

---

# eMACULATE

CLEANING SERVICE



Facility Cleaning Proposal  
Submitted in Response to RFP #UM-OOI

Prepared For: The Town of Upper Marlboro  
Submitted by: eMACulate Cleaning Service  
Date: November 14, 2025

*Elevating Every Experience – The eMACulate Way*



**TABLE OF CONTENTS**

ABOUT US.....3  
SCOPE OF WORK.....4  
SERVICE PRICING .....6  
PERFORMANCE & REFERENCES .....8  
CHARACTER REFERENCE LETTERS..... 10  
W-9..... 15  
INSURANCE CERTIFICATE ..... 17  
CERTIFICATE OF GOOD STANDING ..... 19  
SERVICE AGREEMENT (Sample).....21



## ABOUT US

**eMACulate Cleaning Service** was established in November 2021 by Cheryl Bruce along with her son, Aaron. With over 40 years of combined experience in administrative, operational, and financial management across the legal, business, and banking sectors, they bring precision, professionalism, and accountability to every client partnership. Their combined strengths shape eMACulate Cleaning Service’s commitment to excellence and trust in all they do.

eMACulate Cleaning specializes in maintaining professional office spaces, healthcare facilities, and other business environments that require a clean, orderly, and well-kept atmosphere for staff and visitors. Our healthcare portfolio includes medical buildings up to **51,000 square feet**, with multiple practices under one roof, including **small operating and procedure rooms** that require detailed and compliant cleaning standards.

As a locally owned and operated business based in Southern Maryland, we value strong community partnerships and take pride in supporting neighboring municipalities like the Town of Upper Marlboro — helping to maintain clean, welcoming spaces that reflect the pride of the community.

We cultivate eMACulate, welcoming environments that elevate the way you experience clean — reflecting our commitment to delivering consistent, high-quality care in every space we service.

eMACulate Cleaning Service, a minority- and woman-led business, proudly serves communities throughout Southern Maryland and is dedicated to delivering reliable service, clear communication, and an eMACulate clean in every space we maintain.



## **SCOPE OF WORK**

Our dedicated cleaning professional will provide services **two (2) days per week** at each facility listed in RFP, with a designated **backup cleaner** available to ensure uninterrupted service. The **Cleaning Services Manager** will oversee operations, perform regular **quality inspections**, and maintain a **communication log** at each site to track notes, requests, and updates with **Town staff and managers**. This process ensures accountability, responsiveness, and consistent service quality.

The following outline details the **routine cleaning services** that will be performed to maintain each facility at a consistent standard of cleanliness and presentation.

- **RESTROOMS**

- Clean and polish dispensers, mirrors, sinks, and faucets.
- Clean and disinfect toilets, urinals, and all plumbing fixtures.
- Spot clean walls near sinks and fixtures as needed.
- Refill paper towel, toilet tissue, and soap dispensers; leave one extra roll in each stall.
- Sweep and mop floors.
- Sanitize all high-touch surfaces.

---

- **ENTRANCES / LOBBY ACCESS**

- Wipe down entrance doors, door frames, and glass for a clean, streak-free appearance.
  - Vacuum carpets and runners; mop hard surface floors.
  - Sanitize door handles and light switches.
  - Clean and sanitize drinking fountains.
-



---

- **RECEPTION & WAITING AREAS**

- Dust and disinfect furniture, tables, and chairs.
- Dust blinds, windowsills, air vents, hanging lights, and corners.
- Vacuum carpets and spot clean partitions and walls as needed.
- Wipe down interior glass and glass-topped furniture to ensure a streak-free shine.
- Sanitize all high-touch surfaces.

---

- **BREAKROOMS / KITCHENS**

- Clean countertops, tables, sinks, and fixtures.
- Empty wastebaskets; replace liners; recycle materials appropriately.
- Sweep and mop floors.
- Sanitize all high-touch surfaces.

---

- **OFFICES / CONFERENCE ROOMS / CUBICLES**

- Dust and disinfect furniture, desktops, computer equipment, tables, and chairs (no chemicals used on computer equipment).
  - Clean and sanitize telephones.
  - Dust blinds, air vents, hanging lights, and corners.
  - Wipe down light switches, partitions, and walls as needed.
  - Vacuum carpets.
  - Wipe down interior glass and glass-topped furniture to ensure a streak-free shine.
  - Sanitize all high-touch surfaces.
-



- **GENERAL SERVICES (APPLY TO ALL AREAS)**
  - Empty wastebaskets; replace liners; recycle materials appropriately.
  - Remove trash and recycling to appropriate outside receptacles.
  - Sweep and/or vacuum floors; mop tile floors.
  - Sanitize door handles throughout all areas.
  - Clean and sanitize drinking fountains.
  - Keep the “Janitor’s Closet” neat, organized, and well supplied.
  - Inspect all areas, secure doors, and turn off lights upon completion.

## **SERVICE PRICING**

eMACulate Cleaning Service is pleased to provide the following pricing options in accordance with the RFP requirements for janitorial services. Each option includes a dedicated cleaning professional, all necessary cleaning products, and high-quality service performed two (2) days per week.

### **Option 1 – Without Consumables:**

This option includes all labor, cleaning supplies, and equipment required to maintain the facility. The client will be responsible for providing all consumable products, including soap, trash liners, paper towels, toilet tissue, and toilet seat covers.

- Annual Investment: \$13,575.00
  - (Billed Monthly at \$1,131.25)

### **Option 2 – With Consumables:**

This full-service option includes all labor, cleaning supplies, and equipment, as well as consumable products such as soap, trash liners, paper towels, toilet

# eMACULATE

CLEANING SERVICE

tissue, and toilet seat covers. eMACulate Cleaning Service will ensure adequate inventory and replenishment as needed.

- Annual Investment: \$14,575.00
  - (Billed Monthly at \$1,214.58)

**Commitment to Quality:** At eMACulate Cleaning Service, our focus is on consistency, communication, and care!

***Elevating Every Experience — The eMACulate Way!***



## **PERFORMANCE & REFERENCES**

### **Naturally Nailed (Town of Upper Marlboro)**

Provides monthly cleaning services for a local salon, maintaining a spotless, and welcoming environment for clients. eMACulate Cleaning Service ensures flexibility around business hours, strong communication, and meticulous attention to detail.

*Reference: Angela Wigglesworth – Owner / Managing Director  
(301) 219-8710 | [info@naturallynailed.com](mailto:info@naturallynailed.com)*

### **Nehemiah Family Worship Center (formerly Providence St. John Baptist Church) – Town of Upper Marlboro**

Provided weekly cleaning services for the church's sanctuary, restrooms, and administrative offices, ensuring a clean and welcoming environment for members and guests. Recognized for responsiveness, professionalism, and consistency in maintaining high standards of cleanliness.

*Reference: Rev. Kevin V. Montague – Former Chief Operations Officer  
[kmontague@nfwcenter.org](mailto:kmontague@nfwcenter.org)*

### **MedStar Shah Medical Group (Southern Maryland Locations)**

In partnership with The Harrison Companies, eMACulate Cleaning Service oversees daily cleaning operations and hires, trains, and manages the teams responsible for maintaining multiple healthcare facilities throughout Southern Maryland. Together, we ensure consistent quality, compliance, and service excellence across all locations.

*Reference: Lolita Harrison – 3J Cleaning Solutions  
(240) 882-7498 | [info@3jcleaningsolutions.org](mailto:info@3jcleaningsolutions.org)*



**Peace Lutheran Church (Waldorf, Maryland)**

Provides comprehensive cleaning and maintenance for the church's worship, office, and community spaces. eMACulate Cleaning Service is known for reliability, attention to detail, and flexibility with scheduling, ensuring each area remains clean and inviting for congregants and visitors.

*Reference: Rev. Eric Thomas M. Randolph – Senior Pastor  
(O) 301-843-1832 x302 | (M) 202-998-2360 | eric@myplc.org*

**UM Charles Regional Ambulatory Care Offices**

eMACulate Cleaning Service staffed and manages eight (8) healthcare facilities, overseeing daily cleaning operations and ensuring all locations meet the highest standards of sanitation and safety compliance.

*Reference: Roger Armstrong – Armstrong Janitorial & Cleaning Service  
(410) 353-1613 | ajcs0618@verizon.net*



**CHARACTER REFERENCE LETTERS**



To Whom It May Concern:

It's my pleasure to share a reference for eMACulate Cleaning Service, operated by Ms. Cheryl A. Bruce. eMACulate Cleaning provides monthly cleaning services for Naturally Nailed located here in the Town of Upper Marlboro.

From the very first visit, Cheryl and her team made it easy for us to see the difference. They are prompt, respectful of our space, and take great care to leave every area—from the manicure stations to the restrooms—spotless and ready for clients. They pay attention to the little things that often get overlooked, which matters a lot in a business where presentation and sanitation mean everything.

What stands out most is Cheryl's involvement and communication. She checks in, makes sure scheduling works around our busiest hours, and follows up to confirm everything met expectations. It's clear her team reflects the standards she sets—organized, courteous, and consistent.

Working with eMACulate Cleaning Service has been a positive experience, and I'm confident they bring that same professionalism and reliability to every space they maintain. I'm happy to recommend them for cleaning services within the Town of Upper Marlboro.

Sincerely,  
Angela Wigglesworth  
Managing Director  
Owner

301-219-8710

[www.NaturallyNailed.com](http://www.NaturallyNailed.com)

Instagram: @NATURALLYNAILED\_DMV\_LLC

14326 Old Marlboro Pike, Upper Marlboro 20772



November 09, 2025

I am pleased to provide this reference for **eMACulate Cleaning Service**, led by **Ms. Cheryl A. Bruce**. eMACulate Cleaning Service provided **weekly cleaning services** for Providence St. John Baptist Church, now known as Nehemiah Family Worship Center, located in Upper Marlboro, Maryland.

During the time they serviced the church, Cheryl and her team consistently demonstrated professionalism, dependability, and care. They ensured that the sanctuary, restrooms, fellowship spaces, and administrative areas were cleaned thoroughly and maintained in a way that created a welcoming environment for worship and gatherings.

We found eMACulate Cleaning Service to be responsive, respectful, and attentive to detail. Any requests or adjustments needed were handled promptly and courteously. Their support played a meaningful role in helping us maintain a clean and inviting space for our members and guests.

I confidently recommend **eMACulate Cleaning Service** for commercial cleaning services. Based on our experience, they provide reliable, quality service with integrity and consistency.

If additional information is needed, please feel free to contact me.

Sincerely,

*Rev. Kevin V. Montague*

**Rev. Kevin V. Montague**  
**Former Chief Operations Officer**  
**Providence St. John Baptist Church**



PEACE LUTHERAN CHURCH  
of SAINT CHARLES, MARYLAND

November 11, 2025

To Whom It May Concern,

I am writing to highly recommend *eMACulate Cleaning Service*. The congregation at Peace Lutheran Church has been using their services for well over a year, and everyone continues to be pleased with the results.

The cleaning crew of *eMACulate Cleaning*, led by Cheryl, is top-notch in every way. They never miss a deadline and give extra care to every detail. Our church's worship space, community-based facilities, and offices have never been cleaner because of the thoroughness of their cleaning services. Their cleaning staff is friendly, helpful, and eager to go above and beyond to meet our needs.

The cleaning services provided by *eMACulate Cleaning* range from basic to comprehensive. The quality of their work has never wavered.

The company's openness to our feedback and willingness to adapt are additional notable qualities. They are very flexible with our scheduling adjustments and go above and above to help us out whenever they can.

In conclusion, if you need a cleaning done, you should use *eMACulate Cleaning*. Their dedication to their customers and the quality of their work are both exceptional.

Sincerely,

The Reverend Eric Thomas M. Randolph  
Senior Pastor

(O) 301-843-1832 x302

(M) 202-998-2360

(E) [eric@myplc.org](mailto:eric@myplc.org)

Peace Lutheran Church

401 Smallwood Drive  
St. Charles, Maryland 20602  
(301) 843-1832



[admin@myplc.org](mailto:admin@myplc.org)  
[www.myplc.org](http://www.myplc.org)



Sharon P. Jarrett, President & CEO  
Ph: (240) 380-0946  
Email: [sharon@jarrettaffairs.com](mailto:sharon@jarrettaffairs.com)  
[www.jarrettaffairs.com](http://www.jarrettaffairs.com)

**November 12, 2025**

**Town of Upper Marlboro**

Attn: Mr. Darnell Bond, Director of Public Works

**Subject: Character Reference for Ms. Cheryl A. Bruce**

Dear Mr. Bond,

It is my distinct pleasure to provide this character reference for **Ms. Cheryl A. Bruce**, whom I have had the privilege of knowing and collaborating with for nearly twenty years. Over that time, I have witnessed Cheryl's extraordinary professionalism, strong work ethic, and unshakable integrity, qualities that set her apart as both a leader and a trusted service partner.

We have worked together on complex, multi-day conferences serving over 1,000 attendees' projects requiring precision, composure, and collaboration under pressure. Cheryl consistently brings a calm, solutions-driven approach and an unwavering focus on customer satisfaction. Her attention to detail and commitment to excellence ensure that every engagement reflects our standard of quality and care.

What stands out most about Cheryl is her dependability and character. She communicates with transparency, follows through on every commitment, and upholds her word. I have personally recommended Cheryl and her company, **eMACulate Cleaning Service**, without hesitation to other professionals and even to my own family each time receiving feedback that mirrors my own experience: exceptional service grounded in integrity.

In short, Cheryl Bruce exemplifies professionalism, excellence, and trustworthiness. She delivers outstanding results while maintaining the highest ethical standards, making her an asset to any organization or community she serves.

Please feel free to contact me directly at **240-380-0946** or [sharon@jarrettaffairs.com](mailto:sharon@jarrettaffairs.com) should you require additional insight.

Warm regards,

*Sharon P. Jarrett*

President & CEO, Jarrett Affairs



W-9

# Request for Taxpayer Identification Number and Certification

**Give Form to the  
 requester. Do not  
 send to the IRS.**

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>Cheryl A. Bruce</b>		
	2 Business name/disregarded entity name, if different from above <b>eMACulate Cleaning Service</b>		
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.		4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):  Exempt payee code (if any) _____  Exemption from FATCA reporting code (if any) _____  <i>(Applies to accounts maintained outside the U.S.)</i>
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate		
	<input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ <b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.		
	<input type="checkbox"/> Other (see instructions) ▶ _____		
	5 Address (number, street, and apt. or suite no.) See instructions. <b>253 Heather Ct</b>		Requester's name and address (optional)
6 City, state, and ZIP code <b>LaPlata, MD 20646</b>			
7 List account number(s) here (optional)			

## Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>									
<b>or</b>									
<b>Employer identification number</b>									
8	7	-	3	0	2	7	4	6	1

## Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Cheryl A. Bruce</i>	Date ▶ <i>11-14-2025</i>
------------------	---	--------------------------

## General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

## Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*



**INSURANCE CERTIFICATE**



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

11/14/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Hiscox Inc. 5 Concourse Parkway Suite 2150 Atlanta GA, 30328	<b>CONTACT NAME:</b> <b>PHONE (A/C. No. Ext):</b> (888) 202-3007 <b>FAX (A/C. No.):</b>	
	<b>E-MAIL ADDRESS:</b> contact@hiscox.com	
<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
<b>INSURER A:</b> Hiscox Insurance Company Inc	10200	
<b>INSURED</b> eMACulate Cleaning Service, LLC 253 Heather Ct La Plata, MD 20646	<b>INSURER B:</b>	
	<b>INSURER C:</b>	
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			P102.429.377.1	09/26/2025	09/26/2026	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$ 100,000
							MED EXP (Any one person)	\$ 5,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 1,000,000
							PRODUCTS - COMP/OP AGG	\$ S/T Gen. Agg.
								\$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident)	\$
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$						EACH OCCURRENCE	\$
							AGGREGATE	\$
								\$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE	OTH-ER
							E.L. EACH ACCIDENT	\$
							E.L. DISEASE - EA EMPLOYEE	\$
							E.L. DISEASE - POLICY LIMIT	\$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.



**CERTIFICATE OF GOOD STANDING**

***STATE OF MARYLAND***  
***Department of Assessments and Taxation***

---

I, BOB YEAGER OF THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION OF THE STATE OF MARYLAND, DO HEREBY CERTIFY THAT THE DEPARTMENT, BY LAWS OF THE STATE, IS THE CUSTODIAN OF THE RECORDS OF THIS STATE RELATING TO LIMITED LIABILITY COMPANIES , OR THE RIGHTS OF LIMITED LIABILITY COMPANIES TO TRANSACT BUSINESS IN THIS STATE, AND THAT I AM THE PROPER OFFICER TO EXECUTE THIS CERTIFICATE.

I FURTHER CERTIFY THAT EMACULATE CLEANING SERVICE, LLC (W22340772) , REGISTERED NOVEMBER 11, 2021, IS A LIMITED LIABILITY COMPANY EXISTING UNDER AND BY VIRTUE OF THE LAWS OF THE STATE OF MARYLAND, AND THAT THE LIMITED LIABILITY COMPANY IS AT THE TIME OF THIS CERTIFICATE IN GOOD STANDING TO TRANSACT BUSINESS.

IN WITNESS WHEREOF, I HAVE HEREUNTO SUBSCRIBED MY SIGNATURE AND AFFIXED THE SEAL OF THE STATE DEPARTMENT OF ASSESSMENTS AND TAXATION OF MARYLAND AT BALTIMORE ON THIS NOVEMBER 14, 2025.



Bob Yeager  
Director



*700 East Pratt Street, 2nd Flr, Ste 2700, Baltimore, Maryland 21202*  
*Telephone Baltimore Metro (410) 767-1344 / Outside Baltimore Metro (888) 246-5941*  
*MRS (Maryland Relay Service) (800) 735-2258 TT/Voice*

Online Certificate Authentication Code: nLd5ISWN-0qJxbT6cPDWDQ  
To verify the Authentication Code, visit <http://dat.maryland.gov/verify>



## **SERVICE AGREEMENT (Sample)**

### **1. TERM OF AGREEMENT**

The Agreement shall commence on the official start date determined by the Town and remain in effect for one (1) year unless terminated earlier in accordance with this Agreement.

### **2. SCOPE OF SERVICES**

Contractor will perform all services described in the Scope of Work included in this proposal. Services include routine and scheduled cleaning, quality inspections, communication logging, and all operational tasks necessary to maintain each facility listed in the RFP at a consistent standard of cleanliness and presentation.

### **3. SERVICE FREQUENCY**

Contractor will provide cleaning services two (2) days per week at each facility listed in the RFP. A designated backup cleaner shall be available as needed to ensure uninterrupted service.

### **4. SUPPLIES & CONSUMABLES**

Contractor will supply all necessary cleaning products, equipment, and tools required to perform services.

Consumables (trash liners, paper towels, toilet tissue, soap, and toilet seat covers) will be provided based on the option selected by the Town:

- Option 1: Town provides all consumables
- Option 2: Contractor provides consumables as part of the agreed-upon pricing

Pricing for each option is listed in the Service Pricing section.



## **5. PAYMENT TERMS**

Contractor will invoice monthly for services rendered. Payment is due within thirty (30) days (Net 30) of the Town's receipt of invoice.

## **6. QUALITY ASSURANCE & COMMUNICATION**

The Cleaning Services Manager will oversee all operations, perform regular quality inspections, ensure service consistency, and address concerns promptly. A communication log will be maintained at each site for notes, requests, and updates shared between Contractor and Town staff and managers.

## **7. INCLEMENT WEATHER POLICY**

The Contractor may adjust, delay, or reschedule services when weather conditions create unsafe travel circumstances for staff. Decisions will prioritize staff safety and will follow reasonable judgment based on weather advisories, road conditions, and emergency declarations.

Severe Weather Communication Process:

- The Contractor will notify designated Town contacts as soon as reasonably possible when weather conditions impact service delivery.
- The Contractor will propose the next available service date, or coordinate an alternate schedule if the Town requires a different arrangement.
- Missed services due to weather will be resumed promptly once conditions are safe and schedules permit.



## 8. HOLIDAY SCHEDULE

Contractor observes the following holidays. If a scheduled service day falls on one of these dates, services will resume on the next planned cleaning day unless an alternate arrangement is requested by the Town:

- New Year's Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day/Friday
- Christmas Eve
- Christmas Day

Town-Requested Rescheduling Clause:

If the Town requests rescheduling of a holiday or weather-impacted service, the Contractor will make every reasonable effort to accommodate the request based on staff availability and operational capacity.

## 9. INSURANCE & COMPLIANCE

Contractor maintains liability insurance and workers' compensation coverage compliant with Maryland State requirements. Proof of insurance is included in this proposal and will remain active during the contract term.

Contractor is a minority- and woman-led business registered in good standing with the Maryland State Department of Assessments and Taxation (SDAT).

## 10. TERMINATION

Either party may terminate this Agreement with thirty (30) days written notice for any reason, including changes in facility needs, budgetary adjustments, or performance concerns.



**11. MODIFICATIONS**

Any modification to this Agreement must be made in writing and signed by authorized representatives of both parties.

**12. ACCEPTANCE (Sample Format)**

FOR THE TOWN OF UPPER MARLBORO:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

FOR EMACULATE CLEANING SERVICE:

Cheryl A. Bruce, Owner

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Thank You!

We appreciate the opportunity to submit this proposal and to be considered for your cleaning needs.

If you have any questions or need additional information, please feel free to contact us:

**Cheryl A. Bruce**

**(301) 539-9489**

**clean@emaculatecleaning.com**

**[www.emaculatecleaningservice.com](http://www.emaculatecleaningservice.com)**

**We look forward to the opportunity to work with you!**