



# Medi-Clean

Hospital Grade Disinfecting

# 2020

## JO-ANN STORES PROPOSAL

### **Business Proposal**

#### **Prepared for:**

Jo-Ann Stores  
5555 Darrow Rd  
Hudson, OH 44236

#### **Prepared by:**

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2000 Lathrop Avenue  
Racine, WI 53405

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## FOREWORD

The business proposal has been prepared for Jo-Ann Stores for the provision of nightly cleaning services and quarterly floor refinishing of 180 stores located in Illinois, Indiana, Michigan, and Wisconsin.

Medi-Clean (hereafter referred to as ‘the Company’) will be responsible for organizing, inspecting, and overseeing the performance of all contracted cleaning services required for the stores. We guarantee the provision of high-quality cleaning services conducted in a responsible and cost-effective manner.

This proposal has been created to identify the cleaning requirements of Jo-Ann Stores and how the Company can extend the quality of service required. We believe that we have the expertise and experience required to perform the tasks at hand in an efficient manner.

As per the Scope of Work outlined, we believe that we are ideally positioned in helping Jo-Ann Stores meet their needs for a cleaning contractor. If rewarded with the bid, the Company will strive to make sure that we deliver high-quality work that is aligned with the client’s requirements and expectations.

We would like to begin service for stores in one state on June 1, 2020. If you are satisfied we can take on additional stores in other states every month thereafter. We take great pride in what we do and how we serve our customers. We invest in our customers; we don’t just focus on the bottom line, but genuinely care about the satisfaction of our customers.

Our company will provide the manpower, equipment, and products required for high quality janitorial services. The work will be completed in accordance with the specifications of Jo-Ann Stores.

Applicable federal and state laws, municipal ordinances, and the rules and regulations of all authorities having jurisdiction over the area will be followed throughout the contract term, and these will be deemed to be included in the contract the same as though herein written out in full.

All materials and equipment purchased for the cleaning and floor refinishing services will be inspected to ensure that they meet safety and quality requirements. Proper precaution will be taken at all times for the protection of persons and property of Jo-Ann Stores. The company shall be responsible for all damages to persons or property either on or off the site, which occurs as a result of any action of our employees.



Our company complies with the AffirmativeAction Ordinance and when required shall submit written evidence of the firm's employment practices, policies, goals, and statistical data concerning employee composition on race, color, job description, and compensation. If you wish to respond to this proposal, please get in touch with Ramzey Shawarat at 414-236-1183 or [Medicleanwi@gmail.com](mailto:Medicleanwi@gmail.com).

## COMPANY PROFILE

Medi-Clean is a commercial cleaning service company that facilitates businesses across a variety of industries and trades. We are located at Racine, WI, and have been operating for a total of 5 years. The Company is certified by the IJCSA (International Janitorial Cleaning Services Association).

Over the years, Medi-Clean has built up a reputation for providing high-quality cleaning services to our clients. We employ highly experienced staff who are equipped to perform all cleaning tasks that may be required by an organization in a professional manner. The Company has been involved in various residential and commercial cleaning projects in the past. Some of these were highly sophisticated and required the cleaning and disposal of biohazard waste.

Our services include:

- Office Building Cleaning
- Building Maintenance Services
- Janitorial Cleaning Services
- Floor Cleaning Services
- Floor Waxing Services
- Window Washing and Cleaning Services
- Cleaning of Building Exteriors
- Sanitization

We have served a wide variety of clients belonging to different industries. This includes industrial facilities, schools, churches, universities, medical offices, post-construction sites, parks, and other corporate organizations that require assistance from a professional cleaning service.

## CERTIFICATIONS

The Company is certified by the IJCSA (International Janitorial Cleaning Services Association) in the following areas:

- Janitorial & Custodial Specialist Certification
- Commercial Carpet Cleaning Certification
- Medical Cleaning Certification
- Hazardous Chemical Certification
- Blood Borne Pathogen Certification
- Bio-Hazard Clean Up Certification
- Residential Cleaning Specialist Certification
- Customer Service Excellence Certification

A copy of the certification will be provided to the client if requested.

## SERVICES COVERED

The Company will provide the following cleaning services to Jo-Ann Stores on a weekly basis:

- Trash collection, removal, and safe transportation. We will also ensure that all trash containers are kept clean
- Collection and transportation of recyclable materials as per the required standards
- Vacuuming and spot cleaning services for carpet surfaces, mats, runners, and scrubbers
- Cleaning of wall surfaces
- Dusting
- Cleaning of ceilings as required
- Cleaning of window blinds and coverings
- Cleaning of building entrances, exits, vestibules, reception, and security stations
- Cleaning of restrooms, fitness rooms, locker rooms, and showers
- Cleaning of areas designed for public gathering
- Cleaning of Kitchen/Pantry/Break Room/Lunch/Vending Area
- Cleaning of concession areas, conference rooms, and meeting rooms
- Cleaning of offices, cubicles, elevators, stairways, and janitor closets
- Cleaning of exterior areas and surfaces

Additionally, we will provide quarterly floor refinishing services as required by Jo-Ann Stores. The floor refinishing services include:



- Cleaning and maintaining hard floors and wooden and engineered floors
- Power washing
- Cleaning after special events
- Emergency cleaning
- Construction cleaning
- Furniture and partition cleaning

The Company will follow the cleaning schedules established by respective store managers. We will be performing weekly and quarterly services after business hours and in coordination with Jo-Ann Stores Project Manager. We will also ensure that these services are completed within a given timeframe.

### EMERGENCY CLEANING SERVICES

The Company is also capable of providing emergency cleaning services as required by Jo-Ann Stores. We employ an on-call staff that is available for providing urgent cleaning services as required by Jo-Ann Stores.

All staff members undergo training for performing cleaning tasks in high-pressure situations. Jo-Ann Stores can get in touch with the Sales and Clients Relations Manager to make any requests for emergency cleaning.

### OUR UNIQUE VALUE PROPOSITION | WHY WE ARE BETTER THAN OTHERS

We provide turnkey solutions that are based on your exact requirements. Our store cleaning and floor refinishing solutions will offer lasting value for money due to high quality work.

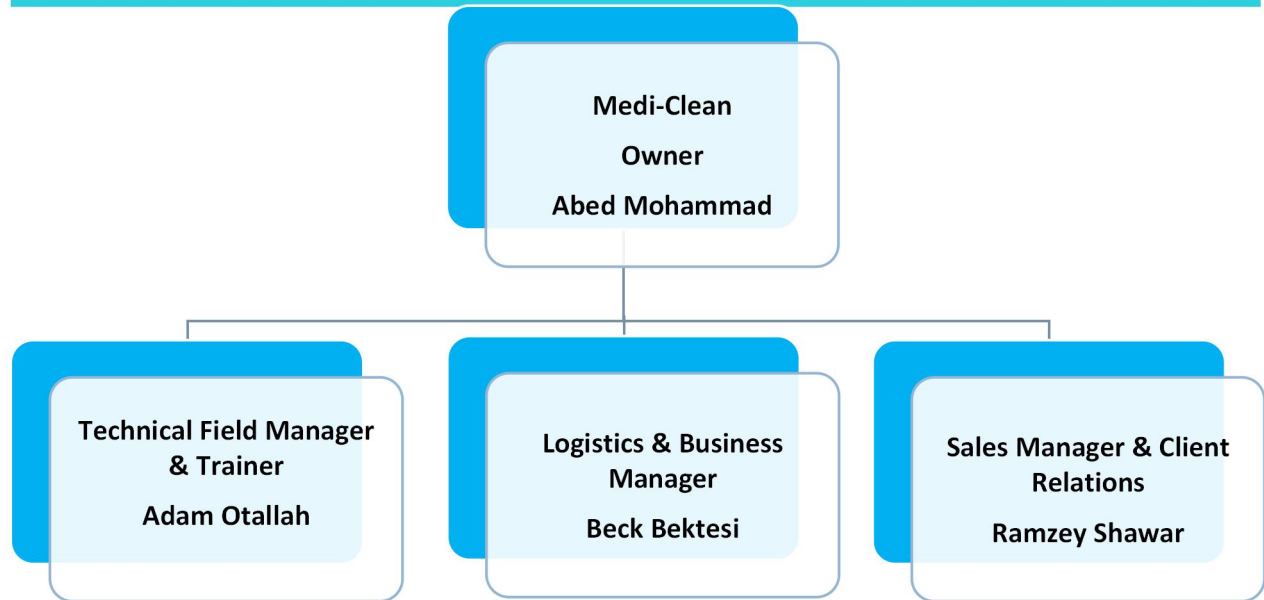
We offer highly customized and thorough cleaning services. We also maintain ethical conduct and adopt environment-friendly practices. All staff members have received training in the safety regulations outlined by the Occupational Safety and Health Administration (O.S.H.A) and other local and federal agencies. Additionally, the Company has established a high-robust organizational structure that allows us to maintain quality across all levels.

We provide optional hospital grade surface cleaning and disinfecting services that utilize an EPA approved and CDC preferred chemical solution that is anti-microbial, germicidal, and anti-viral. Our cleaning techniques can kill most viruses and germs preventing the spread of diseases.

We can also provide Jo-Ann Stores with additional staff members for the completion of emergency cleaning services. Our employees are highly trained in maintaining quality control and adopting the use of environment-friendly cleaning products and processes.

We're customer service driven. We will remove any stress or concern regarding the level of service or the quality of the work provided by maintaining internal accountability and taking corrective actions to eliminate any errors before they affect our clients. We will focus on complete peace of mind by reliably and consistently offering the best quality sanitation, general cleanliness, and building maintenance services.

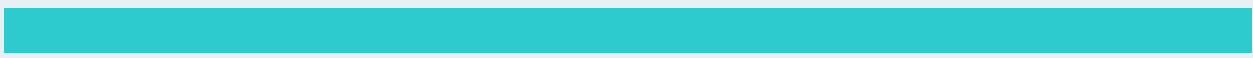
## ORGANIZATIONAL CHART



## STAFFING PLAN

The Company will hire and train a dedicated staff for the cleaning job with no sub-contractors. The Company may amend or modify the staffing plan as per the needs and requirements of Jo-Ann Stores.

All changes in the staffing plan will be made to aid the Company's efforts in meeting the expectations of Jo-Ann Stores. The personnel in charge of the store will be notified prior to any changes and there will be no changes in the list without their consent.



## QUALITY CONTROL PLAN

We have developed a unique methodology that will allow us to offer high-quality cleaning services that can meet the requirements of Jo-Ann Stores. We will offer cleaning services that can be customized as per the needs of Jo-Ann Stores.

The two key elements of our quality control plan include:

- Three-layered supervision
- The 5C Solution

## THREE-LAYERED SUPERVISION

The first aspect of our quality control plan involves the establishment of an organizational structure that supports our quality assurance goals and ensures high-quality performance by employees across all levels.

We have three-layered supervision for the jobs that include Technical Field Manager & Trainer, Logistics & Business Manager, and Sales Manager & Client Relations Officer. Each individual has a distinct set of responsibilities that allow us to make sure that our staff is meeting pre-defined standards of quality at each job site.

The Technical Field Manager & Trainer is required to oversee the overall performance of the staff. At the onset of the project, the personnel will make sure that all staff members understand their duties and responsibilities and are aware of the standards and requirements laid out by Jo-Ann Stores. He will also provide constructive feedback to staff members that help them improve their quality of work. He will ensure that all weekly cleaning tasks are carried out as per the schedule provided by Jo-Ann Stores.

The Logistics & Business Manager will be responsible for ensuring that the most experienced personnel are assigned the tasks. The business manager will be required to ensure that additional staff is provided for emergency services.

The Sales Manager & Client Relations Officer will serve as the go-to person for registering complaints regarding staff performance. Jo-Ann Stores can get in touch with the personnel at any given time via phone or email. We believe in providing assistance on a 24/7 basis and all our QA managers are required to address concerns promptly.

## THE 5C SOLUTION





The Company has developed a 5C Solution for preventing contamination on the job site as well as upholding quality. The key guidelines outlined in this solution include:

- All cleaning techs are required to use appropriately sanitized tools for each location.
  - All cleaning techs are required to change gloves after cleaning a contaminated surface.
  - All cleaning techs are required to use color-coded bags to distinguish between clean clothes and soiled clothes.
  - All cleaning techs are required to wear freshly cleaned clothes for each visit to a job site.
  - All cleaning techs are required to perform duties as assigned by the supervisor.
- Additionally, different groups of cleaning techs will be assigned for fulfilling cleaning duties at the stores.

The Company will make sure that all cleaning personnel adheres to these guidelines and probationary action is taken in case a staff member fails to follow the rules outlined.

Besides our 5C solution, we also follow basic measures for ensuring high-quality performance. These include making sure that all interior and exterior areas and surfaces:

- Appear clean
- Do not bear any signs of dirt, debris, litter, or trash
- Do not bear signs of removable stains and foreign matter. This will be a priority in tasks involving external cleaning.
- Take appropriate measures in making sure that any external surfaces (brick, concrete slabs, and concrete pavers, etc.) are protected during the cleaning process.

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#### STATEMENT OF LABOR, SAFETY OR ENVIRONMENTAL CITATIONS

As of the date of this submission, the Company has not been subject to any citations that need to be reported. If the Company is charged with a citation related to labor, safety, and environmental hazard, then a statement of these citations will be duly reported to Jo-Ann Stores' Project Manager and other related parties.

## STORE CLEANING PLAN FOR JO-ANN STORES

Quality is our priority when carrying out janitorial services. Our goal is to provide a clean and healthy environment for our customers by using advanced cleaning technologies. We follow a detailed health/safety program that conforms to the requirements of the Occupational Safety and Health Administration (OSHA). In this respect, we provide safety training to all our janitorial staff.

The safety provisions of applicable laws shall be observed and the company shall take additional safety measures as deemed to be reasonably necessary.

We are committed to providing professional cleaning and maintenance services in a manner that ensures the health and safety of all the individuals associated with Jo-Ann Stores. Our store cleaning plan comprises of three aspects:

- Providing environmentally friendly, green cleaning and floor refinishing services
- Establishing a pandemic plan that will be enforced in the event of a pandemic affecting the area where we are providing services to ensure the health and safety of our employees as well as all other individuals in the area.
- Establishing an exposure control plan

## CLEANING SERVICES GREEN CLEANING PROGRAM

The Company's Green Cleaning Program is based on the utilization of environment-friendly, green cleaning products, and procedures for a majority of our commercial cleaning services. This program has been implemented in phases to ensure cost control. This approach has allowed our staff members to understand, acknowledge, and familiarize themselves with all new products and procedures that have been inducted as part of the program.

The company has also purchased specialized equipment such as steam cleaner units. This has allowed us to eliminate the use of harsh chemicals that cause harm to humans, animals, and the environment.

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### ENVIRONMENTALLY FRIENDLY SERVICES

The Company makes it a priority to utilize environmentally friendly cleaning products and services. Company employees are trained in green cleaning procedures. The Company has adopted a policy of utilizing chemicals that are Green Seal™ certified or Green Seal™ recommended. If a Green Seal™ certified or recommended is not available, then any



Environmentally Preferable product will be selected where possible. If this option is not available, then we will utilize products that do not contain carcinogens and other hazardous chemical compounds. If all alternate products appear to contain some number of hazardous compounds, then the product carrying minimum levels of these compounds will be selected.

If there is no green alternative available for a given product category, then the Company will opt toward minimization or elimination of that product. We will continue to evaluate upcoming products to see if a new green product that suits our requirements for a particular category becomes available.

Additional measures taken as part of our Green Cleaning program include:

- Initiating cleaning with microfiber wipers wherever applicable. If these do not prove to be sufficient, then staff members will proceed to use chemical products.
- Providing adequate dwell time for maximizing product efficacy and minimizing product use. This step will be carried out as per product specifications.
- Using auto scrubbers or mop-on restoration products instead of spray chemicals.
- Selecting and utilizing equipment in a manner that minimizes water waste.

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#### GREEN CLEANING SYSTEMS

The Company has also adopted various systems that support our efforts to provide green cleaning services to Jo-Ann Stores. These include:

##### **a. Floor Care Systems:**

Our floor care systems utilize environmentally friendly products. We use a combination of floor sealers, finishes, strippers, and maintainers that have green-seal certified. All products are used in tandem that will allow us to establish an environmentally friendly floor care system that is highly effective. We also provide restorative floor care operations as needed.

Our hard surface floor care is guided by the following:

1. A Green Seal certified system will be considered. In this case, the Company will suggest that the currently applied product is exhausted in its entirety. This will allow us to proceed with the finishing and sealing process without having to dispose of the waste generated when removing the first product. We will also opt for an environment-friendly product for the finishing and sealing process. Additionally, the Company will continue to evaluate and explore new Green Seal certified floor care systems for replacing our current process.

2. If the client does not agree with the use of our environment-friendly floor care process, then the Company will proceed with conventional finishing and sealing processes using recommended products.
3. We will use refinishing products that provide long-lasting results. This will minimize the frequency of stripping operations in the future.

**b. Use of Microfiber Technology-Based Wipers, Dusters, and Mops:**

The Company will utilize re-usable, washable, cotton, and microfiber cloths. We do not utilize chemically treated dust cloths and prefer to use microfiber cloths over sponges, scrub pads, cloth rags, cloth mops, and dusters wherever possible. These have a longer lifecycle and allow us to minimize waste.

Additionally, staff members are also instructed to use microfiber cloths instead of chemical cleaning agents wherever possible. We utilize micro fiber dry mops or reusable, untreated dry mops instead of chemically-treated dry mops. Microfiber wet damp mopping systems will be used when possible.

**c. Vacuums and Carpet Care Systems:**

All vacuums utilized by the company are required to meet or exceed the efficiency requirements underlined by the Carpet and Rug Institute (CRI Green Label Testing). We also utilize HEPA or high-filtration systems for the adequate containment of particulate matter. This can maintain indoor air quality at recommended levels.

Other key guidelines for the cleaning process for Jo-Ann Stores include the following:

- Providing necessary training to staff members regarding the conservation of water while carrying out carpet cleaning processes. We also utilize carpet extractors that require minimum use of water where possible.
- Carrying out carpet cleaning processes in a manner such that the carpets are fully dry within 12 hours. This is necessary for preventing the growth of mold and mildew.

In the future, the Company will also consider using vacuum brands that promote green cleaning and enable better containment of dust and other particulate matter. We are currently testing several vacuum brands for this purpose (these include ProTeam backpack and upright vacuums).

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## OTHER GUIDELINES FOR OUR GREEN CLEANING PROCESS

We will not be purchasing/utilizing the following products:

- **Automatic Aerosol Deodorizers:** These contain high levels of Volatile Organic Compounds (VOCs)
- **Urinal Blocks:** These contain hazardous materials. Urinal screens that do not carry deodorizer blocks can be suggested as a substitute. If the purchase of Urinal blocks is deemed necessary, then the Company will opt for a product containing the least amount of hazardous materials
- **Treated Dust Cloths:** These are not environment-friendly.

Other critical guidelines that our staff members are required to follow include:

- Emptying the trash using standard trash collection procedures. This will involve emptying the trash from out of the liner into the collection container instead of throwing away liners each day.

## EXPOSURE CONTROL PLAN

The second element of our health and safety plan focuses on exposure control. The Company has developed an effective Exposure Control Plan that complies with O.S.H.A Standard ((29 CFR 1910.1030). This plan has been developed to prevent and control any health-related incidents resulting from the release of pathogens that are capable of causing infectious diseases or any other form of bodily harm.

The plan will be implemented for the job sites assigned to the Company. Our employees have received extensive training regarding the measures and procedures included in the plan. To ensure vigilance, we also carry out drills on company premises to ensure each staff member is aware of how to proceed in the case of a real-life emergency.

## PANDEMIC CONTROL PLAN

The third aspect of our health and safety plan involves the establishment of a plan for controlling pandemics. This plan has been created in accordance with the Pandemic Plan proposed by the World Health Organization.

We will ensure each staff member is aware of how to proceed if they acquire an infection or find themselves exposed to a pandemic outbreak in their community. The Company also has a Pandemic Planning Committee in place that is responsible for developing, maintaining, and acting upon the plan.

Some of the most important elements of our pandemic plan include:

- Determining the impact of a possible pandemic outbreak and whether it hinders the Company’s capacity to carry out its tasks and responsibilities as described under the scope of work.
- Initiating a contingency plan that includes testing of the other staff members to ensure that they have not contracted the diseases.
- Providing staff members with information about the pandemic and guiding them to take necessary precautions.
- Collaborating with public health institutions, emergency response teams, and local clinics and hospitals for assistance with treatment and control of the pandemic.

### BUILDING CLEANING SCHEDULE

As required by Jo-Ann Stores, the Company will have a system in place for recording and reporting of labor hours and tasks completed by the cleaning staff. We will prepare a Weekly Office Cleaning Checklist record that will be forwarded to the individual in charge of the store i.e. site leader or quality assurance manager. The report can be used to assist supervisors in keeping track of the following:

- Identifying tasks that have been completed
- Recording the date and time on which a task was completed
- Determining whether completed tasks have met the cleaning standards laid out by Jo-Ann Stores

In the case of any delays or non-fulfillment of tasks, our supervisors can take timely action by identifying why a certain task or activity has not been completed and get the issue rectified.

OVERVIEW OF STORES CLEANING SCHEDULE (SERVICES AND FREQUENCY)	
<b>STORES</b>	<ul style="list-style-type: none"> <li>Empty all trash cans and dispose of in dumpster once a week</li> <li>Replace plastic liners in trash cans as needed</li> <li>Empty and damp-wipe all ashtrays once a week</li> <li>Dust and wipe all conference tables and executive offices once a week</li> <li>Dust area above shoulders-height once a week</li> </ul>

	<ul style="list-style-type: none"> <li>• Dust lower areas that are below knees (baseboards) once a week</li> <li>• Vacuum all carpeted areas once a week</li> <li>• Clean drinking fountains once a week</li> <li>• Sweep tiled floors once a week</li> <li>• Use a damp mop for tiled floors once a week</li> <li>• Spot cleaning for carpets once a week</li> <li>• Dust file cabinets once a week</li> <li>• Clean glass areas (not exterior windows) once a week</li> </ul>
<b>COMMON AREAS</b>	<ul style="list-style-type: none"> <li>• Vacuum carpets in high-traffic areas once a week</li> <li>• Vacuum workstations (spot vacuum nightly) once a week</li> <li>• Use a dust mop for entry areas once a week</li> <li>• Use a damp mop for entry areas once a week</li> <li>• Clean glass in entrance doors once a week</li> <li>• Empty the trash once a week</li> <li>• Dusting once a week</li> </ul>

**OVERVIEW OF RESTROOMS CLEANING SCHEDULE  
(SERVICES AND FREQUENCY)**

	<ul style="list-style-type: none"> <li>• Sweep the floor once a week</li> <li>• Use a damp mop for the floor once a week</li> <li>• Clean and disinfect all toilets and urinals once a week</li> <li>• Clean and disinfect sink and counter once a week</li> <li>• Clean mirrors once a week</li> <li>• Replenish all soap and paper once a week</li> <li>• Empty trash once a week</li> <li>• Clean all partitions and carry out spot cleaning for walls once a week</li> </ul>
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<b>ADDITIONAL NOTES:</b>	<p>The Company will furnish all building and restroom supplies. The supplies shall include but are not limited to the following products: Paper towels, toilet paper, hand soap, seat covers, sanitary napkins, receptacle liners, and trash can liners.</p>
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### CLEANING EQUIPMENT AND PRODUCTS

- Commercial Carpet Cleaning System – A commercial carpet scrubber is used for standard, commercial-grade carpet cleaning.
- Auto scrubber – The product is used to sweep and mop commercial floors. We use damp mops for spot cleaning hard to reach areas and bathrooms as the machine doesn't move well in smaller, confined areas.
- Commercial Disinfectant Fogging Machines – Hi-grade commercial equipment used for disinfecting rooms.
- Vacuums – Depending on the layout of the area, the Company follows a team cleaning approach using back-pack vacuums or standard upright vacuums.

### FLOOR REFINISHING PROGRAMS

We will also provide quarterly floor refinishing services in all stores.

- Tile/Grout Restoration – We are experienced in restoring tiles in situations where the grout is worn out and cannot be restored with cleaning alone.
- Floor buffers and high-speed refinishing equipment – These are used to strip/wax floors giving the floor a high-quality shine.

### SAFETY RULES

#### ON-LOCATION SIGNS, SYMBOLS, AND TOOLS

- Wet floor signs
- Caution tape
- Care with moving furniture
- Furniture blocks and tabs when returning furniture
- Door guards and plastic tabs to cover hoses from contacting furniture
- Walk-off mats used as a staging area to place unused equipment



## CONCLUSION

Medi-Clean is a reliable and efficient commercial cleaning service provider in the US. The company has been providing services for over 5 years in the metro area. Over the years, we have received praise from our customers for our quality work in the region. We can provide turnkey solutions that are based on your exact requirements and that offer lasting value for money.

We intend to develop a profitable relationship with Jo-Ann Stores based on trust and respect that has been earned through the delivery of quality services. We plan to provide a consistent level of excellent service that will earn a reward consistent with our risk and results. We are committed to the continuous improvement of our services that leads to complete customer satisfaction. We will create superior value for our target market by utilizing our extensive experience to provide the best possible cleaning and floor refinishing services for Jo-Ann Stores.

We strive to provide the very best and reliable services and build a long term relationship with the company. We want to earn our customers' trust with comprehensive quality audits and transparent, open communications. Our goal is to deliver customized commercial cleaning solutions that exceed our customers' expectations from start to finish.