



The Tidy Queens

Janitorial Cleaning Services at various city locations in Aurora

"Transforming Environments, One Space at a Time"



Table of Contents

 Introduction	3
 Company Overview	4
 Note from CEO	5
 Our Services	6
 Our Approach	7
 Letter to the City	8
 Client Testimonials	9
 Executive Summary	10
 Background & Experience	11
 Company Background	12
 Capabilities Statement	13
 Our Three S's	14



Table of Contents

 Our Team	16
 Resume of principal	17
 Project Team	18
 Staff Benefits	19
 References	20-21
 Janitorial Cleaning Report	22-28
 Proposer’s Certification	29-30



Introduction



15+

Years of operations

5+

Offices worldwide

100+

Happy clients

50+

Employees

Welcome to The Tidy Queens! We are excited to present our proposal for your Janitorial services at the various city buildings in Aurora. At The Tidy Queens, we combine professionalism, integrity, sustainability and excellence to deliver exceptional janitorial solutions that will help your business thrive.

The Tidy Queens Team

Company Overview



About Us

The Tidy Queens is a local janitorial service dedicated to transforming the cleaning industry. Our mission centers on using environmentally friendly products while prioritizing higher wages, skills training, and stable employment for our team. With a passion for Elevating Cleanliness, we've successfully served clients across diverse industries, helping to Transform their work Environments, One Space at a Time.

Mission

Our mission is to revolutionize the cleaning industry by using environmentally friendly products while providing higher wages, skills training and stable employment for our team to increase equity in the communities we serve.

Vision

To be the leading provider of eco-friendly cleaning services in the healthcare, government and education sectors, known for our commitment to sustainability, safety, quality, consistency and excellence in service.

"Delivering unmatched, consistent janitorial services isn't merely a pledge—it's our way of life. We persistently aim to surpass client expectations, seizing every chance to elevate their experience."



Shian Ino-Lewis

President & CEO

Our Services

Complete Janitorial Services

Discover thorough, consistent cleaning solutions with our Complete Janitorial Services. From routine maintenance to specialized cleaning tasks, we keep your facility immaculate, fostering a healthy and welcoming work environment.



Floor services



Carpet Cleaning



Daily/Recurring
Cleaning Services



Green Cleaning
Services



Post-Construction
Cleanup

Green Cleaning

Companies everywhere are making the switch to healthier, green cleaning alternatives to save time, cut costs, and reduce their environmental impact. The Tidy Queens Corporation is proud to be on the path to certification as a green cleaning company, backed by decades of experience in delivering exceptional cleaning solutions.



Eco-Friendly
Products



Chemical-Free
Solutions



Sustainable
Practices



Healthier
Environments



Cost Savings



Our Approach



Discovery & Strategy

We begin by researching your organization and scope to create a tailored strategy.

Implementation Planning



Our operations team crafty a robust implementation plan to mitigate issues during transition and through ongoing service



Implementation

We implement the strategies after consulting with your Project/Building or Facility manager .

Monitoring & Quality Assurance



We continually analyze and monitor work tthroughout duration of project to ensure quality service



Dear Esteemed Members of the City of Aurora,

On behalf of The Tidy Queens, I extend our heartfelt gratitude for the opportunity to respond to the formal solicitation for janitorial services within the beautiful community of Rockford. It is with great enthusiasm that we submit our proposal, and we wish to express our sincere appreciation for your consideration of our company.

At The Tidy Queens, we hold five core values close to our hearts, values that guide every aspect of our operations:

Consistency: We are dedicated to delivering consistent, high-quality services in every task we perform. Our attention to detail ensures that the facilities we maintain are consistently clean, safe, and welcoming for the community members of Aurora.

Integrity: Integrity is the cornerstone of our business. We operate with honesty, transparency, and professionalism in all our interactions, building trust with our clients and partners.

Diversity: As a local, small, woman, and minority-owned business, we celebrate diversity in all its forms. We believe that embracing diverse perspectives and backgrounds enriches our company culture and strengthens our ability to contribute to the economic growth and development of Aurora.

Sustainability: Environmental responsibility is integral to our operations. We employ eco-friendly practices and use green cleaning products wherever possible, contributing to the sustainability and well-being of Aurora's environment.

Community Engagement: We are deeply invested in the success and prosperity of the communities we serve. Through higher wages, we strive to give back and make a positive impact on the lives of our neighbors.

Our commitment to these values drives us to deliver quality services that exceed expectations. We understand the importance of maintaining clean and sanitary facilities, not only for the comfort and well-being of residents and visitors but also for the overall reputation and image of the City of Aurora.

We are dedicated to fostering long-lasting partnerships with local entities, supporting the thriving ecosystem of businesses that contribute to making vibrant communities.

Thank you for the opportunity to be of service.

Warmest regards,

Shian Jno-Lewis
President/CEO
The Tidy Queens



www.thetidyqueens.com



Client Testimonials



Post Construction

Everleigh Naperville



Michele Clemen

Everleigh Naperville

Positive: Professionalism, Quality, Responsiveness, Value I hired The Tidy Queens for a brand new construction building to help with getting our building clean and dust-free before we started moving residents in. They were thorough, professional and hard working at all times. The staff is warm and friendly and treated my community as it were their own home



Professional & Reliable

Remax Town & Country



Denny Malmgren

Remax Town & Country

"I'm so pleased to have found The Tidy Queens. They have been taking care of my home and Real Estate listings and do a phenomenal job. I have never had to tell them what to do. They are always on time, live by their slogan " We Leave No Spot Untouched" because they get areas that I wouldn't normally think of and I really appreciate their trustworthiness and work ethic."



Excellent quality, Consistent and Responsive

Acadia Realty & Trust



Laura Majiejka

Acadia Realty & Trust

Throughout their tenure, The Tidy Queens has maintained a high level of service quality. Their team is always punctual, thorough, and responsive to our needs. Any issues or special requests are addressed promptly, and the overall cleanliness of our facilities has greatly improved under their care.



The Tidy Queens
CORPORATION

630.907.7336

Info@thetidyqueens.com

1 E. Merchants Dr Suite LLB Oswego, IL 60543



Executive Summary

The Tidy Queens is a local, small, woman, and minority-owned business, bringing a unique combination of expertise, dedication, professionalism, reliability, and community engagement to meet the janitorial needs of our clients. Our proposal reflects our core values of integrity, diversity, sustainability, consistency, and community engagement.

As part of our ongoing quest to become Green Seal certified, The Tidy Queens is dedicated to advancing sustainable practices in every facet of our work. We prioritize environmentally friendly cleaning solutions that align with our sustainability goals while maintaining the highest standards of cleanliness and sanitation.

With a commitment to delivering quality services that exceed expectations, we utilize proven methods and maintain consistency to ensure that the facilities we service remain spotless and safe. We are deeply invested in the success and prosperity of our local communities, actively supporting local initiatives to make a positive impact while contributing to the economic growth and development of the areas we serve.

We are excited and ready to serve the City of Aurora with the highest standards of professionalism, sustainability, and reliability. Thank you for considering The Tidy Queens for your janitorial needs. We look forward to the opportunity to partner with you in maintaining the cleanliness and reputation of Aurora.



Background & Experience



COMPANY BACKGROUND

The Tidy Queens was founded in 2010 with a vision to provide exceptional janitorial services to businesses and communities in the Chicagoland area. As a local, small, woman- and minority-owned business, we are deeply connected to the communities we serve and dedicated to meeting their diverse needs.

Over the years, we have grown steadily, building a reputation for reliability, professionalism, and excellence in our services. Our team of experienced professionals is committed to maintaining the highest standards of cleanliness and sanitation in every facility we manage.

Beyond that, we are dedicated to sustainability and are currently pursuing Green Seal certification to further demonstrate our commitment to eco-friendly practices. By using environmentally-safe products and sustainable methods, we aim to contribute to a healthier environment for both our clients and the planet.

Equally important is our commitment to our employees. At The Tidy Queens, we prioritize fair wages and are dedicated to providing compensation that elevates our team members above the poverty line. We believe that by offering higher wages and promoting financial stability, we can empower our employees and build a stronger, more inclusive workforce.





THE TIDY QUEENS JANITORIAL SERVICES

COMPANY SNAPSHOT



Shian Jno-Lewis: President & CEO



630.907.7336

704.557.6031



630.277.5007



1 E. Merchants Plz. Ste LLB Osswego, IL
60543



info@thetidyqueens.com



www.thetidyqueens.com

DUNS NUMBER: 961738429

UEI: EDVWKWJCN7L6 CAGE

CODE: 8E5Q6

SIC CODES:

7349, 7217, 7342, 4959, 1799

NAICS Codes: 561720, 562910,

561740, 238330, 238990,

561210, 236115, 562119, 236118

SOCIO-ECONOMIC

CERTIFICATIONS: DBE,
MBE, WBE, BEP, WOSB,
RESE

CORE COMPETENCIES

Facilities Management (Retail, Schools, Daycare, Industrial, Office spaces)

Biohazard Cleanup

Carpet Cleaning

Construction Cleanup (Final, Post-Construction)

Floor Care (Buff, Scrub, Strip and Refinish)

Windows (Interior and Exterior)

DIFFERENTIATORS

- Economically Disadvantaged Woman Owned Business
- Green Seal Certified for social responsibility (Oct 2024)
- Capability to provide individual services or meet the need for services as a single source entity
- Trained/Certified in Non-Acute Care Cleaning.
- Global Biorisk Advisory Council (GBAC/ISSA) Certificate in Pandemic Cleaning
- Our standards and quality of performance allows for peace of mind.

PAST PERFORMANCE

ILLINOIS MATH & SCIENCE ACADEMY, AURORA, IL | FACILITY CLEANING

AREA SIZE: 89508 SF. | Deep clean and sanitize 144 Dorm rooms with bathrooms, Shampoo carpet in all dorm rooms, hallways and stairwells, hard surface floor care (Strip & Refinish), high dusting, polishing furniture, trash removal.

JEWEL OSCO STORES, 15 AREA LOCATIONS | FACILITY COMBINED

CLEANING AREA SIZE: 337,312 SF. | Hard surface floor care (Buff, Strip & Refinish) of the retail areas, clean and sanitize restrooms, trash removal.

STATE OF ILLINOIS, 52 AREA LOCATIONS | FACILITY COMBINED

CLEANING AREA SIZE: 700,012 SF. | Clean and sanitize all areas including restrooms, and other high touch point areas. Trash removal.

CHICAGO TRANSIT AUTHORITY | FACILITY COMBINED CLEANING AREA

SIZE: ~100,000 SF. | Clean and sanitize all areas including restrooms, trash removal.

ILLINOIS AVIATION | FACILITY COMBINED CLEANING AREA SIZE: 20,098

SF. | Clean and sanitize all areas including restrooms, and other high touch point areas. Trash removal, Shampoo carpets.



The Tidy Queens
CORPORATION

630.907.7336

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1 E. Merchants Dr Suite LLB Oswego, IL 60543



Our Three S's

Sustainability

At The Tidy Queens, sustainability is more than just a goal—it's a guiding principle. Currently progressing through our Green Seal certification, we are dedicated to meeting the highest standards in environmentally responsible cleaning. Our commitment to eco-friendly practices extends beyond using non-toxic, biodegradable products. We also actively incorporate water conservation techniques, reduce waste through efficient processes, and promote recycling initiatives with our clients. As a small cleaning company, we continuously seek innovative ways to minimize our environmental impact, such as optimizing energy use with low-energy equipment and reducing single-use plastics. Our approach ensures a cleaner future for both your facility and the planet.

Safety

Safety is at the core of everything we do. We adhere to strict safety protocols to protect our clients, their facilities, and our employees. From using non-toxic, eco-friendly cleaning products to regularly training our staff on best practices, we ensure that safety is never compromised, creating a secure and healthy environment for all.

Security

We understand that trust and security are paramount in any partnership. At The Tidy Queens, we rigorously screen our employees, ensuring a trustworthy team of professionals. Our security protocols, combined with our focus on accountability, guarantee that your facility remains protected, while maintaining the highest standards of integrity and discretion.



Our Leadership Team

Collectively, the leadership team at The Tidy Queens brings together 100 years of diverse experience, embodying our unwavering commitment to excellence, innovation, and inclusivity.



Shian Jno-Lewis

Chief Executive Officer
25 Years of Experience

The visionary leader of The Tidy Queens boasts over twenty years of experience in the janitorial service industry. As CEO, she brings a profound wealth of knowledge and expertise to her role. Her passion lies in providing exceptional and consistent services grounded in integrity, while also nurturing a culture of genuine human equity and respect.



William Breuder

Business Development Manager
35 Years of Experience

William is a seasoned leader with over 30 years of expertise in business development and client relations. As the Business Development Manager, he plays a pivotal role in identifying new growth opportunities, fostering strong client partnerships, and driving the company's expansion into new markets. His strategic vision, combined with a customer-focused mindset, consistently fuels business growth and enhances market presence.



Alan Gross

Director of Quality
40 Years of Experience

Alan is an experienced professional with 40 years of expertise in quality management, real estate, investment, and process improvement. As the Director of Quality at The Tidy Queens, he is committed to maintaining the highest standards of service excellence. Alan implements comprehensive quality assurance practices, oversees real estate evaluations to ensure client facilities retain their value through our services, and leads continuous improvement initiatives to drive client satisfaction and operational efficiency.





Shian Jno-Lewis

Oswego, IL | 630.962.8777 |
Slewis@thetidyqueens.com

The Tidy Queens Corporation-Naperville, IL

2010–Present

President

Develop and implement the company's overall strategy and vision in line with organizational goals.

Provide leadership and direction to the executive team and ensure effective communication and collaboration across all departments.

Establish and maintain strong relationships with key stakeholders, including clients, partners, and investors.

Oversee the development and execution of business plans, ensuring alignment with financial objectives and sustainable growth.

Monitor industry trends, competitive landscapes, and regulatory changes to make informed strategic decisions.

Drive a culture of innovation, excellence, and accountability within the organization.

Make key decisions regarding resource allocation, budgeting, and financial management to optimize company performance.

Ensure compliance with legal and regulatory requirements and maintain the highest standards of ethical conduct.

Represent the company in public forums, conferences, and industry events to enhance brand visibility and reputation.

Foster a positive organizational culture that values diversity, inclusion, and employee engagement.

Assess and mitigate risks, both internal and external, to safeguard the company's reputation and financial health.

Continuously evaluate and refine operational processes to enhance efficiency and effectiveness.

Keep the board of directors informed about the company's performance, challenges, and strategic initiatives.

Donlen Corporation – Northbrook, IL

2015 –2018

Analyst for Fleet Management Corporation

Drove results in increasing cost savings by working with the SCS and Sales/AE to understand the opportunities and setting goals to ensure the goals are achieved.

Took ownership of key customer accounts

Built and maintained strong relationships with multiple key contacts to ensure retention and growth of customer accounts through delivering World Class customer service and responsiveness.

Served as an escalation point for issues that impacted the customer's success.

Closely managed and nurtured accounts to identify and eliminate risk of attrition.

Identified incremental opportunities and programs that helped customers achieve greater value from their Donlen solutions.

Stayed informed of new types of loans and other financial services and products to best meet customers' needs and abreast of Anti-Money Laundering and other regulatory control standards.

Blackmore Partners Inc. – Chicago, IL

2014 – 2015

M&A Analyst for Private Equity Independent Sponsor

Managed Salesforce database by collecting and organizing data for executives to identify potential opportunities.

Created mass email marketing using critical impact to drive awareness and interest in the Blackmore Partners brand.

Responsible for creating and presenting weekly and monthly performance reports to the Managing Director

Participated in buy-side assignments, and strategic merger or acquisition advisory services.

Conducted acquisition searches for buyers, formulating a valuation range, and identifying potential buyers or acquisition candidates.

Constructed and composed confidential information memorandums and any associated selling documents.

Assisted in structuring transactions and in negotiations with all parties including coordinating meetings and arranging any equity or debt financing.

Posted mandates and coordinated with other advisors on all aspects of the deal process.

Improved methods which led to a 50% increase in Finder's opportunities for the Add-on process

Nordstrom, Inc. – Chicago, IL

2000 2003

Assistant Manager for leading fashion specialty retailer

Coached and trained 10 sales associates in various aspects of fashion and product knowledge to achieve exceptional service.

Resolved customer inquiries and complaints.

Collaborated with department manager to ensure customers received the best quality, value and merchandise selection.

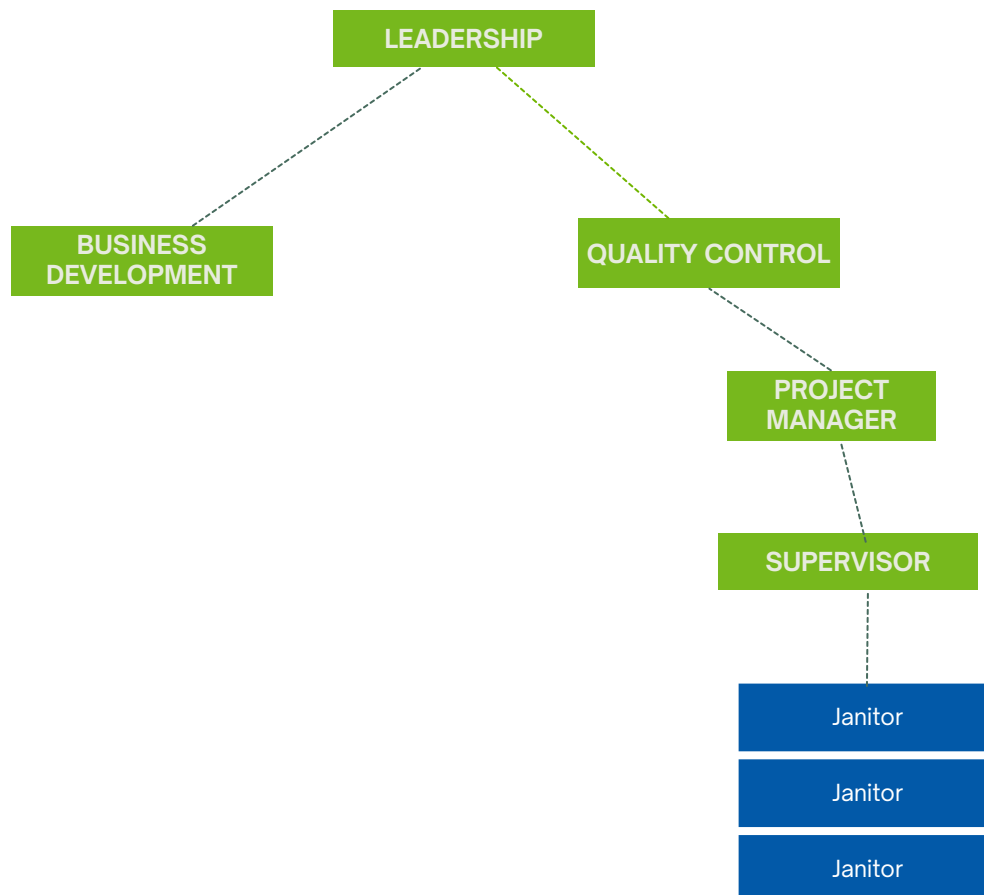
Assisted management to ensure accurate inventory management and achieved shrinkage goals to 5%.

Accomplished sales goals throughout the fiscal year which placed the department in the top 5%.

Cultivated healthy vendor relationships that permitted swift response times.

The Project Team

Below is the team responsible for this project

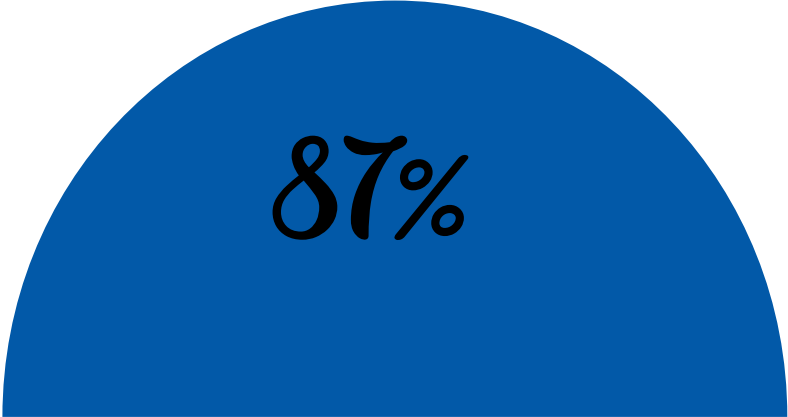


Staff Benefits

We understand and appreciate the guiding principles of the City of Aurora especially Respect through valuing the worth of others thereby improving the quality of life of its residents and increasing equity amongst the community. At The Tidy Queens, we believe in the value of fair compensation and the dignity of all our employees, whether temporary or permanent. We are committed to providing living wages to all staff members, ensuring that they can support themselves and their families while contributing to our mission of delivering exceptional janitorial services.

Our dedication to living wages reflects our core belief in equitable treatment and respect for every individual's contributions to our team. By prioritizing fair compensation, we not only promote employee well-being but also foster a culture of loyalty, dedication, and pride in our work.

All of our full time staff have fully paid vision and dental insurance for them and their dependents, paid time off, holiday pay, and 401k match starting their sixth month.



87%

**We offer 87% more
benefits to our
employees than our
competitors**

At The Tidy Queens, we recognize that our employees are our greatest asset, and we are committed to upholding their rights and ensuring their financial security. It is through this commitment that we cultivate a positive work environment and drive the success of our company.

Thank You!

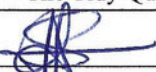
CITY OF AURORA
REQUEST FOR PROPOSAL 20-40
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

REFERENCES

(Please Type) Illinois Aviation Academy
Organization _____
Address 32 W 751 Tower RD
_____ City, State, Zip West Chicago, IL., 60185
_____ Phone Number (630) 513- 2224
_____ Contact Person Savannah Brown
_____ Date of Project 2023 to present

 Geode Health *****
Organization _____
Address Multiple Locations
_____ City, State, Zip Illinois
_____ Phone Number (773) 209- 5274
_____ Contact Person Erica Taylor-Powell
_____ Date of Project 2021 to present

Organization Groot Industries
Address 1565 Aurora Ave
_____ City, State, Zip Aurora, Il, 60506
_____ Phone Number 630-723-2806
_____ Contact Person Angela Meyer
_____ Date of Project 2020 to present

Contractor's Name: The Tidy Queens Corporation
Signature & Date:  09/17/2024

CITY OF AURORA
REQUEST FOR PROPOSAL 20-40
JANITORIAL CLEANING SERVICES
AT VARIOUS CITY-OWNED BUILDINGS

REFERENCES

(Please Type)
Organization Chicago Transit Authority

Address Multiple locations

City, State, Zip Chicago, IL 60625

Phone Number (312) 681-4506

Contact Person Erin Kleist Gaynor

Date of Project 2020 to 2021

Organization State of Illinois

Address Multiple Locations

City, State, Zip Illinois

Phone Number (773) 209- 5274

Contact Person Jean Sandstrom

Date of Project 2020 to 2021

Organization _____

Address _____

City, State, Zip _____

Phone Number _____

Contact Person _____

Date of Project _____

Contractor's Name: The Tidy Queens Corporation

Signature & Date:  09/17/2024



Buildings to be Cleaned:

- City Hall, 44 E. Downer Place
- Elmslie/Hogan Building, 1-5 S. Broadway and 51 E. Galena Blvd.
- Aldermen's Office, 60 E. Downer
- Development Services Center, 77 S. Broadway
- ACTV, 5 E. Downer Place
- GAR Hall, 23 E. Downer
- Public Art Building, 20 E. Downer Place
- Customer Service Center, 3770 McCoy Drive
- Electrical Department Building, 339 Middle
- Central Garage Building, 720 N. Broadway
- Thrive Collaborative Center, 712 South River Street
- Visitor Center, 1000 Ray Moses Drive
- Phillips Park Admin Building, 901 Ray Moses Drive
- Phillips Park Golf Course Building, 1001 Hill Avenue

1. Framework for Cleaning Operations

Key Responsibilities

- **Log Record Maintenance:** Cleaning personnel will maintain a log record detailing areas cleaned, submitted weekly by an established deadline determined by the City. The log will be reviewed by the project manager to ensure compliance.
- **Cell Phone Requirement:** All staff will be required to carry cell phones during their shifts and respond promptly to service calls from the City.
- **English Proficiency:** All staff will be required to speak and understand English, ensuring clear communication with city representatives.

Supervisor Duties and Reporting

1. Bi-Weekly Walkthrough

Supervisors will perform building walkthroughs every two weeks, documenting any cleanliness issues and outlining the cleaning company's response. This report will be submitted to the City's Division of Central Services.

2. Monthly Walkthrough with the Superintendent

A joint building walkthrough with the Superintendent will occur monthly. The supervisor will submit a detailed report within two days, addressing any problems and outlining corrective measures.



Specific Cleaning Procedures

1. Mop Segregation

2. Separate mops will be designated for:

- Restrooms, ensuring that cleaning solutions and equipment are not cross-contaminated.
- Lunchrooms, adhering to strict sanitation practices to avoid contamination between eating areas and other locations.

Team Structure:

- **Project Manager:** Oversees all buildings, conducts regular audits, and ensures client satisfaction.
- **Site Supervisors:** One assigned per critical site (City Hall, Development Services Center, Aldermen Offices and Customer service building.), responsible for daily operations and quality control.
- **Cleaning Staff:** Minimum of one staff member per building, with additional staff assigned to larger buildings like City Hall, Aldermen Offices, Elmslie/Hogan Building, Central Garage and Customer service .

Schedule:

- **Daily Tasks:** Vacuuming, dusting, emptying trash, restroom sanitation, and surface cleaning (desks, counters).
- **Weekly/Monthly Tasks:** Deep cleaning of high-touch surfaces, glass/window cleaning, sweeping/mopping floors, and replenishing supplies.
- **Quarterly/Annually Tasks:** Carpet deep-cleaning, waxing floors, full restroom sanitation, detailed window cleaning, and exterior entrance maintenance.

2. Areas Most Critical to Clean and Rationale

1. City Hall (44 E. Downer Place, Aurora, IL)

- **Critical Areas:**
 - **Main Lobby and Reception Areas:** These spaces have the highest foot traffic from employees, visitors, and dignitaries. Cleanliness reflects the professionalism of the city's administration.
 - **Conference Rooms:** Frequently used for meetings with city officials and external stakeholders, these areas must be kept spotless for both hygiene and presentation.
 - **Restrooms:** High-traffic areas that require constant sanitation to prevent cross-contamination and ensure hygiene for city employees and visitors.
- **Rationale:** As the city's administrative hub, City Hall is a public-facing facility. High standards of cleanliness are essential to maintaining a positive image and ensuring the health and safety of all occupants.



2. Elmslie/Hogan Building (1-5 S. Broadway and 51 E. Galena Blvd., Aurora, IL)

- **Critical Areas:**
 - **Main Offices:** Houses multiple city departments. These offices must remain clean to facilitate a healthy and efficient work environment.
 - **Common Areas and Hallways:** High foot traffic zones that connect different departments and must remain clutter-free and sanitary.
 - **Elevators and Staircases:** Common touchpoints that must be sanitized frequently to prevent the spread of germs.
- **Rationale:** As this building supports various city functions, maintaining a professional and sanitary environment is crucial for the city's day-to-day operations.

3. Aldermen's Office (60 E. Downer, Aurora, IL)

- **Critical Areas:**
 - **Offices and Meeting Rooms:** These rooms are used for important legislative work, meetings, and consultations. Cleanliness enhances productivity and ensures a professional appearance.
 - **Entryways and Lobbies:** First impressions matter in political offices, where visitors often include prominent local figures.
- **Rationale:** The office serves the city's elected officials, requiring a high level of professionalism and cleanliness to reflect the importance of the work conducted within.

4. Development Services Center (77 S. Broadway, Aurora, IL)

- **Critical Areas:**
 - **Customer Service Desks:** High interaction between employees and residents takes place here. Regular sanitation of these areas is necessary to reduce the spread of germs.
 - **Public Waiting Areas:** These need frequent cleaning due to high public usage, ensuring a welcoming environment.
 - **Restrooms:** Must be kept in top condition due to heavy use by both staff and the public.
- **Rationale:** This facility serves the public for permits and zoning services, requiring high standards of cleanliness for both efficiency and public perception.

5. ACTV (5 E. Downer Place, Aurora, IL)

- **Critical Areas:**
 - **Recording Studios and Control Rooms:** Must be free of dust to prevent damage to sensitive equipment.
 - **Office Areas:** Clean workspaces ensure productivity and hygiene for media staff.
- **Rationale:** Cleanliness is crucial to ensure equipment functions properly and to maintain a professional environment for media production.

6. GAR Hall (Grand Army of the Republic, 23 E. Downer Place, Aurora, IL)



- **Critical Areas:**
 - **Museum Areas and Exhibits:** Historical artifacts must be preserved in a dust-free and clean environment to prevent deterioration.
 - **Restrooms:** Essential for visitor comfort and public health.
 - **Entrance and Lobby Areas:** High-traffic zones where first impressions are formed.
- **Rationale:** As a historical site, the GAR Hall requires special attention to protect delicate artifacts and provide a clean, inviting environment for visitors.

7. Public Art Building (20 E. Downer Place, Aurora, IL)

- **Critical Areas:**
 - **Exhibit Spaces:** Cleanliness is essential to the preservation and presentation of art.
 - **Entrances and Lobbies:** Must be kept clean to make a good first impression on visitors and patrons.
- **Rationale:** Art spaces require meticulous cleaning to maintain a pristine environment where the focus remains on the art without distractions from dirt or clutter.

8. Customer Service Center (3770 McCoy Drive, Aurora, IL)

- **Critical Areas:**
 - **Service Counter:** This area handles high volumes of transactions and needs frequent sanitation to ensure customer safety.
 - **Public Waiting Areas:** Must be cleaned regularly to provide a comfortable environment for waiting clients.
 - **Restrooms:** High-traffic restrooms require constant attention to maintain hygiene.
- **Rationale:** As a public-facing service center, maintaining clean facilities enhances customer experience and satisfaction.

9. Electrical Department Building (339 Middle, Aurora, IL)

- **Critical Areas:**
 - **Technical Areas and Offices:** Must be kept free of dust and debris to protect equipment and maintain a clean workspace for employees.
 - **Restrooms and Break Areas:** Essential to employee health and comfort, requiring regular sanitation.
- **Rationale:** Keeping these areas clean ensures smooth operations and a safe, comfortable environment for staff.

10. Central Garage Building (720 N. Broadway, Aurora, IL)

- **Critical Areas:**
 - **Garage Floors and Work Areas:** Regular cleaning is required to maintain safety and reduce the risk of accidents from spills or debris.



- **Restrooms, Conference Rooms and Break Rooms:** Frequent use by staff necessitates regular cleaning to maintain hygiene.
- **Rationale:** A clean and organized workspace is crucial in this facility, which involves handling vehicles and heavy machinery.

11. Thrive Collaborative Center (712 South River Street, Aurora, IL)

- **Critical Areas:**
 - **Meeting and Collaboration Spaces:** These areas see heavy use by various community groups, requiring regular cleaning to maintain an inviting environment.
 - **Restrooms and Kitchens:** Common areas used by many people must be kept clean to ensure public health.
 - **Rationale:** As a community hub, the Thrive Collaborative Center must be maintained to high standards to encourage collaboration in a clean, safe space.

12. Visitor Center (1000 Ray Moses Drive, Aurora, IL)

- **Critical Areas:**
 - **Lobby and Public Spaces:** First impressions are critical for tourists; these areas must be clean and inviting.
 - **Restrooms:** Public restrooms require constant attention due to high visitor volume.
 - **Rationale:** Clean, well-maintained facilities enhance the visitor experience and reflect positively on the city.

13. Phillips Park Admin Building (901 Ray Moses Drive, Aurora, IL)

- **Critical Areas:**
 - **Offices and Meeting Spaces:** Regular cleaning ensures a professional atmosphere for park administration.
 - **Restrooms:** High use by staff and visitors necessitates frequent sanitation.
 - **Rationale:** Clean facilities are essential for effective park management and visitor interactions.

14. Phillips Park Golf Course Building (1001 Hill Avenue, Aurora, IL)

- **Critical Areas:**
 - **Pro Shop and Common Areas:** Regular cleaning ensures a professional and inviting environment for golfers.
 - **Restrooms:** High visitor traffic requires constant attention to cleanliness.
 - **Event Spaces:** Used for special events, these areas must be always kept clean and ready for use.
 - **Rationale:** Maintaining cleanliness at the golf course building is essential for guest satisfaction and the overall aesthetic of the facility.



3. Special Cleaning Methods and Products

Recommended Products and Methods:

- **Green Cleaning Solutions:** Using eco-friendly, Green Seal-certified products, including biodegradable cleaning agents for general cleaning and non-toxic disinfectants for sanitizing surfaces once we complete certification.
- **Microfiber Cloths:** For efficient dusting and surface cleaning, reducing cross-contamination risks.
- **HEPA Vacuum Cleaners:** To minimize dust and allergen spread in high-traffic buildings.
- **Electrostatic Disinfectant Sprayers:** For rapid and thorough disinfecting of high-touch surfaces, especially in restrooms, lobbies, and meeting rooms.

Special Techniques:

- **Day Porter Services:** On-call staff available throughout the day to address real-time needs such as restroom checks, spills, or quick cleanups after meetings or public interactions.
- **Deep Floor Cleaning and Waxing:** Particularly for high-traffic areas like City Hall and the Visitor Center to ensure lasting floor quality and appearance.
- **Experience with These Methods:** The Tidy Queens has extensive experience implementing various cleaning solutions, and is currently being trained on the use of eco-friendly products which aligns with our current sustainability goals. We have successfully maintained several public facilities using electrostatic disinfecting technology, particularly during and post-pandemic, to ensure public safety and sanitation.

4. Employee Training Program

Initial Hire Training:

- **Orientation:** Introduction to company policies, safety procedures, and the scope of work for specific sites.
- **Product Usage:** Detailed training on Green Seal-certified products, including appropriate handling, dilution, and application methods to ensure both effective cleaning and environmental safety.
- **Equipment Training:** Hands-on training with equipment such as HEPA vacuums, floor buffers, and electrostatic sprayers to ensure proper use and maintenance.



Ongoing Training:

- **Monthly Safety Meetings:** Covering OSHA regulations, new product updates, and emergency protocols.
- **Bi-Annual Refreshers:** Focused on quality control, new cleaning methods, customer service best practices, and updates on the latest eco-friendly products.
- **On-the-Job Monitoring:** Supervisors provide feedback and support, ensuring that staff maintain high cleaning standards and follow all safety protocols.

Quality Assurance:

Our quality control program includes frequent inspections by site supervisors and periodic audits by the Project Manager to ensure compliance with all cleaning standards. Staff are trained to self-monitor their work and take corrective action immediately if any cleaning discrepancies are found. We also utilize janitorial software that allows for easy communication between employees, managers and clients to facilitate issue correction and timely requests.

The Tidy Queens' comprehensive staffing and cleaning plan is designed to meet the high standards set by RFP 24-093.

We are currently undergoing Green Seal certification, which underscores our ongoing commitment to sustainability. This certification allows us to better care for our employees, clients, and the environment, ensuring the use of eco-friendly products and sustainable practices. With specialized cleaning methods, a strong training program, and robust quality assurance measures, we guarantee that all city-owned buildings will be maintained at the highest level of cleanliness and sanitation, consistently exceeding client expectations.

The Tidy Queens Corporation

Profit and Loss

January 1 - September 17, 2024

	TOTAL
Income	
Sales	597,667.23
Sales of Product Income	1,188.54
Total Income	\$598,855.77
Cost of Goods Sold	
Cost of Goods Sold	83,386.57
Total Cost of Goods Sold	\$83,386.57
GROSS PROFIT	\$515,469.20
Expenses	
Advertising & Marketing	12.41
Bank Charges & Fees	39.00
Insurance	488.94
Job Supplies	144.03
Meals & Entertainment	134.77
Other Business Expenses	100,595.28
QuickBooks Payments Fees	2,077.25
Taxes & Licenses	4,010.72
Total Expenses	\$107,502.40
NET OPERATING INCOME	\$407,966.80
Other Income	
Late Fee Income	281.79
Total Other Income	\$281.79
NET OTHER INCOME	\$281.79
NET INCOME	\$408,248.59

The Tidy Queens Corporation

Balance Sheet

As of September 17, 2024

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Allied First Bank	5,592.37
Chase Checking	235,324.45
OLD Checking-DO NOT USE	0.00
Total Bank Accounts	\$240,916.82
Accounts Receivable	
Accounts Receivable (A/R)	568,025.97
Total Accounts Receivable	\$568,025.97
Other Current Assets	
Due from Factor	0.00
Inventory Asset	-1,102.06
Investment	0.00
Uncategorized Asset	0.00
Undeposited Funds	0.00
Total Other Current Assets	\$ -1,102.06
Total Current Assets	\$807,840.73
Other Assets	
Suspense	0.00
Total Other Assets	\$0.00
TOTAL ASSETS	\$807,840.73
LIABILITIES AND EQUITY	
Liabilities	
Current Liabilities	
Credit Cards	
Barclay Card	-800.00
Caesars Credit Card	2,190.26
Capital One 7793	4,297.00
Capital One 9768	-41,195.56
Mercury Credit Card	2,446.00
Total Credit Cards	\$ -33,062.30
Other Current Liabilities	
Loan Payable	0.00
Loan Payable - Willie	1,920.00
Loan Payable - Yvonne	5,622.26
Other Current Liabilities	0.00
Total Other Current Liabilities	\$7,542.26
Total Current Liabilities	\$ -25,520.04

The Tidy Queens Corporation

Balance Sheet

As of September 17, 2024

	TOTAL
Long-Term Liabilities	
Accion Opportunity Fund Loan	8,350.63
Intuit Loan	0.00
KIVA Mico Loan	0.00
Loan - Allies for Community Business	25,000.00
Loan 12 Five Capital	0.00
Loan SBA EIDL	99,900.00
PPP Loan	0.00
Total Long-Term Liabilities	\$133,250.63
Total Liabilities	\$107,730.59
Equity	
Common Stock	1,000.00
Opening Balance Equity	370.22
Owner's Investment	15,336.29
Retained Earnings	640,340.92
Shareholder Distributions	-67,398.82
Owner's Personal Expenses	-32,787.06
Total Shareholder Distributions	-100,185.88
Net Income	143,248.59
Total Equity	\$700,110.14
TOTAL LIABILITIES AND EQUITY	\$807,840.73