

BIG LEAGUE CLEAN LLC

Locally Owned and Operated



BID PACKAGE



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THE BIG LEAGUE CLEAN MISSION



Why do brands like Greystar, CVS, Penske, and Sola Salons choose Big League Clean?

Big League Clean was founded by Matt and Nash (Pictured above), former Enterprise account managers. After seeing the cleaning industry overrun with inefficient, inconsistent, and unprofessional companies, they decided to create Big League Clean, bringing their expertise in professional account management to the cleaning world.

Their experience shaped how BLC operates today, with a laser focus on providing professional cleaning services modeled around efficient communication and consistent results.

BLC has the local reliability and responsiveness of a neighborhood provider, backed by the systems, structure, and professionalism of a national firm.

Our mission is to elevate your cleaning vendor experience to the *Big Leagues* and stop you from having to go through the pain of cycling through average cleaners, taking the headache cleaning management off your plate.



COMMUNICATION AND MANAGEMENT

- **Level 1 Issues:** Minor Issue, requires communication up to Owners, requires Team Lead in person

Resolution: Email including Account Manager, Team Lead, and Sr. Manager

- **Level 2 Issues:** Medium Issue, requires communication up to Owners, requires Team Lead and potentially Sr. Manager in person

Resolution: Email including Account Manager, Team Lead, and Sr. Manager + Phone Call to Senior Manager (if needed)

- **Level 3 Issues:** Large Issue, requires communication up to Owners immediately and Sr. Manager in person

Resolution: Email to whole team, Phone Call to Sr. Manager and Owners, requires whole Team in person

CONTACTS



**Dedicated
Acc. Manager**

Name@BigLeagueClean.com

970-805-0988

Handles:

- Level 1
- Level 2
- Level 3



**Project-
Specific
Team Lead**

Handles:

- Level 1
- Level 2
- Level 3



**Nash,
Co-Owner**

Nash@BigLeagueClean.com

661-349-6918

Handles:

- Level 2
- Level 3



**Matt
Co-Owner**

Matt@BigLeagueClean.com

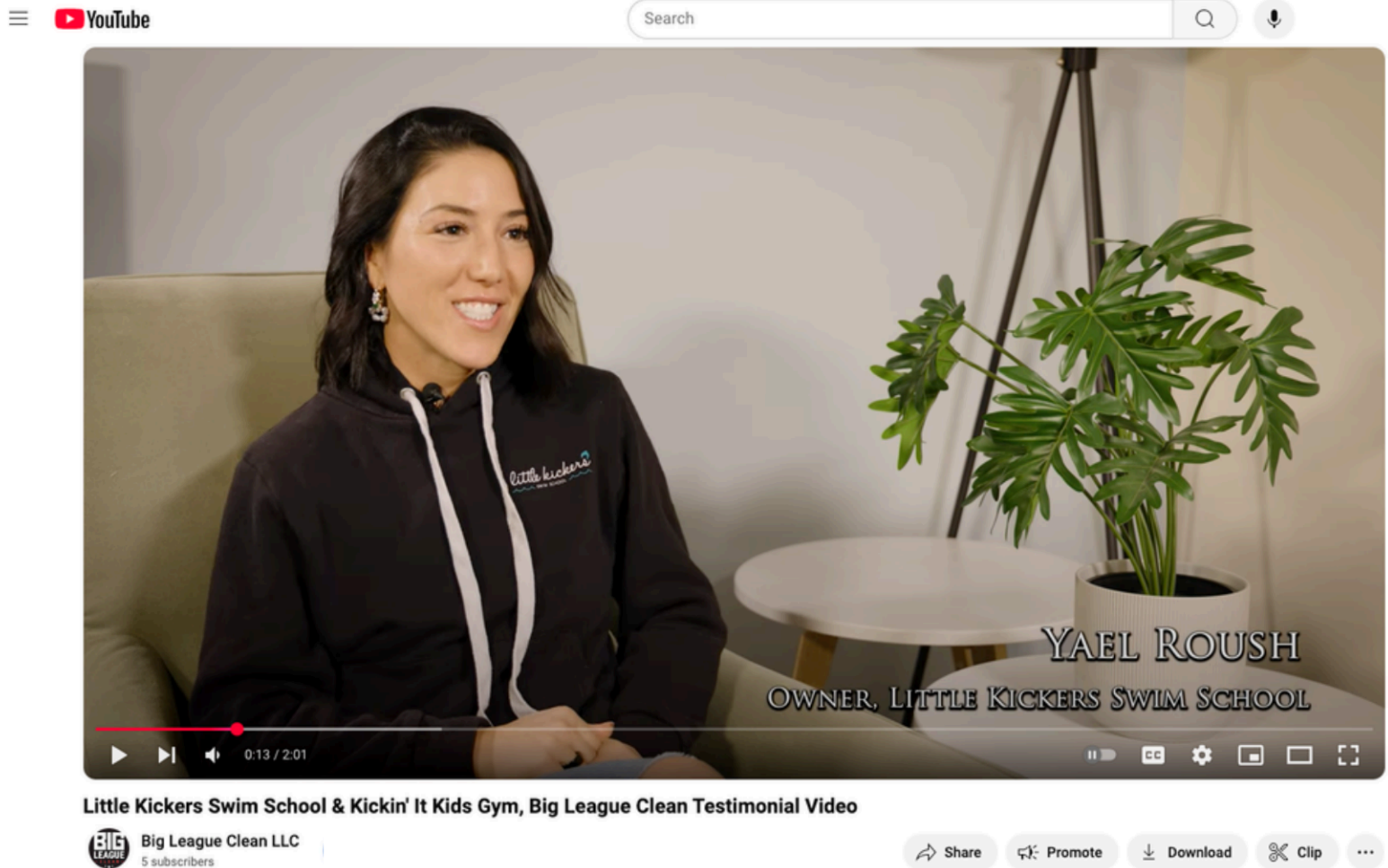
973-615-0612

Handles:

- Level 2
- Level 3



VIDEO TESTIMONIAL



Check out the testimonial video that our client, *Little Kickers Swim School* and *Kickin' it Kids Gym* (7x/Week Cleaning Service) made for us!

Link: <https://www.youtube.com/watch?v=TQcaIS6ws7Y>



REVIEWS AND REFERENCES

Maryann Lekas | Athletic Director | Boulder Country Club

mlekas@bouldercc.org | 858-752-0922

I am the Athletic Director at Boulder Country Club, and after many years of cycling through different cleaning companies, our Facilities Director discovered Big League Cleaners—and they have been outstanding from day one. Their communication is excellent, and they've consistently been willing to adapt to the unique needs of our facility. It's never easy to define what should be cleaned nightly versus weekly or monthly, but Big League has always been flexible and accommodating.

Nathan Talley | Property Director | Boulder Country Club

ntalley@bouldercc.org | 858-752-0922

I am the facilities director at the Boulder Country Club. It is my job to ensure that our high end facilities meet our members' high expectations every day. A big part of these expectations involve the aesthetics of our facilities (approximately 100K square feet). During my time at the club, it has been difficult to find a janitorial/cleaning company that is professional, easy to communicate with, and is able to produce the results we need at an affordable rate. That is, until I came across Big League Clean. Matt and Nash, the owners of the company, are easy to communicate with and professional. They have an established channel of communication that actually works and makes two way communication between me and the crew flow seamlessly. When issues do arise, as they inevitably do when doing business, they along with their staff, have made the adjustments needed in an extremely timely manner.

If you are a representative of a high end property, I would highly recommend working with Big League Clean! Feel free to reach out if you need a reference.

**brian Mayfield | Facility Director |
Little Kickers Swim School and Kicking it Kids Gym**

Brian@littlekickersco.com | (816) 217-9030

Big League Clean has been FANTASTIC! We have gone through countless cleaning companies, and to finally find one that is able to not only do the job extremely well, they are reliable, responsive, and reasonably priced. I would HIGHLY recommend Big League Clean to anyone.



REVIEWS AND REFERENCES

Lauren Baker | Regional Manager | Klingbeil Capital Management

lbaker@kcm.com | (720) 878-0183

Big League has made a world of a difference with the appearance of our office. We get a lot of traffic throughout the week and it shows with dust, mud, marks, etc. The team makes our space look and smell like new every time. They are friendly and make scheduling a breeze!

Katie Mittan | Office Manager | H3X

katie@h3x.tech | (401) 787-4896

We have been using Big League for our cleaning needs, and they have done an excellent job. Their team is professional, thorough, and always punctual. Communication with their team is seamless, and they are always accommodating to our schedule and specific requests. Highly recommend Big League Clean!"

Amy Golberg | Executive Assistant | H3X

amy@h3x.tech | (401) 787-4896

Great company with very clear and concise communication! Our company has been working with Nash and Amanda for a few years now and they do a great job. Amanda makes sure all of our needs are met, and you don't have to wait more than an hour to get a response from her. Cleaning crew is always on time and follows instructions closely. Thanks Big League!"

Amber Self | Regional Manager | Sola Salons (19 locations currently serviced)

amber.self@solasalonstudios.com | (720) 318-0443

I truly appreciate you and your entire team and everything you do to help make all of this work. I know it's not an easy feat, but you all handle it with such grace. I'm also very thankful for Amanda and her responsiveness and attention to every matter we send her way.

I've run several salon suites in different parts of the country, and this is hands down the best experience I've ever had with a cleaning partnership. I actually sent your information to the owner of the last Salon Studio company I used to work for- Danny is great if you hear from him!

You are truly appreciated.



WHY BIG LEAGUE CLEAN

Our goal is simple. You never have to think about cleaning again.

No hour-shaving, ever. Some companies bid low, then quietly cut their time on site. We don't. You get the full scope, every single visit.

A dedicated account manager. One person who knows your building, reachable by phone, text, or email. No call center, no runaround.

We show up in person. We're local, not a national chain routing you to a hotline. If something needs eyes on it, we are there.

Proof, not promises. Our crew photographs the finished work the night of service, so you always know it got done.

Eyes and ears on your building. Low on supplies or something looks off? We flag it before it becomes your problem.

That is the difference between a cleaning vendor and a partner who has your back.



SCOPE AND PRICING

\$1,399 PER MONTH

1x per week

Every Service

- Full bathrooms clean (sinks, toilets, horizontal services, high touch points, vacuum/mop floors, restock supplies)
- vacuum/mop floors
- Clean treatment areas (underneath tables, move candles and clean, dust all horizontal surfaces).
- Mop and vacuum reception area (dust/disinfect countertop)
- remove trash and replace liners

Monthly

- Dusting vents
- clean baseboards
- All interior glass clean



YOU'LL ALWAYS KNOW IT GOT DONE

The real risk with a cleaning company isn't the price. It's paying for hours that never happened. Here is how we make sure that is never you.

Time-stamped visits. Every service is logged with the date and time, so there is a clear record of each clean.

Night-of photos. Our team documents the finished work the same night and sends it straight to your account manager.

Proactive flags. Out of paper towels, soap, or liners? A light out? You hear it from us first.

A real person who answers. Your account manager handles requests fast, however you want to reach us.

We work around your hours. After-hours, keyed access, on your schedule. Whatever keeps your building running.

Professional service means you don't have to manage us. That is the whole point.



SPECIALTY ADD-ON SERVICES PROGRAM

The Specialty Add-On Services Program

Here are the additional services we offer that are included in our Specialty Add-On Services Program

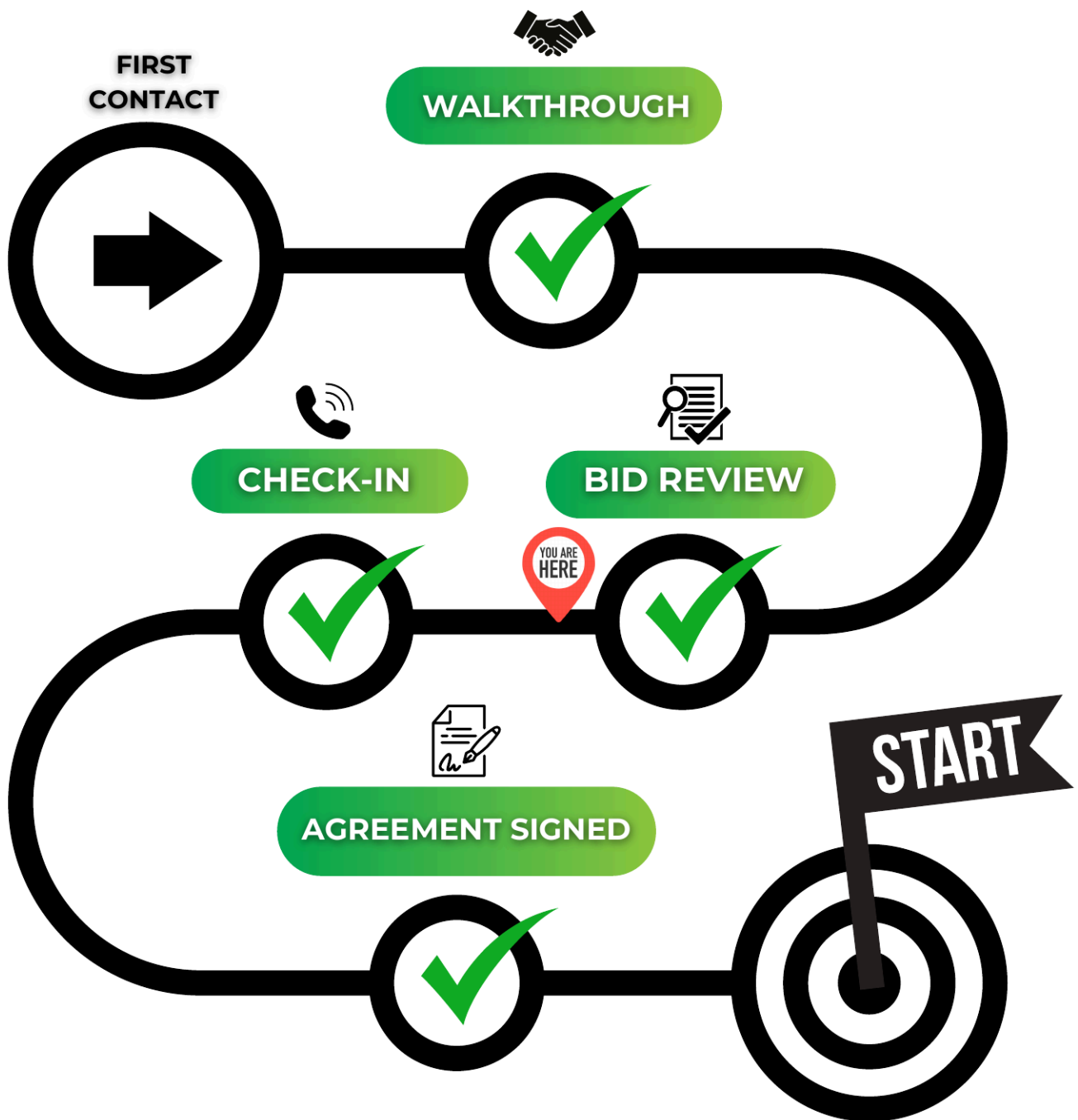
- Carpet Cleaning
- Floor Finishes (Strip/Wax)
- Exterior Window Cleaning
- Exterior Pressure Washing
- Stone / Marble / Tile Care
- Graffiti Removal
- Wood Floor Care
- Sidewalk / Entry Pressure Washing
- Parking Garage / Deck Washing
- Snow / Ice Removal + De-Icing (CO)

Here is how to get started:

- **Click Link Sent In Bi-weekly Check In Email at Bottom of Email (Available at request ahead of email for new clients)**
- Submit a Quote Request after checking off services of interest
- A Big League Clean team member will visit your property within one week to measure and evaluate the service area.
- You'll receive your custom quote within 48 hours of the visit.
- Once approved, we'll schedule your service date and automatically apply your janitorial discount to the next month's invoice.



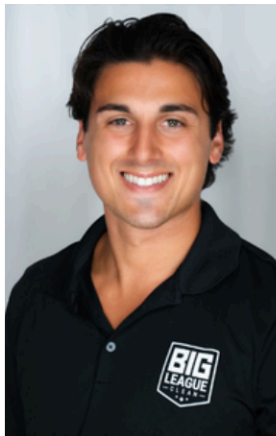
BIG LEAGUE CLEAN CLIENT JOURNEY





NEXT STEPS

1. Adjust scope of work if needed
2. Choose Tier and Complete agreement
3. Schedule start date



Matthew Christou
Co-Owner

973-615-0612 | Matt @bigleagueclean.com

A handwritten signature in black ink, appearing to be "Matt Christou".



Nash Hutter
Co-Owner

661-349-6918 | Nash@bigeagueclean.com

A handwritten signature in black ink, appearing to be "Nash Hutter".



BIG LEAGUE CLEAN LLC



Service Agreement

info@bigleagueclean.com | bigleagueclean.com

The Undersigned ("CUSTOMER") hereby accepts the proposal of Big League Clean LLC, and the parties agree that Big League Clean LLC staff or subcontractors will supply Big League Clean LLC Services for CUSTOMER's premises as follows:

Customer: **KATRINA GELL** | District Manager | The Now Massage
Email: **katrina.gellfmu@thenowmassage.com**
Phone: **786-547-3805**
Service Type: **Recurring**
Estimated Start Date:
Agreement Signed: _____
Service Charge Per Month: **\$1,399**
Location: **2823 Larimer St, Denver, CO 80205, 291 St Paul St, Denver, CO 80206**

1. Delegation of Services

CUSTOMER acknowledges that Big League Clean LLC will delegate all Big League Clean LLC Services to be performed hereunder to a Big League Clean LLC owner, employee/or subcontractor and Big League Clean LLC may assign this Service Agreement in its entirety to a Big League Clean LLC employee or subcontractor.

2. Supplies & Equipment

Included in the Service Charge will be service, cleaning supplies, and any equipment which will be furnished by Big League Clean LLC. The Service Charge does not include liners, paper supplies, and toiletries, which can be provided at CUSTOMER's expense, at competitive prices. The Service Charge also does not include any use tax, tax on sales, services or supplies, or other such tax, which taxes shall be paid by CUSTOMER. CUSTOMER agrees to reimburse Big League Clean LLC the amount of any such taxes if paid by Big League Clean LLC on CUSTOMER's behalf.

3. Scope of Services

All Big League Clean LLC Services specified in the "Big League Clean Bid Package" attached to this Service Agreement as Exhibit A will be provided to CUSTOMER in a satisfactory manner. CUSTOMER acknowledges that only those Services and/or Additional Services specifically identified in the Big League Clean LLC Service Plan will be provided under this Service Agreement.



4. Additional Services

Additional services, not included in Big League Clean LLC Service Charge, to be performed upon request, priced per occurrence, at CUSTOMER'S expense, include:

Additional services accepted by: _____

Signature: _____

5. Term & Termination

(a) **Term.** This Service Agreement is month to month, beginning on the date services are scheduled to begin, and automatically renews for successive one (1) month periods unless either party gives the other written notice of non-renewal at least thirty (30) days before the end of the then-current period.

(b) **Termination for Breach.** If a party fails to perform its obligations, the other party shall give written notice specifying the non-performance in reasonable detail. The non-performing party shall have thirty (30) days from receipt of the notice to cure (the "Cure Period"). If the non-performance is not cured within the Cure Period, the notifying party may terminate this Service Agreement upon written notice. Where CUSTOMER's notice concerns service quality, CUSTOMER shall permit Big League Clean LLC (or its subcontractor) access to the premises during the Cure Period to cure, and shall make a representative reasonably available for a joint inspection of the premises during the Cure Period; if CUSTOMER fails to do so, the Cure Period is tolled until access and inspection are provided.

(c) **Non-Payment.** Notwithstanding the foregoing, Big League Clean LLC may suspend services or terminate this Service Agreement immediately upon written notice for CUSTOMER's failure to pay Service Charges when due.

(d) **Effect of Termination.** Upon any expiration or termination, CUSTOMER shall pay all amounts due for services performed through the effective date of termination.

6. Service Charges & Adjustments

The Service Charge(s) will remain in effect for the service unless there are changes in the original specifications for the premises. In the event of such changes, CUSTOMER will advise Big League Clean LLC accordingly, and an adjustment in the Service Charge, as agreed to and by the parties, will be made. Coming from Big League Clean LLC, upon written notice, the Service Charge shall increase by three percent (3%) annually effective upon the start of each subsequent year after the date the services begin.

7. Transfer & Assignment

Either party may transfer its rights and obligations under this agreement to a third party with prior written consent from the other party. Such consent shall not be unreasonably withheld. In the event of a transfer of



ownership of Big League Clean LLC or its assets, this agreement shall be binding upon and inure to the benefit of the parties' respective successors and assigns.

8. Non-Solicitation

CUSTOMER agrees that it will not employ, engage, or contract with any Big League Clean LLC employee or subcontractor (or any subcontractor personnel) who provided services at the premises, during the term of this Service Agreement or for one hundred eighty (180) days after its termination, without Big League Clean LLC's written consent.

9. Limitation of Liability

Big League Clean LLC's liability for any damages arising from the performance of its services shall be limited to direct damages only, and the total liability under this agreement shall not exceed the total amount paid by the CUSTOMER for services under this agreement during the three (3) months immediately preceding the event giving rise to such liability. Big League Clean LLC shall not be liable for any indirect, incidental, consequential, or punitive damages, including but not limited to loss of profits, loss of use, or interruption of business, regardless of the cause, even if advised of the possibility of such damages.

10. Indemnification

CUSTOMER agrees to indemnify, defend, and hold harmless Big League Clean LLC, its employees, subcontractors, agents, and assigns from and against any and all claims, demands, liabilities, damages, losses, or expenses (including reasonable attorneys' fees) arising out of or relating to:

- a. CUSTOMER's negligence, misuse, or failure to maintain facilities in a safe and operable condition;
- b. Incidents or conditions existing on CUSTOMER's premises unrelated to Big League Clean LLC's performance of its obligations under this agreement;
- c. Claims or damages resulting from acts or omissions by third parties not under the control of Big League Clean LLC.

11. Insurance Coverage

Big League Clean LLC shall maintain general liability insurance with coverage of at least \$1,000,000 per occurrence. CUSTOMER acknowledges that they are not an additional insured or certificate holder under Big League Clean LLC's insurance policies unless specifically agreed in writing. CUSTOMER agrees to maintain their own property and liability insurance sufficient to cover damages occurring on their premises.



12. Exclusions

Big League Clean LLC shall not be responsible for damages resulting from:

- a. Pre-existing conditions on the premises, including but not limited to faulty plumbing, structural defects, or insufficient maintenance;
- b. Acts of God, force majeure events, or other circumstances beyond the reasonable control of Big League Clean LLC;
- c. CUSTOMER's failure to follow recommendations or report issues that may pose a hazard or risk to the premises.

13. Incident Reporting

In the event of damage or an incident occurring during the provision of services, CUSTOMER must notify Big League Clean LLC in writing within 48 hours of discovery. Big League Clean LLC reserves the right to inspect the premises and determine the extent and cause of the damage before any claims or compensation are considered.

14. Billing & Payment

Big League Clean LLC will bill CUSTOMER monthly, and CUSTOMER agrees to pay Big League Clean LLC by check, ACH, or credit card for each month in which services are performed, unless this agreement states otherwise. Credit card payments incur a processing fee equal to the lesser of 2.99% or the maximum rate permitted by applicable law. Amounts unpaid more than ten (10) days after the due date bear a late charge of 1.5% per month (or, if lower, the maximum rate permitted by applicable law). In any action to collect amounts due, the prevailing party shall be entitled to recover its reasonable attorneys' fees and costs.

15. Special Services Cancellation

If "Additional Special Services" are included in the Big League Clean LLC Service Plan attached to this Service Agreement, and if CUSTOMER cancels any periodic Special Services described therein for which a prorated monthly charge is included in CUSTOMER'S total monthly Service Charge, any amount owing by CUSTOMER for Special Services performed prior to the cancellation shall be payable in full no later than five (5) days after the cancellation.

16. Authority to Enter Agreement

The undersigned warrant and represent that they have full authority to enter into this Service Agreement, and that it will be binding upon the parties and their respective successors and assigns. Specifically, CUSTOMER acknowledges that this Service Agreement may be assigned in its entirety to a Big League Clean LLC subcontractor or another third party.



17. Governing Law & Venue

This Service Agreement is governed by and construed in accordance with the laws of the State of Colorado, without regard to its conflict-of-laws principles. Venue for any dispute arising out of or relating to this Service Agreement shall lie exclusively in the state and federal courts of the county in which the premises identified above are located.

18. Entire Agreement

This Service Agreement and attached exhibits constitute the complete agreement of the parties concerning the provision of cleaning services to the CUSTOMER, and supersedes all other prior or contemporaneous agreements between the parties, whether written or oral, on the same subject. No waiver or modification of this Service Agreement shall be valid unless in writing and executed by Big League Clean LLC and CUSTOMER. Additionally, in no event shall the terms and conditions of any purchase order or other form subsequently submitted by CUSTOMER to Big League Clean LLC become a part of this Service Agreement, and Big League Clean LLC shall not be bound by any such terms and conditions.



Acceptance of Agreement

The individual who signs below agrees to the terms of this agreement and agrees that their typed name below can be used as a digital representation of their signature to that fact.

A handwritten signature in black ink, appearing to read "Matthew Christou", is positioned above the signature line for Big League Clean LLC.

The Now Massage

By: KATRINA GELL, District Manager

Date: _____

Big League Clean LLC

By: Matthew Christou, Owner

Date: June 8, 2026