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QUALITY

COMPANY OVERVIEW

Acclaim USA, Inc. incorporated in 2003 by Legusta Floyd, Jr. to focus on advancing the use of technology in industry service delivery systems to provide superior quality, service, and value. Mr. Floyd, the company's CEO graduated from the University of Maryland (College Park) 1978 with a degree in Institutional Counseling. In 1985 he entered the facility maintenance industry as a Human Development Specialist with Centennial One Building Maintenance company, rising through the ranks to become Regional Vice President in 2001. His expertise and industry innovations are highlighted in the book "Road to Someplace Better" (see appendix). In presenting Acclaim USA to the marketplace in 2003, Jay (as prefers to be called) vowed to introduce the innovation and ingenuity to the marketplace. As he directs Acclaim USA to become a recognized industry leader in service quality and value, "listening" is what he defines as a critical factor in the development of good service programs.

Every Acclaim USA technical service program is predicated on the mission, goals, and objectives of the customer. It begins with the initial connection and good listening. Technical service programs contain innovations customized with service delivery processes that address customer needs.





TECHNICAL OPERATIONS PROGRAM

The company's industry innovative Acclaim USA-1 (A-1) custodial service system provides the overall *best value* in the achievement of high-quality custodial maintenance services at a competitive market price. The system incorporates elements of Zone, Team and Gang cleaning designs. Elements of Zone cleaning processes are deployed in executive and office areas to maximize detail specific tasks. Elements of Team cleaning processes are tooled in Acclaim USA's A-1 service system and deployed in cubicle and/or group spacing. Gang cleaning elements are deployed in service requirements such as trash removal and periodic services. Acclaim USA's technical operations system utilize task specific equipment, tools, and materials to perform at the highest degree of proficiency. Our product is labor and most important is the management of labor. It is the product and the highest percentage of business cost. Acclaim USA retained 91% of its labor force in 2021 and renewed 100% of eligible contracts because of management leadership in product and service. Though we are rarely the lowest bidder, we take pride in being the best in overall *quality, service, and value*.

We customize each service program with subtle augmentations such linen quality hand towels, automatic soap dispensers and periodic services to elevate housekeeping persona without affecting cost.

Acclaim USA's executive management, industry innovations and strong business partnerships is how we produce the quality you require. We want to be your partner and joyously serve your business success. *Quality, Service and Value* is what distinguishes Acclaim USA from its competition *not by what we say, but by what we do*.





Our technical service program for the Town of Upper Marlboro begins with your specifications and scope-of-work.

SPECIFICATIONS & SCOPE-OF-WORK

JOB DESCRIPTIONS

Employee job descriptions define the degree of education and technical proficiency required for each position as defined in your specifications. The employee job description is the quantitative measure used in recruitment, training, and placement. It requires a signature of understanding and acceptance of its content. The employee job description is one of several administrative tools used in the management of employees.

WORK SCHEDULES

All Acclaim USA employees receive a time sequential work schedule that incorporates safety and security in its design. Task specifications and scope-of-work are incorporated in position descriptions, work schedules and training components. All of which are administered through the management of Acclaim USA employees.

MANAGEMENT

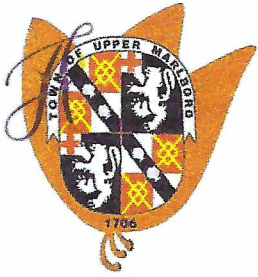
The management of Acclaim USA (*Custom Facility Maintenance*) is led by seasoned professionals integrating technological solutions that positively impact service quality. We believe in being responsive to the needs of our customers and competitive in market pricing.

Acclaim USA is supported by a host of true business partners. Our forward-thinking management leadership invites innovation wherever possible. Our business partners provide key management, leadership, and responsibility in defined areas of expertise. This industry innovation has opened small business niche market opportunities while propelling Acclaim USA in industry management leadership and innovation.

Acclaim USA is proud to share what our customers confidently say about our management team and the services we perform. They know from personal experience that we don't just say "*whatever you need, whenever you need it...just give us a call*", we mean it.

QUALITY MEASURES

The Quality Measures program is predicated on a minimum service quality rating of 88%, based on customer service specifications. Each service task is weighted from 1 (poor) to 5 (excellent). Any line item scored below 4 requires a Deficiency Comment (DC) that must be addressed within twenty-four (24) hours. Failure to address the DC can result in progressive disciplinary actions that can lead to employment termination.



Town of Upper Marlboro

Town Hall, 14211 School Lane
Upper Marlboro, MD 20772

Tel: (301) 627-6905
Fax: (301) 627-2080

info@uppermarlboromd.gov
www.uppermarlboromd.gov

Mailing address: P.O. Box 280 • Upper Marlboro, MD 20773-0280

Request for Proposals

Town of Upper Marlboro Facilities Cleaning Firm

RFP # UM 2022-03

Project Overview: The Town of Upper Marlboro is seeking proposals from firms handle the cleaning services for Town-owned and operating buildings described below.

Description of Work – Town Hall Building (square footage: 4,500)

14211 School Lane Upper Marlboro MD 20772

Timeframe of Services (Monday-Friday)

Bi-Weekly Services:

The general areas to be serviced twice a week include the following: Lobby & Entrance, Restrooms, General Office Areas, Private Offices, Meeting Rooms, and Hallways.

1. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)
2. Dust and disinfect (where appropriate) furniture, including desktops, computes equipment, tables, and chairs with treated cloth
3. Vacuum carpeting and runners (as needed)
4. Damp mop all tile floors
5. Clean with sanitary spray and polish to a shine all dispensers, mirrors, sinks, and faucets
6. Wipe clean and polish all splash areas
7. Scrub toilet and urinal interiors with a liquid abrasive and flush afterwards
8. Fill paper towel dispensers and add toilet paper to holders. Leave one extra roll of toilet paper in each stall
9. Sweep floor, apply solution, clean around wall, under toilets and urinals. Wet mop entire floor surface
10. Clean and sanitize drinking fountains and door handles
11. Clean and remove fingerprints from door glass and interior office windows, and from all glass-topped furniture
12. Remove trash recycling to appropriate outside dumpster
13. Inspect area; secure doors and lights (doors found locked shall be re-locked).

Bi-Annual Services:

1. Wax and buff tile and
2. Interior and exterior window washing

Annual Service:

1. Shampoo carpets.

Description of Work – Public Works Office Building (square footage: 900)

5335 Judges Drive Upper Marlboro MD 20772

Timeframe of Services (Monday-Friday 8am-3pm)

1. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)

2. Dust and disinfect (where appropriate) furniture, including desktops, computes equipment, tables, and chairs with treated cloth
3. Vacuum carpeting and runners (as needed)
4. Damp mop all tile floors
5. Clean with sanitary spray and polish to a shine all dispensers, mirrors, sinks, and faucets
6. Wipe clean and polish all splash areas
7. Scrub toilet and urinal interiors with a liquid abrasive and flush afterwards
8. Fill paper towel dispensers and add toilet paper to holders. Leave one extra roll of toilet paper in each stall
9. Sweep floor, apply solution, clean around wall, under toilets and urinals. Wet mop entire floor surface
10. Clean and sanitize drinking fountains and door handles
11. Clean and remove fingerprints from door glass and interior office windows, and from all glass-topped furniture
12. Remove trash recycling to appropriate outside dumpster
13. Inspect area; secure doors and lights (doors found locked shall be re-locked).

Budget: The monthly cost of the services should not exceed \$600.00 per month.

Deadline: Responses to this RFP are to be submitted by Monday October 31st, 2022, at 5pm. By Mail: Town of Upper Marlboro P.O. Box 280 Upper Marlboro MD 20773. By Email: Info@UpperMarlboroMD.gov. In-Person: Upper Marlboro Town Hall 14211 School Lane Upper Marlboro MD 20772.

Selection Process and Criteria: This RFP is for a 24-month contract with the Town, with the option for renewal beginning December 15th, 2024. Town Elected Officials will participate in the process of selecting the appropriate firm. Proposals will be evaluated based on:

- Adequacy of the proposed methodology of the vendor
- Skill and experience of key personnel
- Demonstrate company experience
- Other technical specifications (designated by program requesting proposals)
- Compliance with administrative requirements of the request for proposal format, due date etc.
- Results of communications with references supplied by vendor
- Ability/commitment to meeting time deadlines
- Cost
- Minority – or women-owned business status of vendor
- Business located within Town limits or local to Upper Marlboro area.
- Other (specified by program)

Rejection Of Submissions: The Town reserves the right to do the following: reject any or all submissions, waive informalities and irregularities in the submissions received, and accept any portion of any submission if deemed in the best interest of the Town.

Incurring Cost: The Town is not liable for any cost incurred by entities prior to executing a contract or purchase order.

Point of Contact: Darnell Bond, Director of Public Works, can be reached at 301-627-6905 or dbond@UpperMarlboroMD.gov with any questions.

Thank you for your interest in this Request for Proposals from the Town of Upper Marlboro.



TRAINING – Our skills and development training method is predicated on providing information repetitively through the stimulation of our human senses (hearing, sight, smell, taste and/or touch). We believe learning should be fun, thus use creative cerebral and physical interactive processes to stimulate the receptiveness of information through familiar everyday natural processes. Our techniques deliver information repetitively through sensory variation; we **TELL, SHOW, DO** and **REVIEW**. Some learn best through an *audio* means; thus we may *tell* an experiential how to story for disseminating the information. Some learn best by demonstration, thus we *show*. Some learn best through practice; thus we provide opportunity to *do*. To ensure learning has taken place we *review* using hands-on, oral or written recital to evaluate learning.

WE RETAIN

10% of what we **read**

20% of what we **hear**

30% of what we **see**

50% of what we **see and hear**

80% of what we **say**

90% of what we **say and do**





WORKPLACE SAFETY. Safety is a significant hidden cost in the facility maintenance industry. Acclaim USA invests heavily in workplace safety education and training as a service to our employees, customers and the general public. Workplace safety adds value to our business and incorporated in every aspect of our business services. Some of the development programs offered by Acclaim USA's Corporate College are; Hazardous Communication Standards, Material Safety Data, Occupational Safety Hazards Administration Form 300, Personal Protective Equipment, Blood born Pathogen Training, Ladder/Lifting and Chemical Dilution Control.

ACCLAIM USA, INC.
Custom Facility Maintenance
SAFETY & HEALTH MANUAL
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THE ACCLAIM USA ADVANTAGE

We are pledged to provide our customers with unsurpassed *value*, fulfilling every requirement and more. We are pledged to provide every customer with unsurpassed *quality*, providing performance analytics defined by your specifications and made available in real time. We are pledged to provide every customer with a commitment to perform *service* excellence and then some, attending to the needs of employees, customers and actively participating in the communities in which we serve.

Acclaim USA provides a work environment that encourages employees to maximize their potential through personal and professional growth. We have a bilingual staff to facilitate language barriers where necessary. Every Acclaim USA employee is trained and certified by industry professionals. Integrity is a core value of Acclaim USA; we strive to provide a work environment in-which employees are proud to wear the uniform. We are confident the value of our service will be recognized in the quality we produce. We accomplish this by being transparent.





Acclaim USA Budget Sheet

Job Name: Town of Upper Marlboro

Total Square Footage 4,500

Number of Employees	Position	Daily Hours	Annual Days	Hourly Rate	Total Hours	Total Cost
1	Working Supervisor	4	104	\$16.00	416	\$6,656.00
1	Maintenance Specialist	4	104	\$15.00	416	\$6,240.00
3	Periodic Services	8.00	4	\$15.00	96	\$1,440.00
	Total Hours				512	
	Total Labor Cost					\$14,336.00
	Labor Burden					\$3,297.28
	Other Direct Cost					\$2,626.46
	Materials and Supplies					
	Motorized Equipment					
	Subtotal					\$20,259.74
	G & A					\$2,025.97
	Contract Cost					\$22,285.71
	Profit					\$1,114.29
	Total Contract Cost					\$23,400.00
	Total Monthly Contract Cost					\$1,950.00

Jan 10/28/22



INTERCRUISES
SHORESIDE & PORT SERVICES SM

July 22, 2019

Sabrina Hicks

Operations Manager, Baltimore

s.hicks@intercruises.com

(410) 733-4994

To Whom It May Concern:

I am writing in reference to Acclaim USA Inc., Custom Facility Maintenance's Operations Manager, Herber Ayala and his team. Mr. Ayala currently has a team assigned to the Cruise Maryland terminal in Baltimore. During the past three years under my tenure, I have witnessed this team in action taking exceptional care of the cleanliness of the entire terminal. They have done an outstanding job and often receive compliments from my staff and guests on how well the restrooms are maintained throughout the day. A normal day at the terminal, consist of thousands of guests being processed through debarkation and embarkation. There are many incidents of spills made by guests, where the team responds without delay to quickly address and clean. This team is focused, professional, friendly and punctual. Simply an awesome team with high standards! I would highly recommend Acclaim USA Inc., Custom Facility Maintenance for any company looking for an excellent cleaning service team.

Best regards –

SHicks
Sabrina Hicks