-quality results. The cleaning team will use a log book to communicate notes or questions to you, and you will have direct access to them, to your local Coverall office, and to phone support 24 hours a day.

- A healthier workplace without cross-contamination

The Coverall Color-Coding for Health® Program uses color-coded microfiber cleaning cloths and mop pads to prevent cross-contamination. In contrast, traditional cleaners use dirty rags and smelly string mops that merely transfer dirt and bacteria from one area to the next.



# Coverall Service Plan

Areas to be cleaned:

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Entrance                      | <input checked="" type="checkbox"/> Processing Room & Restrooms |
| <input checked="" type="checkbox"/> Council Chamber Room (s)      | <input type="checkbox"/> Lockers                                |
| <input checked="" type="checkbox"/> Waiting Area                  | <input checked="" type="checkbox"/> Hallways                    |
| <input checked="" type="checkbox"/> Admin Lobby/Reception Area    | <input type="checkbox"/> Landings                               |
| <input checked="" type="checkbox"/> Admin General Office(s)       | <input checked="" type="checkbox"/> Stairwells                  |
| <input checked="" type="checkbox"/> Private Offices               | <input type="checkbox"/> Stairways                              |
| <input checked="" type="checkbox"/> Police Lobby/Waiting Area (s) | <input type="checkbox"/> Elevator Cabs                          |
| <input checked="" type="checkbox"/> Conference/Training Room(s)   | <input type="checkbox"/> Lounges                                |
| <input checked="" type="checkbox"/> Work Stations                 | <input type="checkbox"/> Offices in Plant/Shop/Warehouse        |
| <input checked="" type="checkbox"/> Police Lunch Room             | <input type="checkbox"/> Laboratory                             |
| <input type="checkbox"/> Computer Room                            | <input checked="" type="checkbox"/> Garage-as needed            |
| <input checked="" type="checkbox"/> Restrooms                     | <input checked="" type="checkbox"/> Basement-as needed          |
| <input checked="" type="checkbox"/> Lunch Room/Kitchen            |   |

Other areas not listed above:

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Exclude:

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Service Days:

- Monday     Tuesday     Wednesday     Thursday     Friday     Saturday     Sunday

Total Cleanable Sq Ft

\_\_\_\_\_ *CFM*  
Initials




Coverall services and how often they will be done at your facility:

AREA: OFFICES, ENTRANCES, RECEPTION AREAS, HALLWAYS, CONFERENCE ROOMS	Frequency
<input type="checkbox"/> GENERAL FIXTURES AND FURNISHINGS: Thoroughly dust and clean using color-coded microfiber cleaning cloths and hospital-grade disinfecting all-purpose spray and glass cleaner on all accessible fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units, window sills.	4 times per week
<input type="checkbox"/> GENERAL FIXTURES AND FURNISHINGS – SPOT CLEAN: Spot dust and clean visible soils using color-coded microfiber cleaning cloths and hospital-grade disinfecting all-purpose spray and glass cleaner on all fixtures and office furniture including file cabinets, desks, credenzas, counter tops, display units and window ledges.	4 times per week
<input type="checkbox"/> DUST HIGH/LOW: Dust all high and low vertical and horizontal surfaces and corners not cleaned in the course of normal dusting with electrostatic dusting cloths or instruments.	1 times per week
<input type="checkbox"/> DUST BLINDS/SILLS/JAMS/LIGHTS: Dust blinds, sills, jams, light fixtures and ceiling vents accessible from the floor with electrostatic dusting cloths or instruments.	1 times per month
<input type="checkbox"/> DOORS/FRAMES/SWITCHES/WALLS: Spot clean using color-coded microfiber cleaning cloths and hospital-grade disinfecting all-purpose spray and glass cleaner on all doors, door frames, light switches, walls and properly position furniture in offices. Damp mop handrails	1 times per week
<input type="checkbox"/> GLASS: Thoroughly clean all internal partition glass using color-coded microfiber cloths or squeegee and hospital-grade disinfecting all-purpose spray and glass cleaner.	4 times per week
<input type="checkbox"/> Remove all cobwebs	2 times per month
<input type="checkbox"/> VACUUM FURNISHINGS OR WET WIPE: Vacuum fabric covered furnishings and or wet wipe other furniture with color-coded microfiber and disinfectant all-purpose cleaner to remove visible dust or soil.	1 times per month
<input type="checkbox"/> WASTE: Empty all waste paper receptacles replace liners and wipe spot clean receptacle as needed. Transport trash to a designated area in the building for storage or removal.	4 times per week
<input type="checkbox"/> DRINKING FOUNTAINS: Clean and sanitize drinking fountains / water coolers using color-coded microfiber cloths and hospital-grade disinfecting all-purpose spray and glass cleaner.	4 times per week
<input type="checkbox"/> TELEPHONES: Clean and sanitize telephones using color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray and glass cleaner.	2 times per week
<input type="checkbox"/> Dust plants (real and artificial)	1 times per month

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initials



AREA: FLOORS, CARPET, TILE, CONCRETE	Frequency
<input type="checkbox"/> SPOT VACUUM: Spot vacuum carpet traffic lanes and with approved HEPA back pack units.	4 times per week
<input type="checkbox"/> DETAIL VACUUM: Detail vacuum all accessible carpeted areas with approved HEPA filtration back pack units.	4 times per week
<input type="checkbox"/> REMOVE SPOTS: Remove spots under 3" diameter from all carpeted areas using encapsulating carpet spotting tools.	4 times per week
<input type="checkbox"/> FLAT MOP: Mop hard surface floors using color-coded microfiber flat mopping system and disinfecting finished floor cleaner.	4 times per week
<input type="checkbox"/> SPOT FLAT MOP: Spot mop all hard surface floor areas using color-coded microfiber flat mopping system and disinfecting finished floor cleaner.	4 times per week
<input type="checkbox"/> BURNISH: Burnish resilient floors with 20" electric high speed floor machine at 2000 rpm or greater.	times per week

  
Initials

AREA: KITCHENS, CAFETERIAS, LUNCH ROOM, COFFEE AREAS	Frequency
<input type="checkbox"/> COUNTERS, TABLES, SINKS: Clean all kitchen counters, tables and sinks cleaned using color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray and glass cleaner.	4 times per week
<input type="checkbox"/> SPOT CLEAN COUNTERS, TABLES, SINKS: Spot clean all kitchen counters, tables and sinks to remove visible soil using color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray and glass cleaner.	4 times per week
<input type="checkbox"/> SPOT CLEAN APPLIANCES: Spot Clean appliances and equipment to remove visible soil using color-coded microfiber and all-purpose disinfectant cleaner.	4 times per week
<input type="checkbox"/> MICROWAVE: Thoroughly clean inside and outside of microwave with all-purpose disinfectant cleaner ensuring to rinse food contact surfaces.	4 times per week
<input type="checkbox"/> WASTE: Empty all waste paper receptacles replace liners and wipe spot clean receptacle as needed. Transport trash to a designated area in the building for storage or removal.	4 times per week
<input type="checkbox"/> DOORS/FRAMES/SWITCHES/WALLS: Spot clean using color-coded microfiber cleaning cloths and hospital-grade disinfecting all-purpose spray and glass cleaner on all doors, door frames, light switches, walls and properly position furniture in offices.	4 times per week

  
Initials



AREA: RESTROOMS	Frequency
<p><b>TRADITIONAL HEALTH-BASED CLEANING SYSTEM METHOD:</b></p> <ul style="list-style-type: none"> <li>▪ Clean and disinfect wash basins, toilet bowls, urinals, and counter tops using color-coded microfiber cloths and disinfecting cleaner.</li> <li>▪ Spot clean walls and toilet partitions to remove visible soil with color-coded microfiber cloths and hospital-grade disinfecting all-purpose spray</li> <li>▪ Thoroughly clean by wet wiping accessible walls and toilet partitions with color-coded microfiber cloths and hospital-grade disinfecting all-purpose spray</li> <li>▪ Thoroughly mop all floors using coded microfiber flat mopping system and disinfecting finished floor cleaner</li> <li>▪ Polish all chrome and mirrors and wipe dispensers with color-coded microfiber cloths with hospital-grade disinfecting all-purpose spray and</li> <li>▪ Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products.</li> </ul>	4 times per week
<p><b>NO-TOUCH METHOD</b></p> <ul style="list-style-type: none"> <li>▪ Remove loose trash from floor or sink area and place into waste receptacle</li> <li>▪ Use blower function on machine to blow any dust build up on vents and the tops of partitions</li> <li>▪ Apply Ecolab disinfectant cleaner 2.0 cleaning solution to toilets sinks and floor area with low pressure fan spray</li> <li>▪ Manually brush the entire restroom floor taking care to get into all corners and edges</li> <li>▪ Rinse all fixtures and surfaces with high pressure clear water</li> <li>▪ Sanitize all fixtures by pressure washing in a top-to-bottom pattern</li> <li>▪ Sanitize each toilet</li> <li>▪ Pinpoint clean the plumbing and seat lids</li> <li>▪ Lift the seat and clean the hinges and seat bottom</li> <li>▪ Place the nozzle under the rim and rotate spray</li> <li>▪ Spray directly into the bowl</li> <li>▪ Spray the bowl bottom and base</li> <li>▪ Spray all sinks and surrounding counters and mirrors</li> <li>▪ Squeegee all mirrors and flat surfaces along with water left on vertical partitions to floor</li> <li>▪ Wet vacuum the restroom floor from front to rear to remove all soil and material</li> <li>▪ Blow dry all flush handles and toilet seat tops for immediate use</li> <li>▪ Use color-coded microfiber cloths or pads to clean and dry any additional wet areas</li> </ul>	4 times per week
<p><b>CEILING-TO-FLOOR PERIODIC SERVICE THAT INCLUDES ALL "NO-TOUCH" SERVICES PLUS:</b></p> <ul style="list-style-type: none"> <li>▪ Apply disinfectant cleaner to all water tolerant wall and partition surfaces from top to bottom.</li> <li>▪ Brush or agitate with microfiber flat mops areas of walls and partitions showing visible soil.</li> <li>▪ Scour any visible stains in bowls and sinks with pumice sticks.</li> <li>▪ Wet wipe with disinfectant and color-coded microfiber all vents, dispensers and fixtures which are which are not water tolerant.</li> <li>▪ Rinse all surfaces with high pressure clean water.</li> <li>▪ Squeegee water onto floor or wipe surfaces with dry color-coded microfiber.</li> </ul>	4 times per week

  
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 Initials



SPECIAL FLOOR CARE SERVICES	Frequency
<input type="checkbox"/> Machine Scrub Floors:	times per week
<input type="checkbox"/> Burnish Floors:	times per week
<input type="checkbox"/> Scrub and Recoat Floors:	times per week
<input type="checkbox"/> Strip and Wax Floors:	times per week
<input type="checkbox"/> Hot Water Extraction for Restoration of Carpeting:	times per week
<input type="checkbox"/> Whitaker Encapsulating Carpet System:	times per week
<input type="checkbox"/> Kaivac No-Touch Cleaning System:	times per week

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Initials

ADDITIONAL DUTIES- Metra Station: 8230 W. 123 <sup>rd</sup> St., Palos Park	Frequency
<input type="checkbox"/> Clean Lobby	3 times per week
<input type="checkbox"/> Clean 2 Restrooms	3 times per week
<input type="checkbox"/>	times per week

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Initials

CLOSING INSTRUCTIONS	Frequency
<input type="checkbox"/> Clean and organize janitor closet.	4 times per week
<input type="checkbox"/> Turn off lights (as instructed).	4 times per week
<input type="checkbox"/> Lock doors and windows (as instructed).	4 times per week
<input type="checkbox"/> Set alarms (as instructed).	4 times per week
<input type="checkbox"/>	times per week
<input type="checkbox"/>	times per week
<input type="checkbox"/>	times per week

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Initials







### **Additional Special Services:**

Occasionally every business needs some special cleaning services to maintain a high level of cleanliness and improve the appearance of their facility. Coverall Franchise Owners are trained and certified to provide a variety of special services at your request.

#### **Hard Floor Care:**

- Machine Scrubbing
- Scrub and Recoating
- Strip and Refinishing

#### **Carpet Care:**

- Spot Removal
- Hot Water Extraction
- Encapsulation Cleaning

#### **Other:**

- Office furniture cleaning
- Upholstery cleaning
- Window cleaning
- Power washing
- Waste receptacle washing
- Emergency cleaning (fire, flood, etc.)
- Providing of dispenser supplies
- Replacement of burned out bulbs from customer supply
- Ceiling cleaning
- Restroom sanitation / odor control

Coverall Franchise Owners will perform special services when requested and invoice separately from the general monthly cleaning contract, unless the services are specifically included in your monthly billing. If a special service is included, 1/12 of the annual charge is included in each monthly charge.

To arrange additional services, please contact your local Coverall Health-Based Cleaning System Support Center.





# COVERALL

Health-Based Cleaning System®


## FO SERVICE AGREEMENT

The Undersigned ("CUSTOMER") hereby accepts the proposal of P&A Cleaning Corp., an independent Coverall Health-Based Cleaning System® Franchise Owner ("FRANCHISE OWNER") for specified cleaning services, and the parties agree that the FRANCHISE OWNER will supply Health-Based Cleaning System® Services for CUSTOMER's premises located at:

- Customer: Village of Palos Park
- Street Address: 8999 W. 123<sup>rd</sup> St.
- City, State, Zip: Palos Park, IL 60464

Upon the following terms:

1. Service Charge:

\$1,065.00 per month, plus taxes, if applicable; to include 4 time(s) per week service. Initial 

Service Days:

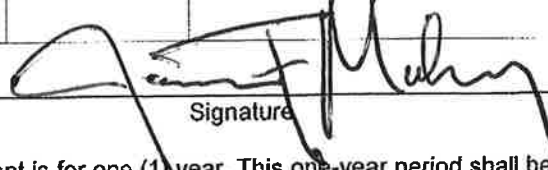
- Monday     Tuesday     Wednesday     Thursday     Friday     Saturday     Sunday

The services are to be performed in the evening, unless otherwise agreed to by the parties.

- CUSTOMER acknowledges that all Health-Based Cleaning System® services will be performed by FRANCHISE OWNER. FRANCHISE OWNER has successfully completed Coverall's Health-Based Cleaning System Training Program and has insurance and a janitorial bond.
- Included in the Service Charge will be service, cleaning supplies, and any equipment, which will be furnished by FRANCHISE OWNER. The Service Charge does not include liners, paper supplies, and toiletries, which can be provided at CUSTOMER's expense, at competitive prices. The Service Charge also does not include any use tax, tax on sales, services or supplies, or other such tax, which taxes shall be paid by CUSTOMER. CUSTOMER agrees to reimburse FRANCHISE OWNER the amount of any such taxes if paid by FRANCHISE OWNER on CUSTOMER's behalf.
- All services specified in the Service Plan attached to this Service Agreement will be provided to CUSTOMER in a satisfactory manner by the FRANCHISE OWNER. CUSTOMER acknowledges that only those Services and/or Additional Services specifically identified in the Service Plan will be provided under this Service Agreement.
- Additional services, not included in FRANCHISE OWNER's Service Charge, to be performed upon request, priced per occurrence, at CUSTOMER'S expense, include:

Additional Services	Charge	Area	Square Footage
a. Strip & Wax Floors- 1X per year	\$ Included		
b. Scrub Slate Tile Floors- Quarterly	\$ Included		
c. Buff Vinyl Tile Floors-Biweekly	\$ Included		
d. Stream Clean Carpets-1X month	\$ Included		
e. Window Washing-2X per year	\$ Included	Metra: 8230 W. 13rd St., Palos Park Cleaned Tues, Thur, Sat	
f. Metra Station-3X per week			

Additional services accepted by:

  
Signature

- (a) The term of this Service Agreement is for one (1) year. This one-year period shall begin on the date services are scheduled to begin. This Service Agreement shall automatically extend for additional one (1) year periods, unless at least thirty (30) days


prior to each anniversary of the date services are scheduled to begin, either party gives the other written notice of its intent not to renew.

(b) **Termination/Notice:** If a party to this Service Agreement fails to perform its obligations (the "non-performing party"), the party claiming non-performance shall send the non-performing party written notice, specifying the manner of non-performance. This notice will provide that the non-performing party shall have fifteen (15) days from receipt of the notice to cure or correct the items of non-performance (the "Cure Period"). If these items are not corrected or cured within the Cure Period, the claiming party may issue a thirty (30) day written notice of termination and/or pursue other available remedies for default.

If the CUSTOMER's notice under this ¶6(b) concerns service issues, the CUSTOMER shall permit the FRANCHISE OWNER access to the premises during the Cure Period to cure the service issue; and shall also accompany the FRANCHISE OWNER on an inspection of the premises during the fifteen (15) day cure period. Failure to comply will entitle FRANCHISE OWNER to collect the full amount due through the Term of this Service Agreement.

(c) Notwithstanding the above, FRANCHISE OWNER may, but shall not be obligated to, terminate this Service Agreement immediately for non-payment by CUSTOMER of Service Charges due.

7. The Service Charge will remain in effect for one year unless there are changes in the original specifications for the premises. In the event of such changes, CUSTOMER will advise FRANCHISE OWNER accordingly, and an adjustment in the Service Charge, as agreed to by the parties, will be made.
8. CUSTOMER agrees that it will not employ or contract with any of FRANCHISE OWNER's employees during the term of this Service Agreement or for one hundred and eighty (180) days after termination of this Service Agreement, without FRANCHISE OWNER'S written consent.
9. Coverall North America, Inc. ("COVERALL") will bill CUSTOMER monthly on behalf of the FRANCHISE OWNER. CUSTOMER agrees to pay COVERALL the amount that is due and owing under the terms of this Service Agreement within 10 days of billing date. Late payments will incur service and finance charges. In the event of default on payment, CUSTOMER agrees to pay COVERALL's and the FRANCHISE OWNER's attorney's fees and costs for collection.
10. Services shall be performed as stated in the Service Plan attached to this Service Agreement with the exception of the following six (6) legal holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. No Service Charge credits will be issued for these holidays. However, service can be provided on these holidays at an additional cost if required. Services shall be scheduled during the hours approved or directed by manager/owner.
11. If "Additional Special Services" are included in the Service Plan attached to this Service Agreement, and if CUSTOMER cancels any periodic Special Services described therein for which a prorated monthly charge is included in CUSTOMER'S total monthly Service Charge, any amount owing by CUSTOMER for Special Services performed prior to the cancellation shall be payable in full no later than five (5) days after the cancellation.
12. The undersigned warrant and represent that they have full authority to enter into this Service Agreement, and that it will be binding upon the parties and their respective successors and assigns.
13. This Service Agreement and attached exhibits constitute the complete agreement of the parties concerning the provision of cleaning services to the CUSTOMER, and supersedes all other prior or contemporaneous agreements between the parties, whether written or oral, on the same subject. No waiver or modification of this Service Agreement shall be valid unless in writing and executed by FRANCHISE OWNER and CUSTOMER. Additionally, in no event shall the terms and conditions of any purchase order or other form subsequently submitted by CUSTOMER to FRANCHISE OWNER becomes a part of this Service Agreement, and FRANCHISE OWNER shall not be bound by any such terms and conditions.
14. This Service Agreement may be assigned by the FRANCHISE OWNER to COVERALL; and shall be automatically assigned to COVERALL upon (a) termination of FRANCHISE OWNER's Janitorial Franchise Agreement for any reason; (b) expiration of the Janitorial Franchise Agreement; or (c) unsatisfactory service to the CUSTOMER that is not timely cured by FRANCHISE OWNER.

CUSTOMER:   
\_\_\_\_\_  
*Signature and Date*  
John F. MAHONEY  
\_\_\_\_\_  
*Print Name and Title*  
MAYOR

FRANCHISE OWNER:  
\_\_\_\_\_  
*Sales Consultant (Signature and Date)*  
Ana Cyganski, Franchise Owner  
\_\_\_\_\_  
*Print Name and Title*

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Email Address

Service Start Date

*Please email or fax signed contract to:*