

**AGREEMENT FOR PROFESSIONAL CUSTODIAL SERVICES
FOR THE CITY OF NORMAN MUNICIPAL FACILITIES**

This Agreement is entered into by and between the City of Norman, an Oklahoma municipal corporation, hereinafter called the “City,” and Clean Freaks 405, LLC, an Oklahoma company, hereinafter called the “Contractor,” for the following reasons:

1. The City requires professional custodial services (the “Services”) for City of Norman Municipal Facilities as listed herein:
 - a. Municipal Court, located at 321 N Webster Ave., Norman, OK
 - b. HRIT, located at 313 N Webster Ave., Norman, OK
 - c. City Hall, located at 201 W Gray St., Norman, OK
 - d. Development Center, located at 225 N Webster Ave., Norman, OK
 - e. City Recreation Centers:
 - i. 12th Avenue Recreation Center, located at 1701 12th Ave. NE, Norman, OK
 - ii. Little Axe Community Center, located at 1000 168th Ave. NE, Norman, OK
 - f. Adult Wellness Center, located at 602 N Finlay Ave., Norman, OK
 - g. YFAC, located at 2201 Trae Young Dr., Norman, OK (rejected)
 - h. Park Maintenance Offices, located at 1320 Da Vinci St., Norman, OK
 - i. FLEET Offices, located at 1301 Da Vinci St., Norman, OK
 - j. FLEET Transportation Offices, located at 1310 Da Vinci St., Norman, OK
 - k. Norman Police Department, located at 112 W Daws St., Norman, OK
 - l. Police NIC, located at 1507 W Lindsey St., Norman, OK
 - m. Andrew’s Park Pavilion Building, located at 201 W Daws St., Norman, OK
 - n. Rotary House, located at 1501 W Boyd St., Norman, OK; and
 - o. Transportation Hub, located at 320 E Comanche St., Norman, OK (rejected); and
2. The City issued a Request for Proposal (RFP No. 2425-42) to solicit professional custodial services for the requisite municipal facilities; and
3. Contractor responded to RFP No. 2425-42 with a proposal that satisfied the requirements and qualifications of the City’s RFP and was selected as the best proposal after reviewing and scoring all submissions; and
4. Contractor is prepared to provide the Services as outlined in the Contractor’s proposal submitted March 28, 2025, attached hereto and incorporated herein as Exhibit “A” to this Agreement.

In consideration of the mutual covenants and promises herein contained, the parties hereto agree as follows:

ARTICLE 1 - TERM

The Initial Term of this Agreement shall be from August 5th, 2025 and shall extend until July 31, 2026. This Agreement may be renewed, upon the written agreement of both parties, for four (4)

additional one (1) year terms (each a "Renewal Term"), unless terminated pursuant to the provisions set forth herein, for a maximum contract Term of five (5) years. Contractor understands that this Agreement and any continuation of this Agreement through Renewal Term(s) is subject to sufficient annual appropriations by the City for the fiscal year (July 1 to June 30) in which the Agreement is to be active.

ARTICLE 2 – CONTRACTOR PERFORMANCE AND STANDARD OF CARE

Contractor agrees to provide the Services particularly described in Exhibit "A," which allocate, on average, for six (6) days per week at seven (7) hours per night. Contractor warrants its performance of the Services by the use of personnel of required skill, experience, and qualification, and in a professional and competent manner, in accordance with generally recognized industry standards for similar services. In terms of the standard of excellence, 100% excellence in compliance and in the work performed shall be the standard.

ARTICLE 3 – CITY PERFORMANCE

The City agrees to pay Contractor Twenty-Two Thousand One Hundred and Eighty Two Dollars (\$22,182.00) per month for the Services provided under this Agreement, for a total annual price of Two Hundred Sixty Six Thousand One Hundred Eighty Four Dollars (\$266,184.00), pursuant to the budget described in Exhibit "B," attached hereto and incorporated herein. Contractor shall submit monthly invoices to the City that include details for Services rendered within the invoice period. The City shall pay invoices within thirty (30) days of receipt.

ARTICLE 4 – INDEMNIFICATION AND LIABILITY

Contractor agrees to indemnify, defend and hold harmless the City, its officers, agents and employees from and against any and all liabilities, costs, expenses, including, without limitation, attorney's fees, obligations, losses, damages, suits, claims, including, without limitation, Worker's Compensation claims of or by anyone whomever, (collectively "Claims") resulting from or in connection with Contractor's, its agents or employees provision of the Services under this Agreement; provided, however, that Contractor shall not be liable for Claims occasioned by the sole negligence of the City, its agents or employees. Further, the City shall not be liable or responsible to Contractor for any expense, loss or damage to any person or property occasioned by a third party or any Force Majeure event. It is understood that this indemnity and hold harmless provision is not limited by the insurance required under this Agreement nor in any event be deemed a waiver of any action, right, or remedy otherwise available to the City under Oklahoma law.

Survival. The terms and conditions of this Article 4 shall survive completion of the Services, or the termination or expiration of this Agreement.

ARTICLE 5 – INSURANCE

During the performance of the Services under this Agreement, Contractor, at its own expense, shall keep in force Employer's Liability insurance, naming the City as co-insured, and in an amount no less than the limits prescribed by the Oklahoma Governmental Tort Claims Act (51 O.S. § 151 et seq.) and subsequent revisions thereto, issued by a company or companies licensed to do business in Oklahoma and is of sound and adequate financial responsibility, against all liabilities for

accidents arising out of or in connection with Contractor's provision of the Services, except when caused by the City's negligence or that of its agents or employees, and shall furnish to the City certificates evidencing such insurance subject to the limitations set forth above in respect to the City's sole negligence, and Contractor shall furnish a certificate to the effect that such insurance shall not be changed or cancelled without ten (10) days prior notice to the City, said notice shall be written and given by Contractor. Contractor shall also keep in force Worker's Compensation insurance in accordance with State Laws. Contractor shall be solely responsible for any Worker's Compensation and/or Employer's Liability Insurance.

ARTICLE 6 – FORCE MAJEURE

Neither party shall be responsible nor liable for any delays or failures in performance from any cause beyond its reasonable control, and without the fault of the party claiming an extension of time to perform, including, but not limited to acts of God, changes to law or regulations, embargoes, war, terrorist acts, acts or omissions of a third party, riots, fires, earthquakes, floods, power blackouts, strikes, or weather events.

ARTICLE 7 – TERMINATION

- A. *For Cause*: This Agreement may be terminated by either party, upon written notice, in the event of substantial failure by the other party to perform in accordance with its material duties or obligations under this Agreement. The defaulting party shall have thirty (30) days after written notice is given, specifying the event of default under the Agreement, to cure the default. If the default is not cured to the complete satisfaction of the non-defaulting party, such party may terminate the Agreement.
- B. *For Convenience*: The City may terminate this Agreement for any reason upon thirty (30) days' written notice to Contractor.

ARTICLE 8 – NOTICES

Any notice, demand, or other communication under this Agreement shall be sufficiently given or delivered when it is delivered personally, or within three (3) business days after it is deposited in the United States mail, registered or certified mail, postage prepaid, return receipt requested, to:

City:

Lance Harper
Facility and Construction Manager
City of Norman P.O. Box 370
Norman, OK 73070
405-779-6525
LF.Harper@NormanOK.gov

Contractor:

Madison Winslow
3240 NW 16th street
Oklahoma City, OK 73107

405-406-2287
Cleanfreaksokc@gmail.com

Nothing contained in this Article 8 shall be construed to restrict the transmission of routine communication between representatives of the City and Contractor.

ARTICLE 9 – DISPUTES

In the event of a dispute between the City and Contractor arising out of or related to this Agreement, the aggrieved party shall notify the other party of the dispute within a reasonable time after such dispute arises. If the parties cannot thereafter resolve the dispute, each party shall nominate a senior officer of its management to meet to resolve the dispute by direct negotiation or mediation. Should such negotiation or mediation fail to resolve the dispute, either party may pursue resolution of the dispute as allowed by applicable law and regulation. During the pendency of any dispute, the parties shall continue diligently to fulfill their respective obligations hereunder.

ARTICLE 10 – MISCELLANEOUS

- A. *Counterparts*: This Agreement may be executed in any number of counterparts, each of which shall be deemed an original and constitute the same instrument.
- B. *Severability*: If any provision of this Agreement is determined to be unenforceable, invalid, or illegal, then the enforceability, validity, and legality of the remaining provisions will not in any way be affected or impaired, and such provision will be deemed to be restated to reflect the original intentions of the parties as nearly as possible in accordance with applicable law.
- C. *Governing Law; Venue*: This Agreement shall be governed and construed in accordance with the laws of the United States of America and the State of Oklahoma. The venue for any action under this Agreement shall be in the District Court of Cleveland County, Oklahoma, or the United States District Court for the Western District of Oklahoma. The parties agree to submit to the subject matter and personal jurisdiction of said court.
- D. *Compliance with Laws*: Contractor shall be responsible for complying with all applicable federal, state, and local laws, rules, and regulations.
- E. *Binding Effect*: All the terms, covenants and conditions hereof shall be binding upon and inure to the benefit of the parties hereto and their respective successors and assigns.
- F. *Authority*: Each party hereto has the legal right, power and authority to enter into this Agreement. Each party's execution, delivery and performance of this Agreement has been duly authorized, and no other action is requisite to the valid and binding execution, delivery and performance of this Agreement, except as expressly set forth herein.
- G. *Relationship of Parties*: This Agreement does not create any partnership or joint venture between the parties hereto, or render any party liable for any of the debts or obligations of

the other party. Neither party shall be deemed to be an agent or representative of the other.

- H. *Third Party Rights*: The Services provided for in this Agreement are for the sole use and benefit of the City and Contractor. Nothing in this Agreement shall be construed to give any rights or benefits to anyone other than the parties to this Agreement.
- I. *Entire Agreement; Amendments*: This Agreement, including its Exhibits, constitutes the entire agreement among the parties hereto and supersedes all prior and contemporaneous communications, representations, and agreements, wither oral or written, relating to the subject matter of this Agreement. This Agreement may not be amended or modified, except in writing, signed by each of the parties hereto.
- J. *Assignment*: This Agreement shall not be assigned by either party without prior written consent of the other party.
- K. *Non-waiver*: No failure on the part of either party to exercise, and no delay in exercising, any right hereunder shall operate as a waiver thereof; nor shall any single or partial exercise by either party of any right hereunder preclude any other or future exercise thereof or the exercise of any other right. The remedies herein provided are cumulative and not exclusive of any remedy available to either party at law or in equity.
- L. *Nondiscrimination*: Contractor agrees that it will not discriminate against any persons on the basis of race, color, religion, ancestry, national origin, age, place of birth, disability, sex, sexual orientation, gender identity or expression, familial status, or marital status, including marriage to a person of the same sex.

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CLEAN FREAKS 405, LLC

BY: Bailey Colbert
 Title: CEO

ACKNOWLEDGEMENTSTATE OF Texas)

ss:

COUNTY OF Tarrant)


Before me appeared: Bailey Colbert.

Before me, the undersigned, a Notary Public in and for said County and State, this 7th day of July, 2025, personally appeared DRIVER LICENSE to me known to be the identical person who executed the foregoing, and acknowledged to me that he/she executed the same as free and voluntary act and deed for the uses and purposes therein set forth.

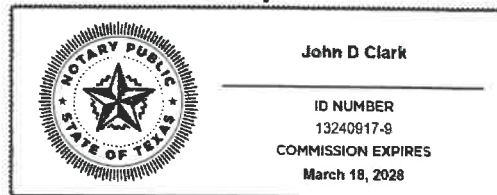
WITNESS my hand and seal the day and year last above written.

Electronically signed and notarized online using the Proof platform.

Notary Public, State of Texas


 Notary Public

My commission expires: 03/18/2028

**CITY OF NORMAN**

APPROVED this _____ day of _____, 20____ by the Norman City Council.

 Stephen Tyler Holman, Mayor

ATTEST:

 Brenda Hall, City Clerk
APPROVED as to form and legality this 8 day of August, 2025.

 City Attorney

EXHIBIT A - CONTRACTOR'S PROPOSAL

Proposal for Municipal Facilities Custodial Services

Submitted To: City of Norman, Oklahoma

Submitted By: Clean Freaks 405, LLC

Contact Information: Madison Winslow, Owner, (405) 406-2287, cleanfreaksokc@gmail.com

Date Submitted: 3/28/2025

Madison Winslow
Owner
Clean Freaks 405, LLC
3240 NW 16th St.
Oklahoma City, OK 73107
(405) 406-2287
Cleanfreaksokc@gmail.com
3/28/25

City of Norman
201 West Gray Street
Norman, OK 73069

Dear Lance,

Clean Freaks 405, LLC is proud to submit our proposal in response to the City of Norman's Request for Proposals for Municipal Facilities Custodial Services. As a small, locally owned cleaning company, we are deeply committed to providing consistent, high-quality service to the community we call home.

Because our owner is a Norman native and University of Oklahoma alum, Clean Freaks 405 brings an authentic understanding of the community's values, needs, and expectations. Our team is not only invested in doing the job right—we're invested in Norman itself.

As hands-on business owners, we are directly involved in day-to-day operations, supervision, and training. This structure ensures accountability, excellent communication, and a high standard of service. We take great pride in our attention to detail, reliability, and the trust we've earned from our residential and commercial clients.

We are especially excited about the opportunity to work with the City of Norman because of the training and partnership this contract offers. We welcome the chance to learn your standards and processes, and we're confident that our adaptability, professionalism, and strong work ethic will make us an excellent long-term fit.

Thank you for considering our proposal. We look forward to the opportunity to serve the City of Norman and contribute to the care of its municipal facilities.

Sincerely,

Madison Winslow
Owner
Clean Freaks 405, LLC

About Clean Freaks 405, LLC

Clean Freaks 405, LLC is a **locally owned and operated cleaning company** proudly serving the greater Oklahoma City metro, including Norman and surrounding communities. Founded in 2021, the company was built on a mission to deliver **dependable, detail-oriented cleaning services** with integrity and consistency.

We specialize in both **residential and commercial cleaning**, offering customized services based on each client's unique needs. Our team is thoroughly trained to approach every space with care, precision, and professionalism. Over time, we've built a reputation for being **reliable, communicative, and consistently high-performing**.

Clean Freaks 405 is co-owned by Bailey Colbert and Madison Winslow. As a **Norman native and University of Oklahoma alum**, Bailey brings valuable local insight and a deep-rooted connection to the community. Together, Bailey and Madison take a **hands-on approach to operations**, including employee training, quality control, and client communication. This direct involvement allows us to maintain high standards and respond quickly to any needs that arise.

Our company values are the foundation of everything we do:

- **Quality:** An unwavering commitment to superior service
 - **Integrity:** Transparent and honest business practices
 - **Community:** Dedication to serving and improving our local environment
 - **Growth:** Continuous learning and adaptation to industry advancements
-

Why Choose Clean Freaks 405?

We take pride in what sets us apart from other custodial service providers:

- **Women-Owned, Local Business**
As a women-owned company based in central Oklahoma, we bring both passion and personal investment to our work. Our small business status allows us to stay flexible, focused, and fully committed to quality.
- **Hands-On Ownership & Management**
Both owners are directly involved in every aspect of day-to-day operations. This ensures accountability, consistency, and personalized oversight on every job we take on.
- **Strong Community Connection**
With ownership rooted right here in Norman, we understand the city's values, expectations, and standards- and we care deeply about meeting them.
- **Commitment to Quality & Consistency**
We don't cut corners. Our staff is trained to deliver thorough, consistent service that exceeds expectations, every time.

- **Adaptability & Willingness to Learn**
We are eager to partner with the City of Norman, learn your processes, and align with your existing systems and expectations. We see this contract as a long-term learning opportunity as well as a partnership.
 - **Clear & Reliable Communication**
We utilize team scheduling and communication tools to ensure internal efficiency and timely responses to client requests or feedback.
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Proposed Staffing Plan

Clean Freaks 405, LLC is prepared to provide a dependable, well-trained custodial team to meet the daily cleaning needs of the City of Norman's municipal facilities. Our proposed staffing plan is built around consistency, accountability, and flexibility-ensuring coverage across all sites while maintaining high cleaning standards and minimizing disruptions to City operations.

Staffing Structure

- **4-5 Full-Time Team Leads/Staff Supervisors (on-site)**
Responsible for overseeing day-to-day operations, completing quality control checklists, and serving as the point of contact for City staff.
- **20-25 Full-Time Cleaning Technicians**
Assigned across locations to carry out nightly cleaning tasks according to the City's schedule and standards. Staffing levels may fluctuate based on exact facility needs and square footage, but we are prepared to scale our labor accordingly.
- **3-5 Floaters (Part-Time or On-Call)**
Available for coverage during absences, high-traffic events, or special deep cleaning assignments.

Scheduling & Shift Coverage

Our proposed schedule aligns with the City's stated requirements:

- Daily custodial presence Monday-Friday/Saturday/Sunday, 6:00 PM to 6:00 AM (according to each facility's hours)
- Adjustments can be accommodated upon request.

We are committed to ensuring uninterrupted coverage and smooth shift transitions. Employees will clock in and out using time-tracking software, and our team lead will conduct daily walk-throughs to confirm completion of tasks.

Training & Expectations

All staff members:

- Will be trained on-site to use City-provided supplies and follow Norman's custodial protocols.
- Receive thorough onboarding and safety training before working independently.
- Are held to Clean Freaks 405's internal standards of professionalism, appearance, punctuality, and attention to detail.
- Undergo OSBI background checks prior to assignment per RFP requirements.

Accountability & Oversight

- Clean Freaks 405 owners will remain directly involved in supervision and support, conducting consistent and unannounced quality checks, communicating directly with the City if issues arise, and ensuring all staff are meeting expectations.
 - Any absences, incidents, or performance concerns will be addressed immediately, and floaters are available to ensure no disruption in coverage.
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Quality Assurance, Safety & Supervision

At Clean Freaks 405, LLC, delivering consistent, high-quality custodial services is our top priority. As a small, hands-on company, we have the unique advantage of close oversight, direct communication, and a genuine investment in client satisfaction. Our approach to supervision, quality control, and safety ensures that every facility we serve is cleaned to the highest standard every time.

Hands-On Supervision

- Both owners of Clean Freaks 405 are actively involved in supervising employees and conducting on-site quality checks.
- A designated **Team Lead/Staff Supervisor** will be present during active shifts to oversee nightly operations, support staff, and ensure all duties are completed according to scope.
- Owners will perform **regular unannounced inspections** and follow up on any feedback provided by City staff.

Clear Accountability & Communication

- We use **Connecteam**, a digital workforce management platform, to manage staff schedules, time tracking, shift check-ins, and company communications. This ensures punctuality, consistency, and transparency at all levels.
- Cleaning staff are held to clearly outlined performance and attendance expectations, with documentation tracked through the platform.
- We encourage and welcome feedback from the City and are committed to prompt, proactive communication at all times.

Daily Task Verification

To ensure services are completed thoroughly and consistently:

- Clean Freaks 405 will implement the **daily task form provided by the City**.
- Staff will be trained on how to complete this form accurately and consistently each day.
- These records will serve as both an internal accountability measure and a tool for City review.

Safety & MSDS Compliance

Clean Freaks 405, LLC is committed to ensuring a safe work environment that meets all OSHA standards. In compliance with the City of Norman's requirements:

- We will maintain and provide **Material Safety Data Sheets (MSDS)** for all cleaning products used (even if provided by the City).
- MSDS documentation will be kept **on-site and updated regularly** in accordance with OSHA guidelines.
- All staff will receive safety training specific to each product and its handling procedures.
- Employees will be instructed in **proper chemical usage, PPE requirements**, and emergency response procedures.

Our safety practices are not just about compliance- they're about protecting our staff, City personnel, and the integrity of every space we clean.

Green Cleaning

Clean Freaks 405 is committed to **environmental responsibility**. Although cleaning chemicals are provided by the City, we train our team in green cleaning practices to minimize water waste, reduce product overuse, and maintain air quality. We support the City's Green Team Initiative and ensure our cleaning protocols protect both health and the environment.

Professional References

Below are references who can speak to the quality, reliability, and professionalism of Clean Freaks 405, LLC. Additional references are available upon request.

Client Name: Audra

Business/Organization Name: Caldera Electric

Type of Service Provided: Bi-Weekly Office Janitorial

Dates of Service: Jan 2023 - Present

Contact Information:

- Phone: (405) 535-8617

Client Name: Lindsay

Business/Organization Name: Trinity Church

Type of Service Provided: Daily Janitorial

Dates of Service: March 2022 - Present

Contact Information:

- Phone: (303) 999-1660

Client Name: Burt

Business/Organization Name: USIC

Type of Service Provided: Weekly Janitorial

Dates of Service: May 2023 - Present

Contact Information:

- Phone: (720) 877-1901

Client Name: Cheryl

Business/Organization Name: Vital Care Pharmacy

Type of Service Provided: Twice Weekly Janitorial

Dates of Service: January 2025 - Present

Contact Information:

- Phone: (405) 832-3510

Pricing Proposal attached separately.

Clean Freaks 405 is committed to building long-term partnerships and understands the importance of working within a defined budget. While the pricing outlined in this proposal reflects our current estimates based on labor requirements and service expectations, we are open to reasonable adjustments or negotiations—particularly if it helps secure the contract in full.

We're confident in our ability to provide consistent, high-quality service across all facilities and are more than willing to collaborate with the City of Norman to reach a mutually beneficial agreement.

Extras (as needed):

-Day Porter Rate: \$24/hr

-Exterior Window Cleaning \$80/hr

EXHIBIT B - BUDGET

Facility	Days/Week	Est. Man Hours/Day	Monthly Bid (\$)
Adult Wellness (AWE)	6	8.0	\$3500.00
Emergency Control Center (ECOC)	7	3.25	\$2600.00
Development Center (Bldg D)	5	8.0	\$3872.00
Police (Bldg B)	5	3.5	\$1300.00
Municipal Courts (Bldg A)	5	3.6	\$1290.00
HR/IT (Bldg C)	5	3.5	\$1250.00
City Hall	5	4.4	\$1600.00
12th Rec Center	6	3.75	\$1700.00
Little Axe Rec Center	6	1.0	\$600.00
Fleet Offices	5	4.0	\$1600.00
Fleet Transportation Maint.	5	2.0	\$730.00
Fleet Bus Transportation Hub	7	2.0	\$0.00
Park Maintenance	2	1.0	\$250.00
Rotary Park Rental	1	1.0	\$170.00
Andrews Park Rental	1	1.0	\$170.00
Young Family Athletic Center (YFAC)	7	9.0	\$0.00
Norman Investigation Center (NIC)	5	3.75	\$1550.00

Total Annual Bid Cost: \$266,184.00

