

Contract Excerpt

Contract No. CC-2026-014

Effective Date: May 1, 2026

Contract Term: May 1, 2026 – June 28, 2027

Renewal Options: Up to two (2) additional one-year periods, contingent on performance and funding

1) Scope of Work

a) Overview and Purpose

This Agreement is entered into by and between the City of Cloud City (“City”) and Speedy Clean, LLC (“Vendor”) to provide janitorial services for designated municipal buildings. Many buildings have experienced maintenance deficits, resulting in complaints from users and diminished user satisfaction.

The objective is to maintain clean, safe, sanitary, and welcoming public facilities that support public health, employee well-being, and a positive experience for all building occupants.

b) Key Deliverables

- i) The Vendor will cover approximately 25 buildings, varying in size from small (~3,000 sq ft) to large (~40,000 sq ft). The City reserves the right to add or remove buildings during the contract period.
- ii) Services should be performed on a regular basis to ensure buildings are clean and presentable.
- iii) Vendors are expected to use professional-grade equipment and cleaning products and adhere to all relevant standards.
- iv) The City expects the vendor to maintain a high level of cleanliness throughout the contract period.

c) Service Standards

The Vendor shall meet the following minimum service levels each month. Performance will be reviewed quarterly by the City’s Contract Manager.

- i) 2 full cleaning rounds completed per building, per week.
- ii) Trash removed and liners replaced as needed.
- iii) All restrooms cleaned and restocked regularly.

- iv) Carpeted areas vacuumed with a HEPA-certified vacuum cleaner twice per day.
- v) Minimum 90% of scheduled deep cleans completed.
- vi) Coordinate major cleaning activities with building personnel.
- vii) Collect and dispose of all litter on each site visit.
- viii) Vendor shall submit facility-specific cleaning plans within 10 business days of contract award.

d) Performance Metrics

Performance standards shall meet the following criteria:

- i) Urgent cleaning requests completed within 2 hours of request.
- ii) No pest sightings or health hazard reports.
- iii) Buildings appear clean, safe, and free of health hazards.
- iv) At least 90% of building users surveyed each month rate cleanliness as “Satisfactory” or better.
- v) All 25 buildings receive a score of 100 on the monthly supervisor inspection.
- vi) Buildings should maintain visibly clean floors and surfaces, confirmed via weekly spot-checks using a City-approved checklist.

2) Reporting Requirements

The Vendor shall provide the following documentation to the City. Failure to submit reports on time for two consecutive months may result in corrective action or payment withholding.

- e) Weekly Cleaning Logs, verified by designated facility representatives.
- f) Monthly Summary Reports, due by the 5th of the following month, including:
 - i) Service completion summary per facility
 - ii) Inventory restocking logs
 - iii) Complaint log and resolution status
 - iv) Summary of urgent/emergency responses
- g) Quarterly Self-Assessments, comparing service delivery to performance metrics.

[End excerpt.]