

RFP # UM 2022-02
Town Media Relations Firm

FELDMANN COMMUNICATIONS STRATEGIES LLC
COMMUNICATIONS CONSULTANT PROPOSAL

THIS CONSULTANT AGREEMENT ("Agreement") is entered into as of the 1st day of January, 2023 ("Effective Date") between the Town of Upper Marlboro, Maryland ("Client"), and Feldmann Communications Strategies LLC ("Consultant").

1. Feldmann Communications Strategies LLC ("FCS") will provide the Town of Upper Marlboro, Maryland ("Client") with consulting services as mutually agreed upon and described in the attached Statement of Work ("Services"). Any changes to the Statement of Work must be in writing signed by both parties.
2. Client shall pay to FCS, as compensation for the Services, the fees set forth on Exhibit A in accordance with the payment schedule set forth on Exhibit A. Unless otherwise provided on Exhibit A, FCS will invoice Client for the Services Fees monthly. All Fees shall be due and payable within thirty (30) days after the date of Customer's invoice for Fees due hereunder.
3. Client shall reimburse FCS for all actual and reasonable, client or customer-related business or expenses incurred by FCS in connection with FCS's duties on behalf of Client provided that FCS shall keep, and present to Client, records and receipts relating to such reimbursable expenses. Such records and receipts shall be maintained and presented in a format, and with such regularity, as Client reasonably may require in order to substantiate Client's right to claim income tax deductions for such expenses. These expenses must be agreed to by both parties in advance.
4. The Client and FCS may terminate this Agreement at any time with thirty (30) day written notice to the other party, and immediately FCS shall cease providing Services. Upon termination, FCS will be paid for all of the services properly performed prior to termination. Termination of this Agreement will not relieve or release either party from any rights, liabilities or obligations that have accrued under this Agreement or under law, or from liability for any breach of the party's obligations under this Agreement that occurred before the date of termination.
5. FCS hereby grants to Client a non-exclusive license to use FCS's trademarks, tradenames, and copyrighted material ("FCS Property") designated by and belonging to the FCS solely in connection with the Services. Client shall not use or authorize any others to use, distribute or disseminate or cause to be distributed or disseminated, FCS Property in any manner not specifically authorized by this Services Agreement. Client agrees that it shall in no way contest or deny the validity of, or the right or title of FCS in or to such FCS Property, by reason of this Agreement, and shall not encourage or assist others directly or indirectly to do so, during the lifetime of this Services Agreement and thereafter.

6. In addition, Client shall not utilize any such FCS Property in any manner which would diminish its value or harm the reputation of FCS. This provision shall survive the termination of this Services Agreement.

7. Similarly, FCS has the right to list the Client's business name and logo on the FCS website as a current client.

8. The Client and FCS agree to retain in confidence any confidential or proprietary information received hereunder and all information that by the nature of the circumstances surrounding the disclosure, should in good faith be treated as proprietary and/or confidential, and will make no use of such information except in connection with its performance hereunder. This provision shall survive the termination of this Services Agreement.

9. For all purposes under this Agreement, FCS shall be and act as an independent contractor of Client, and nothing contained in this Agreement shall be construed as creating a joint venture, partnership, agency, fiduciary or employment relationship between the Parties. The Parties agree that all individuals performing Services on FCS's behalf are not, for any purpose whatsoever, (a) considered to be employees, independent contractors or agents of Client or (b) entitled to any compensation or employee benefits from Client.

10. No delay, failure or default in performance of any obligation by either party, excepting all obligations to make payments hereunder, shall constitute a breach of this Agreement to the extent caused by force majeure.

11. Neither Party may assign or otherwise transfer this Agreement or any of its rights or obligations hereunder without the other Party's prior written consent, which consent shall not be unreasonably withheld or delayed. Notwithstanding the foregoing, either Party may, upon written notice to the other Party, assign or transfer this Agreement in its entirety to a party that succeeds to all or substantially all of such Party's business or assets, whether by sale, merger, operation of law or otherwise. In such case, this Agreement shall be binding upon and inure to the benefit of the Parties and their respective permitted successors and assigns. Any attempted assignment or transfer in violation of this Section shall be null and void.

12. Any modification or amendment of any provision of this Agreement must be in writing and bear the signature of the duly authorized representatives of both parties.

13. No waiver of any right shall be effective unless consented to in writing by the Party to be charged with such waiver, and the waiver of any breach or default shall not constitute a waiver of any other right hereunder or any subsequent breach or default.

14. The Client and FCS, jointly and severally, indemnify, defend and hold harmless one another, their affiliates and their respective directors, officers, employees, agents, successors and assigns from all claims, suits, judgments, costs, liabilities, fines, damages, losses, taxes, penalties, interest and expenses, including reasonable attorneys' fees and related costs, resulting from or arising out of (a) any breach of this Agreement or any warranty hereunder; (b) any act, omission or

performance of any of the services by FCS or FCS's employees, agents or subcontractors; (d) infringement of any trade secret, copyright, trademark, patent or any other intellectual property right of any third party.

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed by their duly authorized representatives as of the Agreement Date first above written.

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By: _____
Raymond C. Feldmann
President & CEO
Feldmann Communications Strategies LLC

By: _____
The Honorable Sarah Franklin
Mayor
Town of Upper Marlboro, MD

EXHIBIT A

Statement of Work

This Statement of Work is made effective 01/01/23, by and between FCS and Client (Town of Upper Marlboro, Maryland).

Description of Services:

-MEDIA OUTREACH: Positive story placement about the Town of Upper Marlboro Commissioners and town staff in local Prince George's and Washington, DC media outlets, as well as media outlets in the Baltimore media market and eventually nationally; Develop positive news and feature stories that help to tell the contemporary Upper Marlboro story: what is taking place today, what steps the Board and staff are taking to change the image and reputation of the town, how they are changing the narrative about the town's relationship with Prince George's County and the state; Assist the Board and staff in developing positive working relationships with area reporters, news editors, and news directors.

-EVENT PROMOTION AND PUBLICITY: Provide public relations and media relations support for major signature events taking place in Upper Marlboro, such as Marlboro Day and the Washington International Horse Show. This scope of work will include press release production, media outreach, press conference planning and preparation, etc.

-SOCIAL MEDIA STRATEGY AND MESSAGING: Work closely with Board of Commissioners and town staff to develop a strategy for posting content (including photos and videos) on the town's Facebook, Twitter, You Tube, and Instagram platforms; This task will include developing and posting more videos on You Tube to visually highlight positive developments happening in the town.

-CRISIS COMMUNICATIONS: Serve as an on-call resource on a 24/7 basis for crisis management and communications involving all aspects of town operations, including the police department, public works, courts, transportation, Mayor's office, Board, etc.; Will serve in a consulting role to the Board and other town staff as appropriate to advise on strategy and messaging during the crisis situation.

-MEDIA TRAINING AND COACHING (OPTIONAL): Media training and coaching for Board of Commissioners and town staff as appropriate, as well as event and topic-specific media preparations, throughout the term of this contract. This service will include a half-day, one-time media training session for the new slate of Town commissioners.

The additional cost for this one-time, half-day media training curriculum will be \$2,000 (not included in the fee structure below).

Billing Rate

An hourly fee of \$125.00/hour for communications and media relations work performed from the aforementioned Description of Services (not including the one-time media training session).

Notes: This agreement will be in place for a period of 18 months, beginning on Jan. 1, 2023 and ending on June 30, 2024, at which time it is subject to renewal upon agreement of both parties.

Additional Terms and Conditions:

Time estimated: As needed basis.

This Statement of Work serves as an Exhibit to the Consultant Agreement.

Agreed and Accepted:

By: _____
Raymond C. Feldmann
President & CEO
Feldmann Communications Strategies LCC

By: _____
The Honorable Sarah Franklin
Mayor
Town of Upper Marlboro, MD

ASAC JANITORIAL SERVICES LLC



CONTRACT PROPOSAL

PROPOSAL PREPARED FOR:

Company	Town of Upper Marlboro, MD
Contact/Title	Darnell Bond
Address	14211 School Lane
City, State, Zip	Upper Marlboro MD 20772
Phone	
Email	dbond@UpperMarlboroMD.gov

COMPANY INFORMATION:

Company	ASAC Janitorial Services LLC
Contact/Title	Mark Moore, President
Address	17010 Village Drive West
City, State, Zip	Upper Marlboro, MD 20772
Phone	301.804.0854
Email	Mmoore@StepAboveClean.com

PROJECT INFORMATION:

Title	Facilities Cleaning Firm	Owner	Town of Upper Marlboro
	RFP # UM 2022-03		
Address	14211 School Lane	City, State, Zip	Upper Marlboro, MD

TRADES BIDDING / SCOPE OF WORK:

Town of Upper Marlboro - Monthly Cleaning



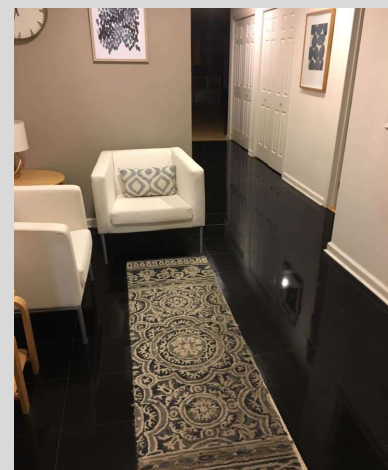
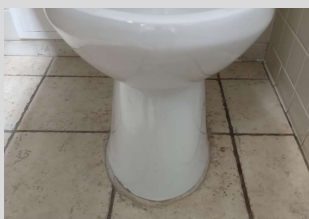
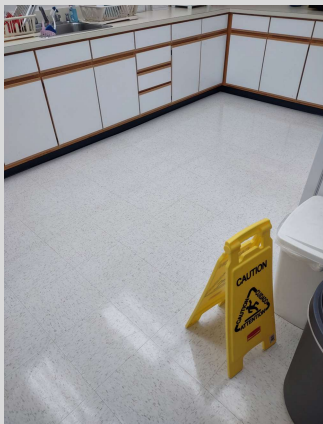
TOWN OF
UPPER MARLBORO

Area(s) to Include:

Town Hall Building (square footage: 4,500) | Public Works Office Building (square footage: 900)

NTE (SQ FT)	5,400
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Personel & Labor Hours	
Total Weekly Hours:	8
1 Cleaner Monday and Thursday 10:00 am to 2:00 pm	
Cleaning Per Specifications	
1. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)	
2. Dust and disinfect (where appropriate) furniture, including desktops, computes equipment, tables,	
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	
9. Sweep floor, apply solution, clean around wall, under toilets and urinals. Wet mop entire floor	
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 s found locked shall be re-locked)	

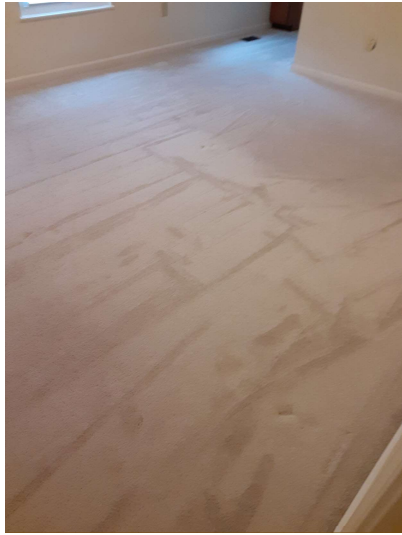


General Cleaning & Common Areas: (If Applicable)	
x	Dust shelves, furniture, fixtures, window sills, blinds, and ceiling fans.
x	Wipe down appliances, countertops, and spot clean walls.
x	Interior cleaning of microwaves.
x	Cleaning of all building doors, entrance ways, and exterior glass doors.
x	Dust all ceiling fans, switches, outlets, railings, banisters, and posts.
Kitchen Area / BreakRoom: (If Applicable)	
x	Wipe down of kitchen to include appliances, countertops, exterior cabinets, and outside of refrigerator.
x	Polish stainless steel.
x	Sweep, mop, empty all trash bins.
Bathrooms: (If Applicable)	
x	Wipe down of bathroom(s) to include, sink, toilet and/or urinals, baseboards, plumbing & light fixtures.
x	Clean vents and ceiling fans.
x	Dust any furniture, remove cobwebs and bugs/trash that has accumulated in corners.
x	Sweep, mop, empty all trash bins.
Windows: (If Applicable)	
x	Cleaning of window sills and ledges.
x	Cleaning of interior windows and frames.
Floors: (If Applicable)	
x	Floors will be swept and broom cleaned.
x	Floors and Carpets will be vacuumed.
x	Floors will be mopped or steam cleaned if necessary.
Trash & Waste: (If Applicable)	
x	Empty trash in all bins, and place in facility provided dumpster.
x	Clean/pick-up trash around dumpsters.
x	Patrol grounds for trash and debris.
x	Report any violations, deficiencies, problems to management.

Additional Services:	
x	Carpet cleaning & hot water extraction - 1 Per Year
x	High power buffing and waxing (4 coats) wax to be applied - 2 Per Year
x	Interior/Exterior Window Cleaning - 2 Per Year
x	Paper Supplies: Paper towels, toilet paper, seat covers, hand soap, cleaning solution, large and small/medium trash liners - to be supplied to the staff



Buffing & Waxing



Carpet Cleaning



Interior/Exterior Window

BID PRICES / COST BREAKDOWN

Monthly Estimate

\$852.28

Annual Add On:

\$1,435.00

Labor Costs	Monthly Cost	\$593.28
Cleaning & Staff Paper Products	Monthly Cost	\$259.00
Add On: Stripping & Waxing (2)	Annual Cost	\$960.00
Add On: Interior/Exterior Window (2)	Annual Cost	\$475.00
Add On: Carpet Shampooing (1)	Annual Cost	\$0.00

Line Item Alternate Bids: Labor, Materials, Equipment - N/A

EXCLUSIONS / ADDITIONS

- Construction debris or dumpster removal.
- Out of scope work will be quoted on a case-by-case basis.

GENERAL NOTES:

**** Customer signature verifies acceptance of the specifications and the pricing per Scope of Work****

- ASAC and all Staff members are insured and can provide documentation upon request.
- If non- listed items create need for repeat work, an additional charge may be assessed.
- Any charge backs or additional charges will be pre-approved by both parties.
- Estimates are good for 20 (twenty) days from date of submission.

11/20/2022

Expiration Date of Bid Proposal

Submitted by (ASAC Services Company Representative)

Date

Submitted by (Authorized Customer Representative)

Date

ASAC Janitorial acknowledges that the quoted estimate is higher than the budgeted amount, however, our figures include all actual costs to provide efficient cleaning, procure a sufficient amount of paper products for your staff, and pay our employees a reasonable wage.

** Labor includes all payroll, taxes, insurance, workers comp, and all other employee costs.*

** Supplies includes all supplies for the maintenance and upkeep of the building, and paper products for staff. Paper products purchased will be the property of the Town of Upper Marlboro and will be kept on site at all times.*

BradCorp Services, Inc.

7150 Chesapeake Rd. Ste 103 Landover Hills, Maryland 20784 PH (301) 773-3735

October 24, 2022

Upper Marlboro Town Hall

14211 School Lane

Upper Marlboro, MD 20772

Dear Darnell Bond,

Let me take this time to tell you how pleased we were to have been invited to present a janitorial service proposal to Upper Marlboro Town Hall.

BradCorp Services, Inc. (BCS) is very clear on the areas of concern expressed by Upper Marlboro Town Hall at our walk-thru. Your concerns of strong supervision, qualified cleaners, stable staff and corporate support are concern of our as well. Our 32 years of experience and our deep involvement with the Building Services Contractors Association International (BSCAI), enables us to address these concerns in a satisfactory manner.

We would like this project to be the beginning of a long and successful partnership between Upper Marlboro Town Hall and BCS.

Our proposal contains the number of staff and hours we have deemed necessary to complete the schedules provided by Upper Marlboro Town Hall. Should you wish to negotiate a change in hours, we are open to discussion and would appreciate the opportunity to present our proposal to you. We will make ourselves available to suit your schedule.

Should you have any questions, please feel free to give me a call on (301) 773-3735

Sincerely,

Daniel Bradley

Vice President

MBE Certified (MDOT)

DBE Certified

Local Family Owned (Landover, Maryland)

EXECUTIVE SUMMARY

BradCorp Services, Inc. is a professional custodial services company founded in 1990. Since our inception, BradCorp Services has consistently met, and exceeded, customer requirements.

- We have excellent references.
- In an industry with desperately high turnover rates, we've had **91% retention** in the past 20 months. Many of our employees have been with us for years and we likewise expect to maximize employee retention on the Upper Marlboro Town Hall contract by treating our employees with dignity, respect, training, and a reason to stay.
- We are cleaning over **1.9 million square feet** of office space everyday.

Highlights of our proposed solution for the Upper Marlboro Town Hall include:

- Thorough, timely cleaning services
- A well thought out, orderly, contract startup and transition plan
- Friendly, accommodating, English-speaking staff
- Ensuring well-trained managers by developing a Manager's Handbook specifically for the Upper Marlboro Town Hall opportunity
- Continual Customer Service and Technical Training for our employees
- A proactive approach to management

BradCorp Services has carefully reviewed the solicitation and has prepared a response that we believe demonstrates the importance of your business to us.

Upon contract award, BradCorp Services will implement solicitation requirements, our Quality Control Plan (QCP), and Contract Startup Plans to ensure a smooth, trouble-free transition.

We'll work hard to keep your business.

COMPLETE APARTMENT'S SERVICE TEAM

The executive staff of BCS is composed of highly skilled individuals who are well-versed in the field of janitorial services. The staff of BSI has enabled us to provide a level of service that has earned BSI an excellent reputation.

Darrell A. Bradley, President - Mr. Bradley has been a successful service provider for more than 10 years. A graduate of the Maryland Drafting Institute his business experience includes the directorship of a janitorial service and a manager of a drafting company. He has substantial top-level management and organizational experience and is the founder of BradCorp Services, Inc. At BSI, Mr. Bradley is a vital player in creating a business niche by developing and directing BSI's commitment to excellence. His leadership style promulgates BSI's goal of providing quality service to customers. His organizational and problem-solving skills have been the main force behind substantial growth.

Daniel Bradley, Vice President - Responsible for managing custodial and building services contracts to more than one hundred accounts within the state of Maryland, employing more than 30 full and part-time employees. Duties include management of day-to-day activities in the areas of personnel, marketing, account management and operations, procurement, stock supply warehouses, fixed asset inventory control, and office administration. Responsible for developing and implementing training programs in safety, management development, supply management, and customer service. Responsible for preparation of financial budgets and monthly expenditure control reports, and quality control of internal and external job sites. Prepare contract proposal and cost estimates for building services and supervision of four area/district managers controlling contracts valued at more than \$1 million annually. Report directly to the corporate owners.

Sakeenah Shakoor, Director of Human Resources – Mrs. Shakoor is responsible for the organizational development of human resources policies and the management of employee relations issues. With over 12 years of successful management and leadership experience, Mrs. Shakoor brings valuable knowledge in the implementation of various human resources practices and objectives. Her human resources knowledge ensures that BSI recruits and hires only the most qualified and experienced employees. Mrs. Shakoor's expertise also provides a balance throughout our marketing division as Director of Marketing.

Paul Bradley, Director of Operations - Responsible for budget preparation, contract negotiation and renewal, and monitoring of more than twenty accounts within the Washington Metropolitan area; all telemarketing activities within the department; and preparation of contract proposal and cost estimates for building services and maintenance of contracts valued at more than \$1 million annually. Responsible for upper level management functions, training, financial budgets and reports, and quality assurance. Served as co-chair of the Safety Committee making policies and recommendations to create a safe work environment. Report directly to the Vice President and Manager.

QUALITY CONTROL PLAN

In order to ensure the successful completion of all contract requirements *without* Upper Marlboro Town Hall prompting, BradCorp Services has carefully constructed a workable, realistic system to prevent deficiencies on this contract.

Fully trained cleaning staff: BradCorp Services intends to maximize retention of current functioning custodial personnel. In so doing, we will retain their knowledge and experience on this contract. This will be coupled with training based on the requirements of the solicitation, accepted custodial procedures, hands on management by our Project Manager and Supervisor, on-the-job training, and refresher courses.

Proper tools: BradCorp Services shall supply up-to-date tools and processes for achieving the cleaning quality levels that Upper Marlboro Town Hall expects and deserves. These tools will also increase worker productivity.

Comprehensive scheduling of cleaning tasks: BradCorp Services has carefully reviewed the contract requirements found in the solicitation and the former contract requirements found in amendment 2. Based on this information and our previous experience, BradCorp Services has outlined a workable schedule. Upon contract award, we shall further hone this outline, make a calendar of dates, and submit a comprehensive schedule (with calendar) to the Upper Marlboro Town Hall for approval. We shall do this for each option year thereafter.

Self-inspections: Inspections shall occur on several levels. Individual Maintenance Workers will inspect their work, Team Leaders will inspect the work of their fellow members, and the Project Manager shall perform inspections of the Team Leaders work. Our headquarters shall perform random audits of the site as well.

Regular Meetings: BradCorp Services would like to maintain a regular meeting schedule between our PM and the Upper Marlboro Town Hall to ensure that all service requests are being handled promptly. We would also like to review contract successes and challenges, if any. The thrust of the meeting is to ensure that there are no concerns that have not been properly addressed. The PM is required to submit a written report of these meeting detailing any issues that may have arisen--good or bad. Copies of these reports shall be filed on-site with a copy to our headquarters office.

Inspection System

Checklist: Our managers shall utilize a Quality Control Checklist to ensure that all tasks have been completed in accordance with contract quality requirements. This QC Checklist is the primary quality verification form to be used on the Upper Marlboro Town Hall project. Please see Appendix A.

Types of inspections: BradCorp Services shall perform: 1) routine inspections of daily work effort, 2) unannounced safety inspections and 3) random audits of the work. Checklists will be used in conducting each type of inspection. For inspection purposes, we will divide the building into public areas and occupied/tenant areas. All public areas are inspected daily and any deficiencies noticed are corrected ASAP.

Inspection of the occupied/tenant area is done weekly by dividing it into five (5) parts, a part for each day Monday through Friday and inspecting a part each day. Conference rooms and executive offices are inspected daily. All inspections shall be documented and kept on file at the site.

Issue Resolution System

We recognize that as the project matures, issues can emerge. In order to minimize the impact of such situations, BradCorp Services takes a methodical approach to issue resolution. This approach can be used for both short- and long-term trends and results in Upper Marlboro Town Hall process improvements. Please see Figure 1 for a synopsis of our effective issue resolution plan.

Six-Step Issue Resolution Plan

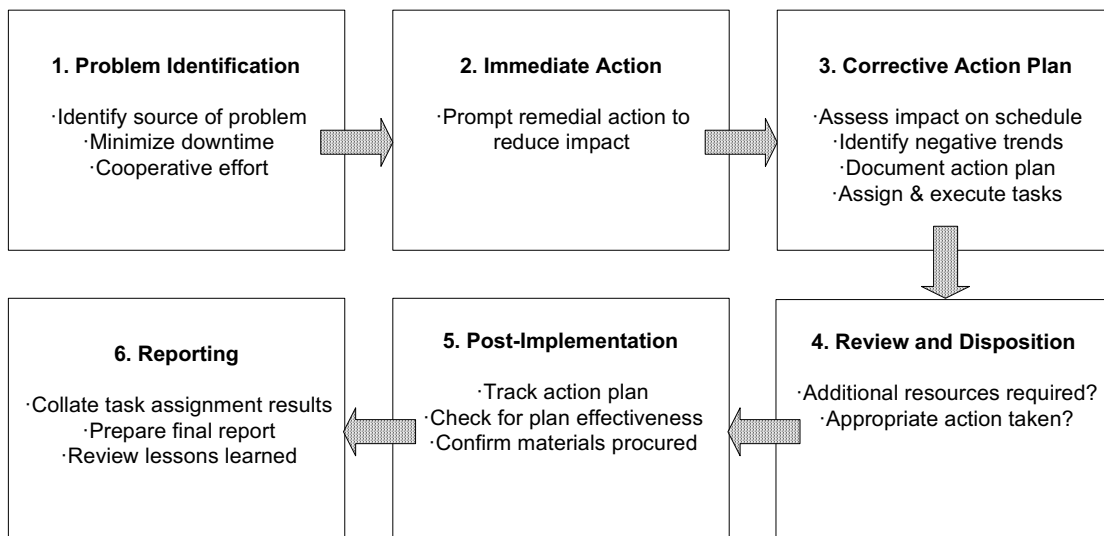


Figure 1: Issue Resolution Plan

Quality Assurance

An effective schedule is essential in accomplishing all contract tasks. The first step in quality assurance is determining what needs to be controlled. In custodial services, this is accomplished by publishing work schedules. BradCorp Services specifies which services are to be done on specific days, which services are to be done weekly and which services are to be done monthly and which are performed on a periodic basis, e.g., quarterly or annually.

Bradcorp has designed a system for developing schedules that will ensure that *all* requisite tasks shall be executed in a timely, compliant manner without Upper Marlboro Town Hall prompting.

BradCorp Services work schedules will ensure contract compliance, employee accountability and quality assurance. BradCorp Services shall publish work schedules specifying what activities are to be accomplished who will perform the work and the time period in which it shall be performed. All schedules shall be subject to Upper Marlboro Town Hall approval.

Step 1: Upon contract award, our contract startup team (which includes the Project Manager and individuals involved) shall develop a master annual schedule which will include all required tasks in accordance with the contract, solicitation. This annual schedule shall be submitted to the Upper Marlboro Town Hall at least five (5) days prior to the contract start date. The Project Manager will have responsibility for updating this schedule for each contract year and for ensuring all work gets done *without* Upper Marlboro Town Hall prompting.

Step 2: BradCorp Services shall also develop a 12 month calendar showing the dates for periodic tasks such as stripping and finishing resilient floors. The purpose of this calendar is three-fold: 1) Upper Marlboro Town Hall will know the dates in which the work will get done and 2) BradCorp Services management will not forget periodic tasks and 3) at a glance, management will know what must be accomplished each month *without* prompting from the Upper Marlboro Town Hall. The calendar shall be posted prominently in the office of the Project Manager. The Project Manager will have responsibility for updating this calendar for each contract year.

Step 3: Upon completion of the master schedule, BradCorp Services shall break down tasks into the days that they will be accomplished and the Teams/Maintenance Workers who shall perform them. Copies of these daily schedules shall be posted at all times to ensure workers understand their duties and comply.

The following matrix is an example of the scheduling matrix that BradCorp Services shall develop upon contract award listing all requirements, cleaning frequency, inspection frequency, and timework will be accomplished.

The following abbreviations apply:

AR – As Required

D – Daily

2D – Two Times per Week

W – Weekly

QTR – Quarterly

BM – Bi-monthly

SA - Semi-Annually

A – Annually

<i>Functional Area:</i>	<i>Cleaning Frequency</i>	<i>Inspection Frequency</i>	<i>Time of Day</i>
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Hallways

Sweep & Wet Mop
Police Grounds
Empty waste receptacles
Clean Classrooms
Spot cleaning
Detailing Restrooms
Mop/Buff Resilient

Daily	D	AM
Daily	D	PM
Daily	D	AM
Daily	D	PM
Daily	D	AM
Weekly	D	AM
Weekly	M	PM

Inspection / Follow System Up

Checklist: Our managers shall utilize a Quality Control Checklist to ensure that all tasks have been completed in accordance with contract quality requirements. This QC Checklist is the primary quality verification form to be used on the Upper Marlboro Town Hall project.

Types of inspections: BradCorp Services shall perform: 1) routine inspections of daily work effort, 2) unannounced safety inspections and 3) random audits of the work. Checklists will be used in conducting each type of inspection. For inspection purposes, we will divide the building into areas and occupied/tenant areas. All public areas are inspected daily and any deficiencies noticed are corrected ASAP.

Inspection of the occupied/tenant area is done weekly by dividing it into five (5) parts, a part for each day Monday through Friday and inspecting a part each day. Hallways and grounds are inspected daily. All inspections shall be documented and kept on file at the site.

Managers to perform inspections: Our **Project Manager, Mr. Bradley**, shall perform all three types of inspections (routine, safety, random) utilizing checklists. The checklist shall be signed and dated by the inspecting individual at the time the inspection is completed. Our **President** shall perform unannounced safety and random audits. Our safety Committee, headed by **Larry Williams**, shall conduct random audits of safety on the work site. Our two **Team Leaders** shall perform routine inspections of the work of their team members ensuring that the rooms sparkle with cleanliness.

Schedule for completing/reperforming: In the event that work is not in compliance with the QCP, BradCorp Services personnel shall correct the deficiency immediately after notification. All corrections shall be complete within one (1) business day. The corrections shall be made by the employee whose area was incompletely cleaned. Once the area correction has been made, the Supervisor will initial the report and return it to the PM who will then re-inspect the area to ensure that the proper corrective action has been taken.

BREAKDOWN OF STAFFING AT TOWN HALL

BradCorp Services has carefully reviewed the solicitation and has prepared a response that we believe demonstrates the importance of your business to us. Upon contract award, BradCorp will implement solicitation requirements, our Quality Control Plan (QCP), and Contract Startup Plans to ensure a smooth, trouble-free transition.

Hours of operation	Tuesday and Friday 7:00 a.m. to 3:00 p.m. Four (4) hours each service day
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Staffing	One (1) porter
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Total Staff: One (1) porter

CLEANING SCHEDULE

Tuesday – Thursday (between the hours of 8:00 a.m. to 3:00 p.m.)

Empty waste baskets
Replace trash can liners
Remove and recycle materials (if applicable)
Dust and disinfect furniture, desktops, computers, tables, and chairs
Vacuum carpeted areas and carpeted rugs/runners
Sweep all vct tile floors
Damp mop all vct tile floors
Clean and disinfect all dispensers
Wipe clean mirrors
Clean and disinfect sinks and faucets
Clean and disinfect toilets and basins
Clean and disinfect urinals
Clean and disinfect drinking fountains
Wipe clean and disinfect door handles
Wipe clean glass doors and interior office windows
Wipe clean glass topped furniture

Annual

Strip and wax hallway throughout property (additional cost)

REFERENCES

Prince George's County Courthouse

14735 Main Street
Upper Marlboro, MD 20772
Contact: Keith Wharton
Phone: (240) 346.2878
Email: kawharton@co.pg.md.us

Department of Corrections

1400 Dille Drive
Upper Marlboro, MD 20772
Contact: Jonathan Okorokwo
Phone: (301) 910-4233
Email: jeokorokwo@co.pg.md.us

Prince George's County Government

3415 North Forestedge Road
Forestville, MD 20747
Contact: Eric Miller
Phone: (240) 602-8925
Email: eamiller@co.pg.md.us

Maya Angelou Public Charter School

5600 East Capitol St. NE
Washington, DC 20019
Contact: Enje Brown
Phone: (301) 758-1372
Email: ebrown@seeforever.org

COST OF AGREEMENT

Equipment and Supplies

We agree to *provide all janitorial equipment and supplies* required to perform the above-specified work.

Insurance and Bonding

We carry Comprehensive Liability Insurance in the amount of \$2,000,000.00 bodily injury for each person and \$1,000,000.00 for property damage.

Terms

Our rate includes all costs for supervision, employees, wages and insurance required to fulfill the cleaning specifications as outlined in this proposal.

We agree to perform the above outlined services from December 15th, 2022 – December 15th, 2024.

Upper Marlboro Town Hall

Labor: \$1,365.00

Sales Tax: \$0.00

Total: \$1,365.00

Additional Services (Upon Request)

Strip/Wax VCT Tile Flooring - \$2,491.00

Shampoo Carpets - \$897.00

Interior and Exterior Windows - \$325.00

This agreement shall take effect as of _____, and may be terminated upon 30 days written notice by either party.

The above specified conditions and terms are satisfactory and are hereby accepted.

Upper Marlboro Town Hall

BradCorp Services, Inc.

By _____ Date

By Daniel Bradley _____ Date

Cover Letter

Darnell Bond

(Director of Public Works)

Phone: (301) 627-6905

Email: dbond@UpperMarlboroMD.gov

RE: Town of Upper Marlboro Facilities Cleaning Firm - RFP # UM 2022-03

Thank you for the opportunity to submit a proposal for **The Town of Upper Marlboro** for cleaning services for Town-owned and operating buildings:

Monday - Friday

Town Hall Building

14211 School Lane Upper Marlboro MD 20772

Monday-Friday 8am-3pm

Public Works Office Building

5335 Judges Drive Upper Marlboro MD 20772

Vested Solutions will furnish at our own expense all labor, tools, materials, equipment, and travel necessary to perform custodial maintenance services for **The Town of Upper Marlboro** for the term of this Agreement which is for a 24-month contract with the Town, with the option for renewal beginning December 15th, 2024.

We use sound judgment and have the ability to work well with and maintain the confidence of **The Town of Upper Marlboro** staff and other customers. Our exceptional ability to deliver services in a timely, safe, and cost-effective manner continues to satisfy our clients. We are qualified and have extensive experience providing custodial maintenance company to provide excellent custodial maintenance and customer service at the City's properties.

We will provide outstanding, regularly scheduled effective, efficient, and a safe high level of cleanliness in accordance with the best standards of practice, custodial maintenance and appropriate supplies to effectively, and safely, maintain a high level of cleanliness for specified City facilities in accordance with the best standards of practice, general City facilities (e.g., Police Department, Library, community centers, parks, etc.). The services provided at these City properties include both scheduled custodial maintenance and non-scheduled custodial maintenance, and unplanned and emergency work. We are able to start the project in less than 30 days, our Maryland office is less than 45 minutes from Upper Marlboro. Our monthly cost would be \$500 per month for 24 months totaling \$12,000.00.

Proposal Summary

Management, Supervision and Quality Control are the key to delivering service

BENEFITS

- Higher level of cleaning
- Reduced Insurance Cost
- Reduced Turnover
- Increased Customer Service

Vested Solutions has a knowledgeable management team with years of experience dedicated to providing efficiency, quality, performance, and maintenance of our contractual janitorial obligations. Our Executive Team together has over 30 years of career experience providing professional Custodial Services. You will find this experience detailed out within this proposal. With this seasoned staff, we are able to provide outstanding service. Our management works closely with all levels of our supervision, to ensure customer satisfaction.

Highlights

- Our managers will be responsible for On-Site and Off-Site Team Management which includes the Administrative Team, Site Manager, Team Leads and Custodial Professionals.
- Our managers have proven leadership skills, including planning, organizing, leading, and coordinating activities. They establish goals and focus on communicating those goals to their staff to accomplish them. Participation in management techniques, employee relations, and hands-on field training are all part of *Vested Solutions'* management program.
- **Planning** – Identify goals, objectives, methods, and resources needed.
- **Organizing Resources** – Organize Human Resources and administrative functions.
- **Leading** – Establish strategic direction – vision, values, mission, and goals.
- **Coordinating** – Ensure systems, processes, and structures are effective. Ongoing feedback and monitoring.

We implement a detailed job description and schedule to give to our custodial professionals. We detail the expectations of our clients and provide clear and understandable directions. We create real value for the organization we are servicing by going above and beyond our daily needs. We ensure our clients and their patrons will be greeted with a clean facility.

The scope of services for the general City facilities includes:

Town Hall Building.

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.

The scope of services for the general City facilities includes:

Public Works Office Building

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)

Vested Solutions uses custodial maintenance techniques and Best Management Practices, generally accepted by the industry and manufacturer's recommendations and accepted industry standards, as applicable according to the on-site conditions and locations. We exercise the care and consideration, as would a prudent property owner. You will find we utilize effective processes in place for safety protocols and to document safety concerns, accidents, or damage to the property. This proposal includes both scheduled custodial maintenance and non- scheduled custodial maintenance, and unplanned and emergency work.

This service will be provided on-site on arrival on the same day or within twenty-four (24) hours of the client's request for services. to complete custodial maintenance services for a term of the contract which is three years, with two one-year options to renew at the City's sole discretion. **The Town of Upper Marlboro** retains the option to extend the term of the contract for up to one (1) year at the original rates submitted. Consistent with the terms and conditions of the agreement, and upon mutual consent, **The Town of Upper Marlboro** and **Vested Solutions** may execute written amendments.

We demonstrate an acceptable experience level of professional, diversified custodial maintenance services. **Vested Solutions** has over 5 years of commercial custodial maintenance experience performing the work identified in this solicitation, with knowledge of environmentally friendly "green certified" products. In accordance with Government Code Section, 19134 **Vested Solutions** offers all our employees "benefits" including "health, dental, retirement, and vision benefits, and holiday, sick, and vacation pay." In accordance with the Displaced Janitor Opportunity Act, we are willing to offer any existing employees through the contractor the 1st opportunity to maintain their employment at **The Town of Upper Marlboro** if they desire.

We do hands-on training with our entire staff from the Site Manager to the Custodial Professional. We provide on-site supervisory personnel of a high caliber including bilingual communication ability and all crew members have a working knowledge of English.

Every Team Member is required to complete a series of video training that will educate them on the required cleaning practices and safety regulations of each task prior to going on site. Each video has a scored test that the employee must pass prior to going on site. Upon completion of the video, training employees shadow a seasoned Team Lead or Site Manager to go through detailed training based on the Scope of Work for the client. Each client has a specific policy and procedure cleaning manual that pertains to their scope of work that is readily available to the client upon request.

Vested Solutions Cleaning Services can be very beneficial to **The Town of Upper Marlboro** and will keep the facility in a clean, healthy, and safe environment.

Skill and experience

Company Overview

Eternal Love, LLC dba Vested Solutions is a Micro/Small Business Enterprise (SBE), woman-owned, minority-owned, economically disadvantaged, HUBZone family-owned and operated janitorial service LLC company since 2015. Since our establishment, we have been successful in providing janitorial service comparable to the scope, type, size, magnitude, and complexity required in this RFP. Our company is financially stable and able to cover the start up costs of any project size. We hire directly and keep a minimum staff of 25 individuals for a project of this magnitude.

The owner and Executive team have over 10 years of commercial cleaning experience. We have current contracts with government agencies, Airports, Naval Bases, Church's Office Building, schools, and retail stores. Our size and scope allow us to be cost-effective while our commitment to quality and service make us exceptional.

We specialize in cleaning residences (Pre-Post Move-In), commercial offices, nursing homes, office buildings, schools, churches, airports, transit centers, and industrial sites within the Private Sector and for government agencies since 2015 as a Prime Contractor and Subcontractor.

The owner will directly oversee this project. Prior to the Start Date, **The Town of Upper Marlboro** will be provided with a list of each individual, their specific role, and years of experience.

Our corporate office is in Southern California and we have regional offices in MD, Ohio, Vegas, NC, CT, PA, New York, California, and New Mexico. Having these multiple locations allows us to be highly competitive within the industry for our clients. We are highly sought out for job seekers within the industry by providing above minimum wage pay rates, bonuses, and incentives. From the beginning, we have committed ourselves to provide quality service, as a result, we have maintained loyal clients and employees who have stayed with us year after year.

With our adequate amount of staff that demonstrates a competent and professional approach to professional Commercial Janitorial Services 24 hours a day for multiple shifts. We can provide emergency, on-call, and scheduled services immediately upon request. ***Vested Solutions*** are financially secure to cover the costs of the opportunity holding the proposed value of the bid within our operating account as the open working capital. We certify that ***Vested Solutions*** is not debarred, suspended, or otherwise declared ineligible to contract with any other federal, state, or local public agency

Vested Solutions are efficient and economical; adhere to industry standards and best practices. We continually show our clients how to cut significant costs all the while providing a high level of cleanliness that meets or exceeds your expectations. We clean any size space to the highest standards using industry best practices. We've built a perfect track record by never receiving any deficiencies. Our reputation is built on trust. Once you choose us you won't have to go through the process of finding a reliable cleaning company ever again. We guarantee it since we have never lost an account.

We can get to your site right away, we are responsive and reliable. We work on your schedule – you pick the times and dates that work best for you. By focusing on outstanding customer service, the company has experienced strong consistent growth. We sweat the details. We're not happy unless you're completely satisfied, so we'll get every single detail right.

- ***Founded in 2015***
- ***Family Owned & Operated***
- ***Local Business***
- ***Micro, Small, Women, Minority & HubZone Business***

All employees are subjected to a background check prior to the commencement of work.

The ***Vested Solutions*** Project Manager will attend scheduled meetings during the term of this Agreement when requested by either party. Should either party request a meeting, the other party shall respond within twenty-four (24) hours with an agreed-upon day and time, to take place within forty-eight (48) hours. All meetings shall take place.

With our Executive Team and On-Site Team, ***Vested Solutions*** will provide **The Town of Upper Marlboro** with professional, satisfactory cleaning services and deliver the image of excellence. Our services are timely, and operations run smoothly. We customize services for each client to make sure that the service we provide is beneficial.

Vested Solutions customize its policies and procedures for each contract to fit the needs and requirements of our clients. This allows us to be more thorough and accurate in delivering the contract's requirements. We use the "Scope of Work " requirement as a road map that provides us with directions to avoid any future bumps in the road during the contract.

We have years of commercial cleaning experience providing custodial services to facilities similar to yours in size and similar scope of services. We maintain compliance with all applicable Federal, State, and local rules and regulations and permits.

References: Full Janitorial Services: Daily Weekly, Monthly & Quarterly Services

Labor, Equipment, Materials, Cleaning Supplies *

Citibank Financial Buildings (5 Locations)	Isaiah Pinkey
New York, NY	Cleveland, Ohio
Project Manager: Daniel Bhajal	(7) Office Buildings
(347) 884-6221	(917) 753 - 6056
Contract: Since 2015 - Present	Contract: Since 2017 - Present
Office Buildings & Banks	Izz01@icloud.com
Min Bldng 35K SQF- Total:265K SQF	Min Bldng 28K SQF - Total 234K
Value: \$197,000 annually	Value: \$234,000 annually

State Farm Insurance Agency (4 Locations)	Curtis Services	Genesis Healthcare (5 Locations)
Contact: Sheryl Hill	Contact: Derica Curtis	Contact: Geannette Parker
Email: SHill014@gmail.com	Email: Derica@CurtisServices.com	Email: Geanette.Parker2@Genesishcc.com
110 Charleston Drive, Suite 102	400 East Royal Lane	(505) 295-5565 x 229
Mooresville, NC 28117	Irving, TX 75039-3602	Contract: Since 2015 - Present
(619) 203-1168	Contract: Since 2020 - Present	Nursing Homes & Corporate Office
Contract: Since 2017 - Present	Office Building: 23,000 SQF	Min. Bldng 42K SQF- Total 255K SQF
Min Bldg 5,000 SF - Total 35K SQF	Value: \$24,000 annually	Value: \$280,000 annually
Value: \$58,000 annually		

Power House World Ministries (8 Churches)	House of Fabulay (3 Buildings)
Baltimore, Maryland	Baltimore, MD
Contact: Bishop Winslow Jr.	Contact: Rhonda Harper
Email: PowerHouseWorldMinistries@gmail.com	RHarper1464@yahoo.com
(443) 257-1824	(443) 804-339
Contract: Since 2016 - Present	Contract: Since 2015 - Present
Churches, Daycares, Kitchens & Offices	Retail Store, 2 Offices, Breakroom & Warehouse
Min Bldng 24K SQF - Total: 256,000 SQF	Min Bldng 2000 SQF - Total 68K SQF
Value: \$174,000 annually	Value: \$84K annually

Palm Springs Airport	Mission Springs Water District	Lemoore/El Centro Naval Base
3400 E. Tahquitz Canyon Way	66575 Second Street	700 Avenger Ave
Palm Springs, CA 92262	Desert Hot Springs, CA 92240	Lemoore, CA 93245
(760) 318-3824 office	(760)329-6448 ext.171	(443) 929-1152
Ed Graff	Jeff Nutter: Project Manager	Officer Dominic Scott: Project Manager
Ed.Graff@palmspringsca.gov	jnutter@mswd.org	DominicScott88@icloud.com
Contract: April 2022 - Present	Contract: August 2022 - Present	Contract: Since 2015 - Present
90,000 SQF	6 Bldgs Total 158K SQF	Min 250,000 SQF per location
Value: \$260,000 annually	Value: \$40,000 annually	Value: \$305,000 annually per location



October 19, 2022

Sarah Franklin
Town Mayor
14211 School Lane
Upper Marlboro, MD 20772

D. Bond
Superintendent
Public Works
14211 School Lane
Upper Marlboro, MD 20772

Dear Mayor Franklin and Mr. Bond,

Thank you for allowing Office Pride to quote you a preliminary price on providing the cleaning for the Upper Marlboro Town Hall and the Public Works Office Building.

I humbly apologize for any past inconveniences in delivering cleaning services to the Town Hall at Upper Marlboro including inconsistent service and mediocre communications between my office and the Town Hall. I take full responsibility for this and have personally remedied the situation. Specifically, I revamped my management team and cleaning team assigned to the Town Hall. Maria Salcedo, the former Operations Manager, Shirley Gonzalez, the former Office Manager, and Heysi Espana, the previous cleaner have been removed from your account. Furthermore, Ms. Salcedo and Ms. Gonzalez have been separated from Office Pride. Mr. Anthony Hawkins is the Day Manager and Quality Assurance Specialist. He is responsible for monthly visits to your office and consistent communications with your office. Ms. Kharka Parnell is the new Office Manager. She is responsible for supporting Mr. Hawkins in delivering quality services to your office and communications with your office. Ms. Kim Phillips is the assigned, English speaking cleaner for your office. She is responsible for ensuring that you have the appropriate supplies and cleaning your office per the specifications during the agreed upon time of 2 pm on Tuesdays and Thursdays.

Since implementing these changes, Ms. Lucy Wade and Detective Johnson have agreed to serve as witnesses of the improved service that Office Pride, particularly Mr. Anthony Hawkins, Ms. Kharka Parnell and Ms. Kim Phillips have provided to the Town Hall.

Moving forward, if given another opportunity to service both the Town Hall and the Public Works Office Building, we have invested in and implemented a business-driven technology to better manage our cleaning operations for all of our beloved customers. With our cleaning management technology, we are able to:

- Effectively Manage Employees
 - Oversee employee attendance and timekeeping through facial recognition and geofencing
 - Track employee locations in real-time

- Efficiently Manage Facilities
 - Provide employees with electronic cleaning checklists by QR coding rooms at customer sites
 - Enabling employees to manage inventory and submit supply requests in real-time
 - Conduct inspections, share feedback and issue work orders in real-time
- Strategically and Tactically Communicate with the Town Hall and the Public Works Building Office
 - Submit work requests to Office Pride via customer portal
 - Respond to questions or requests in real-time via our customer portal

Again, we value our business with the Town Hall and the Public Works Building Office (hopefully). We have implemented short-term and long-term solutions to ensure your satisfaction with our services and continue our value-added partnership.

Sincerely,

Erin Wheeler

Erin Wheeler
Owner

THE SHEPHERD WATERS CORPORATION

DBA: Office Pride Commercial Cleaning Services of Washington, D.C.-Crofton

Office Pride is a leader in the commercial cleaning industry that is committed to a higher level of cleaning and service. We use best practices in materials that follow environmental and safety regulations. Our business was built on a set of core values, and we live and work by them every day.

This Office Pride Commercial Cleaning franchise is a woman and minority-owned, veteran-friendly small business that specializes in janitorial services that includes but is not limited to routine, detailed, customized service, medical, strip/wax, scrub/refinish, carpet cleaning, post construction clean-up, power washing and green cleaning.

SERVICES

JANITORIAL SERVICE

- ✓ ROUTINE JANITORIAL SERVICE
- ✓ FLOOR CARE & CARPET CARE
- ✓ DISINFECTING & SANITIZING
- ✓ POWER WASHING & WINDOW CLEANING
- ✓ POST-CONSTRUCTION CLEANING
- ✓ DAY PORTER SERVICES

JANITORIAL SUPPLIES

- ✓ CONSUMABLES

JANITORIAL EQUIPMENT

- ✓ FLOOR EQUIPMENT
- ✓ SANITIZING EQUIPMENT

COMPANY SNAPSHOT

We provide services 24/7/365
Fully Insured and Bonded
Licensed for all DMV area

Government Business Point of Contact:

Erin N Wheeler

OfficePride.com/0253

ErinWheeler@OfficePride.com

410.774.9235

2121 Baldwin Avenue, Suite 1A
Crofton, Maryland 21114

PAST PERFORMANCE

- ✓ Diversified Maintenance
Tampa, Florida
- ✓ KBS Services
Oceanside, California

DIFFERENTIATORS

- Bonded, Insured, Uniformed and OSHA compliant
- All cleaners are background checked and can be processed for any special security clearance
 - Exceptional customer retention earning customer loyalty by regularly exceeding expectations
 - One of the most respected full-service commercial cleaning companies in the nation
 - Franchise independent, locally owned and operated
 - Sustainable cleaning products
 - Customized services to meet your specific needs
 - Reliable, Consistent, Responsive
 - Large staff available providing services morning, afternoon and evening



NAICS CODES

561720 – JANITORIAL SERVICES
561740 – CARPET & UPHOLSTERY
CLEANING
238330 – FLOORING CONTRACTORS
MAINTENANCE (STRIP/WAX/SCURB)

Our Values Make Us Different®

ERIN WHEELER

ewheeler@mail.com

12102 Whiston Court
Bowie, MD 20715

Home: 301-352-9274
Mobile: 301-526-5546

PROFESSIONAL EXPERIENCE

OFFICE PRIDE COMMERCIAL CLEANING, Crofton, Maryland

2013-Present

Owner

- Leads the Human Resources, Sales, Financial Management and Operations functions for the business
- Seeks new directions and ways to improve and grow the company
- Responsible for the final decision on strategic and sometimes operational matters
- Sets the direction and establishes the desired image for the business
- Attends to clients and ensures customer satisfaction. May introduce adjustments to products and services
- Performs all other duties necessary for the organization to achieve its goals.

MITRE CORPORATION, McLean, Virginia

2007-2021

Senior Strategic Organizational Communications Advisor

- Led the development and implementation of strategic communication plans, resulting in the effective awareness, understanding, and acceptance of organizational start-ups or modernizations
- Advised internal and government senior leaders on best practices in strategic organizational communications that increase stakeholder engagement.
- Authored a full range of communication materials, including key messaging, executive presentations, speeches, fact sheets, press releases, and website content to inform stakeholders about program/change management activities.

BOOZ ALLEN HAMILTON, McLean, Virginia

2005-2007

Associate

- Managed a four-person multi-disciplinary team resulting in improved technical capabilities and operational readiness across a 40-person department.
- Coordinated a governance board, aligned business processes and initiatives with strategic goals and created a multi-year fiscal budget to effectively improve business operations.
- Devised business process flow diagrams, process flow charting procedures and workshop presentations as part of a large-scale, multi-year business operations improvement initiative.

IBM BUSINESS CONSULTING SERVICES, Fairfax, Virginia

1999-2005

(Formerly PricewaterhouseCoopers L.L.P Management Consulting Services)

Senior Consultant

- Coordinated daily operations, resulting in effective management of suppliers, tracking of multiple project plans, and administration of policies and procedures and collection of \$50,000 in services.
- Directed daily international operations of a Program and Change Management Office, resulting in effective administration of policies and procedures and collection of \$10 million in services and expenses.
- Teamed with four programs to develop methods for institutionalizing information sharing as a core business practice, contributing to additional booked sales of more than \$5 million.

EDUCATION

UNIVERSITY OF MARYLAND, ROBERT H. SMITH SCHOOL OF BUSINESS

M.B.A., Concentrations: General Management and Finance, 2006

UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL

B.A. in Political Science, 1999

Anthony Hawkins
Silver Springs, MD
(202)-536-7289
Isaiahbruc6@gmail.com

OBJECTIVE

- Hard-working, driven, ambitious professional seeking a growth opportunity within a meritocratic company. Always willing to debate and advance the best idea to achieve positive business outcomes regardless of the source of that idea.

SKILLS

- Great self-starter and can prioritize my workload
- Good listening and communication skills
- Sound ability to understand and follow policies and procedures
- Good writing skills
- Exceptional resource management knowledge, technical skills, and interest in environmental presentation

EXPERIENCE

Office Pride, 2121 Baldwin Ave Crofton, MD 21114 — Operations Manager/Inspector

September 2022 - Current

- Recruit, select, train, assign, schedule, coach, counsel, and discipline employees
- Communicate job expectations; planning, monitoring, appraising, and reviewing job contributions
- Plan and review compensation actions; enforcing policies and procedures

MTS, 1100 Wayne Ave, Silver Spring, MD 20910 — DSP

September 2019 - September 2022

- Provided direct care to those with intellectual and developmental disabilities.
- Performed personal care tasks, including assistance with basic personal hygiene and grooming, feeding, and ambulation, medical monitoring, and health care related tasks.

Comprehensive Care, 6400 New Hampshire Ave Hyattsville, MD — DSP

September 2009 - May 2018

- Assisted clients with daily personal tasks, including bathing and dressing.
- Completed housekeeping tasks such as vacuuming, washing dishes and tidying.
- Helped plan client appointments and organize a schedule.

EDUCATION,CERTIFICATES, & TRAINING

Anacostia High School, 1601 16th St SE, Washington, DC 20020 — *GED*

September 1989 - June 1990.

CPR Certification — *2021*

First Aid certified — *2021*

Edlyn Phillip

202-808-6999 | edlynphillip@yahoo.com | 4001 Hayes St NE, Apt 6 Washington, D.C. 20019

SUMMARY

Passionate and reliable nursing assistant with over 25 years in the medical industry. Exemplar professional in diverse settings including ICU, emergency rooms, nursing homes and home-based assistant daily living. Organize, detailed-oriented and exercises sound judgement with each patient and setting.

SKILLS

- Public assistance and support
- Medical response
- Community education
- Medical services administration

EXPERIENCE

Volunteer Firefighter and EMT, Boulevard Heights Fire Department, May 2018-Current
Maryland, MD

- Completing and complying patient care reports and other documentation.
- Providing life supportive care in emergency situations while maintaining patient's safety.
- Supplying excellent customer service and verbal communication in response to 911 calls.
- Assessing patients' conditions and responsiveness to interventions and need for additional assistance.

Certified Nursing Assistant, Senior Helpers, May 2017-Current
Bethesda, MD

- Provide social and emotional support to improve residents' morale.
- Observe changes in physical and mental health to evaluate the course of treatment.
- Assist the nursing staff with medical tasks like taking blood, monitoring vitals with medical equipment and reporting.
- Aid residents with daily hygiene, including showering, oral and peri care, incontinence care, minimizing rashes, sores and soiling.

Cleaning Crew Member, District Maids Cleaning Services, March 2011-October 2019
Maryland, MD

- Vacuumed floors and dusted furniture to maintain organized, professional appearance.
- Handled, labeled and safely stored various hazardous chemicals and solutions to prevent injuries.
- Reduced cleaning time significantly while maintaining company quality standards.
- Sanitized frequented areas and equipment using approved supplies.

K-12 Tutor, Randall Memorial Methodist Church, August 2006-May 2009
Washington, DC

- Prepared and distributed snacks and aftercare meals for students.
 - Coordinated students with tutors for their specific area of concentration.
 - Engaged in positive exchanges with student members, parents and community members.
 - Created activities that promoted development of students' social emotional learning skills.
- Proven track record of behavior management.

Certified Nursing Assistant, Howard University Hospital, March 1995-October 2006
DC

- Maintained confidentiality of medical profiles while documenting patient's progress.
- Provided assistance with hygiene, errands and with physical support requiring lifting.
- Responded to patients' needs and collected information about conditions and treatment plans from caregivers, nurses and doctors.

EDUCATION AND TRAINING

Cardiovascular Technology, Southeastern University, Washington DC

CERTIFICATIONS

Certified Nursing Assistant (CNA) - ABC Training Center

Emergency Medical Technician (EMT) - WestLink Career Institute

Cardiopulmonary Resuscitation (CPR) - American Red Cross

Kharka Parnell
Indian Head, MD 20640
kharkarparnell@gmail.com
240 390 5608

WORK EXPERIENCE

Office Manager

Office Pride Commercial Cleaning - October 2022 to Present

- Manages office services by organizing office operations and procedures; preparing payroll; controlling correspondence; designing filing systems; reviewing and approving supply requisitions; executing clerical functions.
- Leads office efficiency by planning and implementing office systems, layouts, and **office equipment procurement**.
- Contributes to team effort by accomplishing related results as the position and changing needs of the team dictates.

Teacher/Leader

The Living Water Church/Youth Explosion and EvenCare 2016-current

- Teaches students from the ages of 3-5 and 6-12 the Word of God
- Conducts praise and worship with extreme fun such as arts and crafts, food and how to fellowship.
- Nurtures and cares for infants and children, providing feedings, changing diapers, changing clothes and cleaning.

Registered Behavior Technician (RBT)

Learn Me LLC - August 2021 to October 2022

- Built and encouraged kids with autism with their personal goals by targeting behaviors and other circumstances that alters fears, frustration and disappointments that leads to aggression
- Helped bring clarity and freedom to the individuals by building their character, self esteem, value and confidence My main focus is to see
- Assisted individuals to find their identities and bring restoration to families and their environment to make them feel a part of their community.

Bus Attendant

Office Of Superintendent School Education - 2005 to 2016

- Enforced safety and order throughout student bus rides
- Participated in continuous mandatory classes
- Selected as employee of the month several times during the course of my employment

Dedicated Aide

DC Public Schools – 2009-2016

- Engaged and assisted individual students with Autism
- Supported teachers in a classroom setting with work assignments, one on one support such as bathroom breaks, lunch support, prompting, redirecting and assisting with field trips and behavioral interventions.

EDUCATION

High school diploma

Downingtown High School East Campus
September 1997 to June 2000

SKILLS

- Developmental Disabilities Experience
- Autism Experience
- Special Education
- Applied Behavior Analysis
- Behavioral Therapy

CERTIFICATIONS AND LICENSES

RBT Certification

ADDITIONAL INFORMATION

Served as an expert in working with disabled children with 11 years of experience at DC public schools

CLEANING SPECIFICATIONS

Town of Upper Marlboro

14211 School Lane
Upper Marlboro, Maryland 20772

Office Pride's brand promise is to demonstrate honesty, integrity, and hard work. We take pride in striving for 100% customer satisfaction. Office Pride provides *Green Seal* Certified cleaning products and equipment. We are dedicated to creating a cleaner and healthier work environment focusing on your top priorities, consistency and effective communications. We are committed to excellent communication and quick response to concerns and requests.

***THESE SPECIFICATIONS COVER THE FOLLOWING AREAS: LOBBY & ENTRANCE, RESTROOMS, GENERAL OFFICE AREAS, PRIVATE OFFICES, MEETING ROOMS, AND HALLWAYS**

Two Times Per Week:

1. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)
2. Dust and disinfect (where appropriate) furniture, including desktops, computer 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
2. Interior and exterior window washing

Annual Service:

1. Shampoo carpets.

PROPOSED PRICING

CLEANING/MONTHLY COST OPTIONS

- 2x per week = **\$432.30 per month plus 6% tax unless tax exempt**

Carpet Shampoo.....	\$0.25 per square foot
Wax and Buff of Tile Floors.....	\$0.35 per square foot
Interior and Exterior Window Washing.....	\$10.00 per window
Extra tasks or special cleaning not on specifications:	\$30.00 per man hour

CLEANING SPECIFICATIONS

Public Works Office Building

14211 School Lane
Upper Marlboro, Maryland 20772

Office Pride's brand promise is to demonstrate honesty, integrity, and hard work. We take pride in striving for 100% customer satisfaction. Office Pride provides *Green Seal* Certified cleaning products and equipment. We are dedicated to creating a cleaner and healthier work environment focusing on your top priorities, consistency and effective communications. We are committed to excellent communication and quick response to concerns and requests.

***THESE SPECIFICATIONS COVER THE FOLLOWING AREAS: ENTRANCE, RESTROOMS, GENERAL OFFICE AREAS, AND HALLWAYS**

1. Empty wastebaskets, replace liner, recycle material in proper receptacles (if applicable)
2. Dust and disinfect (where appropriate) furniture, including desktops, computer 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).

PROPOSED PRICING

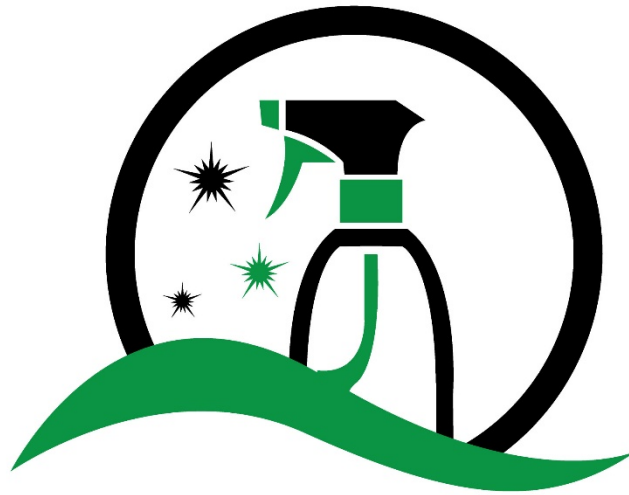
CLEANING/MONTHLY COST OPTIONS

- 2x per week = **\$ 100.00 per month plus 6% tax unless tax exempt**

Carpet Shampoo.....\$0.25 per square foot
Wax and Buff of Tile Floors.....\$0.35 per square foot
Interior and Exterior Window Washing.....\$10.00 per window
Extra tasks or special cleaning not on specifications: \$30.00 per man hour

Office Pride will provide all cleaning equipment and cleaning supplies.





JONES COMMERCIAL CLEANING LLC

COMMERCIAL SERVICE PROPOSAL

**Prepared for:
The Town of Upper Marlboro
Attn: Darnell Bond**

October 25, 2022



October 25, 2022

RE: Commercial Cleaning Proposal

Dear Mr. Bond

Thank you for your interest in Jones Commercial Cleaning and for taking time to speak with me to discuss your cleaning requirements for your properties.

In our initial meeting, we spoke about your properties and identified areas of your current cleaning requirements. We will use only professional cleaning products and supplies to clean. Each member of our staff is well trained in safe and proper cleaning techniques. We will conduct regular follow up, and quality control phone calls and/or visits by our team to ensure your satisfaction.

We are so confident in our services that we guarantee your satisfaction. Jones Commercial Cleaning will respond to and promptly resolve any specific service issues within one business day. A consistently clean space must be viewed as an investment, as it provides a real dollar return by not only projecting an image of professionalism and quality to customers but also creating a safe, healthy environment for your tenants.

Please do not hesitate to contact me should you have any questions, I can be best reached via email at MJones@JonesCommercialCleaning.com, or on my cell at 301.996.8739.

Best Regards,

Marriah Jones
Jones Commercial Cleaning

Why Choose Jones Commercial Cleaning?

WHY CHOOSE Jones Commercial Cleaning?

Jones Commercial Cleaning practices high-quality techniques and outstanding client service. We have formed the foundation for delivering exceptional cleaning services.

100% GUARANTEED SATISFACTION

Our services will increase your return on investment by providing the following:

- ✓ A well-trained and experienced cleaning crew that you know and trust
- ✓ A comprehensive cleaning schedule designed specifically for your facility
- ✓ Quality assurance processes that consider the client's point of view
- ✓ High-quality cleaning equipment that removes dust and dirt, rather than redistributing it
- ✓ "Green" cleaning chemicals that promote improved air quality
- ✓ Monitoring supplies and informing you when they are low, or restocking them if that is your preference



Twice-weekly Cleaning Schedules

Jones Commercial Cleaning combines our vigorous cleaning and tracking procedures with a cleaning schedule customized for your specific needs. The following schedule has been created for your cleaning needs:

TWICE-WEEKLY CLEANING SCHEDULE

Service will be performed at 12 PM, two times per week.

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, computer 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. Replace paper towels and toilet paper as needed;
9. Sweep floor, apply solution, clean around wall, under toilets and urinals.
10. Wet mop entire floor surface;
11. Clean and sanitize drinking fountains and door handles;
12. Clean and remove fingerprints from door glass and interior office windows, and from all glass-topped furniture
13. Remove trash recycling to appropriate outside dumpster;
14. Inspect area; secure doors and lights (doors found locked shall be re-locked).

PROCUREMENT OF SUPPLIES

Jones Commercial Cleaning can stock the following supplies at the expense of the client. Supplies will be reordered once stock levels reach below 20%. Supply items will be billed separately as needed. Supplies costs fluctuate, therefore all supply orders will require client approval prior to purchase.

- Paper products
- Air Freshener
- Hand soap
- Toilet Liners
- Trash can liners (large and small)
- Dispensers and containers

Other stock items may be ordered upon request.

PROCUREMENT OF CLEANING MATERIALS

All cleaning supplies and materials will be supplied by Jones Commercial Cleaning. Jones Commercial Cleaning will use standard commercial cleaning products. Should the client wish to use any specialized or above grade cleaning products, Jones Commercial Cleaning will procure such products at the expense of the client. Specialized products will be billed separately.

PER OCCURRENCE SERVICES

One Time Deep Cleaning	\$450
Wax and Buff	\$300
Exterior Window Washing	\$125
Carpet Cleaning	\$225

Compensation Agreement

CLIENT:	Mr. Darnell Bond The Town of Upper Marlboro
CLEANING LOCATION:	Upper Marlboro Town Hall Public Works Office Upper Marlboro, MD
FREQUENCY:	Two days per week in accordance with Cleaning Schedule specifications
START DATE:	December 2022
PRICE	\$1,100 per month for Twice Weekly Services
NOTES: Pricing is valid for 30 days from the proposal date, November 25, 2022 unless specifically extended by Jones Commercial Cleaning at its sole discretion.	
PAYMENT TERMS:	NET FIFTEEN DAYS. Billing occurs at the beginning of every month.
HOLIDAYS (Days Not Serviced):	Jones Commercial Cleaning Observes all Federal Holidays. All regularly scheduled cleanings that fall on a Federal holiday will be rescheduled for the following business day.

Professional Janitorial Service Proposal

Prepared for:

Town of Upper Marlboro

Job Site:

Town Hall Building & Public Works Office Building

14211 School Lane

Upper Marlboro, Maryland 20772

Submitted By:

Phoenix Cleaning Services, LLC

3602 Varnum St

Brentwood, MD 20722

Jose & Alma Ferrufino

Owners

301-335-2462

Phoenixcleaningsvcs@gmail.com

October 18, 2022

Phoenix Cleaning Services, LLC
3602 Varnum St
Brentwood, MD 20722

October 18, 2022

Darnell Bond
Town of Upper Marlboro
14211 School Lane
Upper Marlboro, Maryland 20772

Dear Mr.Bond,

Subject: Janitorial Service Proposal - Town Hall Building & Public Works Office Building

Sincerely,

Jose & Alma Ferrufino
Owner
Phoenix Cleaning Services, LLC

Town Hall Building & Public Works Office Building

Professional Janitorial Service Proposal

General

Phoenix Cleaning Services, LLC agrees to provide all labor, supervision, material, and equipment necessary to assure performance of specified cleaning service for the customer. This shall include all services described in the written specifications attached. Phoenix Cleaning Services, LLC agrees to furnish such cleaning service for a period of one year, the dates yet to be agreed upon.

Compensation

2 days per week Professional Cleaning Service Program: \$600.00/mo.

Special Services

Waxable hard surface floors can be stripped and refinished or scrubbed and re-waxed - Price quoted upon request.

Prices quoted upon request

Bi-Annual Services:

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

Annual Service:

1. Shampoo carpets.

Initial Cleaning

Detail cleaning of offices, restrooms, lunchroom and hallways including:

- High and low dusting of horizontal surfaces including desks, sills, cabinets etc.
- Detail vacuum carpeted areas including edges, under desks and behind doors
- Wiping of sides of desks, files, trash cans, doors and cabinets
- Cleaning and sanitizing of telephones including cradle and receivers
- Brushing and or crevice vacuuming of all upholstered chairs
- Wipe clean legs and bases of chairs and tables in offices areas etc.
- Clean all ceiling and HVAC vents in offices
- Wipe clean all restroom partitions, fixtures etc.
- Thorough wiping of all clear areas of office desktops and horizontal surfaces

Price: \$600.00

Service Schedule

Cleaning service operations described in this comprehensive program will be performed 2 days per week.

The cleaning crew will observe holidays observed by the customer. Phoenix Cleaning Services, LLC is

prepared to adapt this work schedule to coincide with the needs and requests of the customer provided that such requests do not alter the cost of operations.

Invoicing

All invoicing will be itemized according to monthly work or for special tasks. Invoicing will be on the 1st of each month. Payment policy is net 30 days.

Supervision

Adequate personnel and supervision will be furnished to ensure quality service.

Supplies

The customer will furnish all consumable products inclusive of but not limited to: toilet tissue, towels, trash liners and hand soap. If desired, Phoenix Cleaning Services, LLC can provide these products and invoice them separately.

Phoenix Cleaning Services, LLC will furnish all cleaning supplies inclusive of but not limited to: cleaning agents, disinfectants, etc.

Equipment

Phoenix Cleaning Services, LLC will furnish and maintain all necessary cleaning equipment inclusive of but not limited to: floor machines, buffers, carpet extractor, vacuums, maid carts, mop buckets, wringers, mops and brooms. The customer agrees to provide a secure space for storage of this equipment, as may be necessary.

Phoenix Cleaning Services, LLC will comply with current OSHA regulations and proven procedures pertaining to all work performed at the customer's location.

Insurance

Phoenix Cleaning Services, LLC will furnish all forms of insurance required by law and shall maintain the same in force.

- Comprehensive General Liability
- Property Damage
- Workers' Compensation
- Bonding

Employee Status

Personnel supplied by Phoenix Cleaning Services, LLC are deemed employees of Phoenix Cleaning Services, LLC and will not for any purpose be considered employees or agents of the customer.

Equal Opportunity Employer

Phoenix Cleaning Services, LLC is an equal opportunity employer. All necessary employment forms will

be maintained by our office as required by law.

Our Philosophy

Phoenix Cleaning Services, LLC is committed to providing quality janitorial services that deliver the highest levels of customer satisfaction.

Term

The term of this agreement shall be for a period of one (1) year and shall automatically renew for additional one (1) year periods on the anniversary date of this agreement.

Cancellation

This agreement may be terminated or canceled at any time with a minimum of thirty (30) days written notice from either party.

Agreement

This Agreement ("this Agreement") is made and entered into as of _____, 20____, by and between Phoenix Cleaning Services, LLC, with its principal place of business located at 3602 Varnum St, Brentwood, MD 20722 and Town of Upper Marlboro with its principal place of business located at 14211 School Lane, Upper Marlboro, Maryland 20772.

NOW, THEREFORE, in consideration of the mutual promises and benefits to be derived by the parties they mutually agree to the terms and conditions as outlined above in this Agreement.

IN WITNESS WHEREOF, the parties have executed this Agreement effective as of the date and year first written above.

Phoenix Cleaning Services, LLC

Town of Upper Marlboro

Signature: _____

Signature: _____

Name: _____

Name: _____

Date: _____

Date: _____

Title: _____

Title: _____