



Professional Window Cleaning Service

Window Cleaning Service Contract Proposal



**Hampton Inn & Suites
1513 Centre Point
Denton, Texas 76201**

July 18, 2008

**Presented to:
Dee Kolbe
General Manager**

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I DO WINDOWS Professional Window Cleaning Service was founded in 2007 with one vision; to provide quality driven, consistent service for our clients. We pride ourselves on being the leading window cleaning service for low rise commercial, post-construction, residential, and storefront properties in the North Texas area.

1 Current Situation

Having an endless rotation of window cleaning companies is certainly no fun. Depending on the quality of your janitorial services, the exterior of your windows may not be cleaned regularly or at all. And, when you do decide to hire a new window cleaner, they may not show up, they might leave the job in poor shape, they might abuse the privilege of working on your facility, interrupt your work flow, and forget that the most important part of this equation is you – **the CUSTOMER**. Almost worse is having no current contractor on a regular schedule – your building can look dirty for months at a time.

2 Solution

We will treat your building as if it were our own. **I DO WINDOWS** employees realize that the first impression your clients, employees, and visitors get of your building is its appearance. We will keep that first impression in **I DO WINDOWS** shape. We deliver what we say we will, when we say we will. With so many choices of window cleaners today, wouldn't it be nice to find one that delivers consistent quality, and unmatched service? That is what we do, every day, for every client. We stay on the cutting edge of the latest developments in the industry, and always work within the guidelines of the **ANSI I-14 Window Cleaners Safety Standard**.

2.1 Objectives

We will service your building in the most efficient, safety conscious way. We are here when you want us, and always available for you when you may need a quick touch up. Our dedication to quality service means we can manage the needs of your building, the right way – every time.

- On Time delivery of quality service
- Cleaning designated windows and wiping ledges
- Automatic recurring scheduling—without the need to contact us.

2.2 Approach

We will utilize any and all means necessary to complete your project. Whether it is pole work, pure water technology, or “nose to glass” ladder work, we will get the job done right.

2.3 Benefits

You will finally be able to stop chasing window cleaners for bids, seeing the results of their poor quality and realize the value of having a company that actually cares about the job they are hired to do.

- One company to deal with, for as long as you'd like
- The value of truly clean windows leaves a lasting impression
- Your time is spent on other things – leave the windows to us
- Your budgets can be set with one year or longer service agreements
- You will never be unhappy to see **I DO WINDOWS** on the job!

We operate under the guidelines of the ANSI I-14 Window Cleaner's Safety Standard.

We always wipe sills.

We are fully insured.

We always wear uniforms.

We minimize disruption to your workplace through coordinated scheduling. Our work time won't be your down time.

We use only the best equipment, chemicals, and methods

Automatic Scheduling means no missed services.

Our reputation and references are impeccable.



The key to the best appearance for your facilities – **I DO WINDOWS Window Cleaning!**



Stop looking around and being let down by other contractors. Your search ends here –
- **I DO WINDOWS Window Cleaning**

3 Implementation Plan

Upon acceptance, simply call to let us know you're on board. Sign the required Waivers and Service Agreements and contact **I DO WINDOWS** at: (940) 206-8013 to have the documents received in-person by one of our friendly window cleaning technicians. We realize that your patrons have a right to their privacy and we'll be happy to work entirely around that. This will obviously be a challenge as we will need to interfere with the guests daily schedule somewhat to perform our services. We will dedicate ourselves to being discrete and accommodating to clients and staff members, while maintaining the highest level of professionalism.

3.1 Methodology

On all cleanings, a combination of professional detergents and tools will be utilized. Ladders will be used where deemed necessary. On the agreed upon day, we will arrive between 8:00 AM and 8:30 AM., or earlier if permitted. Completion of full window cleaning for your building should take less than 1 calendar day.

3.2 Schedule

We would like to give your facility the attention it deserves—by providing a cleaning schedule that allows cleaning the exterior windows every three months. We find this schedule to be most cost efficient, and responsible-- time-wise —so as not to leave your building in deficient condition. However, we will be happy to accommodate your scheduling requests. We are proposing a three (3) year service plan with very nominal price increases over the next three years. We also offer other service options: See additional options in Costs Section for other services **I DO WINDOWS** provides.

3.3 Resources

I DO WINDOWS will provide any and all necessary equipment to complete the job. We have the knowledge, equipment, and desire to help you keep your building looking it's best. Our reputation for safety is above reproach. Infact, Customer Service is our #1 Goal, but **Safety is our #1 Priority**. We believe that a feeling of safety given to our customers is invaluable. This is our commitment to you—We will work as safely as possible while on your property. But, just for your peace of mind, we will supply you with a Certificate of General Liability Insurance.

3.4 Qualifications

We have a proven track record of keeping our clients satisfied. We will never be the lowest priced window cleaning firm, but we will always exceed your expectations. We service a number of facilities similar to yours, and shall include a List of References for your review and peace of mind, if requested. We are also Professional Members of the only association devoted to Low Rise, Residential, and Route Window Cleaners. The AUWC not only shares information with its members, it educates them, mentors them, and develops leaders in the window cleaning industry. We are proud to be a part of the AUWC.



4 Costs and Payments

Year	One Time Service	Quarterly Service	Semi-Annual Service	Annual Service
2008	\$825.00	\$556.00	\$650.00	\$746.25
2009	XX	\$582.50	\$675.00	\$768.50
2010	XX	\$599.00	\$750.00	\$791.50

Table1. (B. Witherspoon).

4.1 Payments

Payments are required to be received and processed no later than fifteen (15) calendar days after completion of all services unless pre-arranged, in advance, with I DO WINDOWS. All payments are considered late after 30 days and a late fee of 10%, per month over-due, will be imposed until current balance is paid in full. All prices are including state and local sales tax. We accept all common forms of payments.

4.2 Additional Options:

Hard Water Deposit Removal – available upon request, typically 12.00 – 25.00 per pane. We will use various abrading and/or solvent or acidic methods for removal of hard water deposits.

Power Washing – We will also provide a power washing service to Hampton if desired. We are capable of cleaning concrete, siding, roofs, floors, walls, bleachers, and other outdoor facilities. We can provide these services at the same time as the window cleaning, at different times on an “as needed” basis, or both.

High Dusting/Cleaning – We can reach those very tall, often untouched areas that need a special touch. We can remove cobwebs, bug wastes, and bird nests that normal housekeeping and maintenance crews cannot.

Gutter Inspection and Cleaning – available to your hotel at your request. Although you may not have trees that cause gutters to fill with leaves and other plant type rubbish, the composite shingles can let-loose the aggregate materials affixed to them and fill the gutters. Gutters that are full, or even clogged, can sag and pull away from the building causing un-repairable, often times very expensive damage. Semi-annual gutter cleaning can ensure that the building stays in top-notch condition year round and for years to come.



Unsightly messes are no match for us—

I DO WINDOWS!

5 Conclusion

The preceding service plan will ensure that your building will maintain a spectacular appearance throughout the year. Regular cleaning schedules can lead to a professional image putting you miles ahead of your customer’s expectations. Proper facility maintenance also reflects well on Hotel Management Staff when inspected by superiors. You’ll be able to avoid costly unexpected repairs, saving you time and Hampton Inn money. Also, it looks great throughout the year, because you have made the decision to maintain your facility in the best condition. Hampton Inn promises a “clean, comfortable hotel room”. I DO WINDOWS can help you deliver on that commitment. You can trust that your hotel will be well cared for because of your partnership with Denton County’s best Professional Window Cleaning Service, I DO WINDOWS.

Appendix A: References and Educational Materials

Following you will find a Reference List, a copy of our current association membership, Information on Tempered Glass, the Waiver we require for all clients, and Certificate of Liability Insurance.

A.1 Reference List of Commercial and Residential Clients

- **Liz Brown – Residential Client** (469) 384-4152
6601 Riverside Drive
Plano, Texas 75024
- **Greg Good – Residential Client** (940) 594-7451
204 Barkley
Hickory Creek, Texas 76210
- **Stacy Taylor – Commercial Client** (817) 437-8700
Texas Coalition for Animal Protection
2425 Westport Parkway
Ft. Worth, Texas 75820
- **Gary Martens – Commercial Client** (903) 814-7561
Lone Star Food Store
617 S. I-35 E
Denton, Texas 76208
- **Dr. Richard Perry, D.O., P.A.** (940) 458-4774
(Residential and Commercial Client)
1630 W. Chapman
Sanger, Texas 76266
- **Diana Smotherman – Residential Client** (972) 824-4642
3300 Twin Lakes
Prosper, Texas 75078

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Appendix B: Terms and Conditions

The following are the terms and Conditions of this agreement:

- This agreement is the property of **I DO WINDOWS Professional Window Cleaning Service**, produced exclusively for the Customer named on the front of the document. No reproduction of any kind is allowed. No information in this document is to be shared with anyone other than interested parties of **I DO WINDOWS Professional Window Cleaning Service** or the Customer named on the front of the document.
- **I DO WINDOWS** will provide and perform all services in a workmanlike manner. No warranties against inclement weather are expressed or implied.
- Upon acceptance of this Proposal, client will sign and return the enclosed Damage Liability Waiver.
- Upon acceptance of this Proposal, either party may terminate this agreement for any reason, provided 30 (thirty) days notice is given to the other respective party.
- Amendments to terms and conditions must be agreed upon by both parties in writing.
- Client will pay for services rendered within 15 days of receipt of Invoice from **I DO WINDOWS Professional Window Cleaning Service**, unless prearranged with **I DO WINDOWS** representatives. A 25% deposit is required on all services over \$500. If excess furniture moving is necessary there will be a 15% fee added to final price. If any unexpected heavy duty scrubbing or scraping, such as for over-sprayed paint, glue, caulking, any type of cement, animal or insect wastes, or any other unforeseen or unseen substance, is necessary, there will be a 15% fee added to final price.
- **I DO WINDOWS** will operate and perform all duties within proscribed and or applicable law.
- This agreement is by and between **I DO WINDOWS Professional Window Cleaning Service** and the Customer named on the front of the document. No third party rights or privileges are expressed, conveyed, or implied.
- Estimates and Price Quotes from **I DO WINDOWS** will be honored. However if the customer changes or alters the requested services, the agreed-upon price will be subject to changes. All prices are subject to change.
- **I DO WINDOWS** guarantees the quality of service. We ask that a customer representative be present to confirm compliance with service order and satisfaction upon completion of services.
- We will not accept payment for services until the customer is present with an **I DO WINDOWS** representative to concur that all services are complete and customer requests and standards are met. If the customer discovers something that has been serviced incorrectly, irregularly, or wrongly—whether intentional or not, the customer must notify **I DO WINDOWS**, at (940) 206-8013, immediately. If the **I DO WINDOWS** service crew has already left, the customer is responsible for contacting an **I DO WINDOWS** supervisor within 24 hours, or before the next scheduled date of service, whichever comes first, for service. If customer fails to contact **I DO WINDOWS** within time allotted, the customer agrees to pay all service fees associated with the service correction.
- **I DO WINDOWS** Service Fee's are billed after one (1) complimentary service, of no more than one (1) hour, has been performed. If the Service takes more than one hour, or if more than one (complimentary) service is required, **I DO WINDOWS** has the right to bill the client for the service at a rate of \$65 per hour, with a one hour minimum.
- Customers will void **I DO WINDOWS** guarantee if changes are made by anyone other than **I DO WINDOWS**.
- **I DO WINDOWS** does not warranty, nor is responsible for any damages to the customer or customers property, real or otherwise, including but not limited to screens, windows, tinting, glass, mirrors, frames and framing, door handles, signs, stickers, or others occurring during any portion of the services. **I DO WINDOWS** is not responsible for any Acts of God, nature, or other consequences, that interfere with the appearance, durability, or function of the windows, glass, or mirrors, the loss of profits or income, crop or property loss or damage, labor charges, repair charges that may be charged to the customer whether or not due to the supposed negligence of **I DO WINDOWS**.
- If **I DO WINDOWS** finds any type of defect, damage, or any other problems or issues with the customer's property, be it windows, glass, mirrors, or any other part of the building, whether or not involved in the cleaning process, **I DO WINDOWS** supervisor and the customer and will be notified immediately, before service continues. If the problem is documented as an old or non-new issue, services may continue with the permission of customer and **I DO WINDOWS** supervisor. If the defect is found to be new, or non-old, a qualified repair expert will be contacted to resolve the problem, at the expense of the customer, prior to the completion of the service. The service will not be "closed" and is to be considered an "open/in-progress" job until the issue is completely resolved.

Agreement By & Between:
I DO WINDOWS Professional Window Cleaning Service (Contractor) &
Hampton Inn & Suites (Client)

Job Site: Hampton Inn & Suites
1513 Centre Point
Denton, Texas 76205

Scope of Work: Clean all perimeter windows Outsides and only Interior windows in common areas of facility. Wipe sills to remove standing water

Duration of Agreement: This Agreement will commence on September 1st, 2008 and be considered in place and valid until January 31st, 2011. Either party may renew or cancel this Agreement prior to the end date, provided both parties agree in writing, and provided a 30 day notice of renewal or termination of this agreement is received by affected party.

This is a proposal for window cleaning only. This proposal does not encompass such window cleaning operations as: hard water stain removal, building runoff stain removal, glass restoration (oxidation removal), post construction debris removal, or any other abnormal window soil removal. Normal window soil includes rain splash, bird and insect droppings, tree sap, and any other soiling agents that would reasonably be considered normal soil. **I DO WINDOWS Professional Window Cleaning Service** will provide all materials and labor required to complete the work stated above. All work will be completed in a professional and timely fashion. MSDS sheets for any chemicals brought on the job site will be made available upon request. Certificate of Insurance will be made available upon request.

The Damage Liability Waiver has been signed and a copy has been left on file at **I DO WINDOWS** and with Hampton Inn & Suites. All Terms, Conditions, and Prices Agreed to on this _____ day of _____ 20_____.

Hampton Inn & Suites Representative

I DO WINDOWS Representative