

REQUEST FOR PROPOSAL MAINTENANCE/PRESSURE WASHING PROGRAM

RESPONSES DUE BY TUESDAY, MARCH 6TH, 2018

I. Introduction and Background

The Uptown Whittier Improvement Association (UWIA) is announcing the release of a Request for Proposals ("RFP") for the provisions of maintenance to designated public spaces and cleaning personnel to designated public spaces in the boundaries of the Uptown Whittier district in Whittier (see attached map). The personnel assigned to those varied functions may come from one vendor or a combination of vendors that specialize in the various needs of the Uptown Whittier. This contract will commence on approximately April 1st, 2018 and run for a period of one (1) year with annual options for renewal for a total of three (3) years. The selected contractor will interface with the Operations Manager and Executive Director, as may apply.

The UWIA Board is seeking a private or non-profit contracted maintenance and landscaping company (contractor(s)) to provide cleaning and minor landscaping services in the public rights of way as further designated in this RFP. The UWIA's mission is a challenge and not every maintenance company will have the ability to meet the demand. The UWIA requires that the Contractor(s) provide sufficient personnel to staff a maintenance program, who have the requisite skills to maintain the private and public rights of way and who can professionally interact with the members of UWIA, the public and have the skills and abilities necessary in dealing with unruly or marginalized persons.

The UWIA's mission is to improve the quality of life in patrolled areas. Environmental change in a community can only come about as a result of focused personnel who have been designated to provide a service to the property, business owners, their employees, and visitors who are funding these services. The Uptown Whittier Improvement Association is not a public agency; although, it does engage in public safety, cleanliness and community services.

The UWIA may experience seasonal fluctuations and may require the contractor(s) to periodically supply additional personnel to the regular roster of maintenance attendants. The seasonal fluctuations primarily occur over the holiday season and when special events occur throughout the year.

The UWIA will work closely with the Whittier Police Department. The contractor(s) must be capable of sustaining the UWIA with support in the event of a major natural disaster. The UWIA employees must meet a standard of professionalism and excellence that to maintain a healthy relationship with the City of Whittier staff and the community.

II. Not to Exceed Contract Amount:

Contractor(s) shall provide a *not to exceed* price with a thorough breakdown of the wages provided for each work position, basic employment costs, the proposed hours and days for each work position and

the overhead and administrative costs including a description of benefits provided to personnel, and any additional administrative cost. Maintenance and pressure washing of the public rights of way proposals shall not exceed \$160,000.00.

III. Overall Objectives

Through the retention of a private maintenance Contractor(s) the UWIA seeks to accomplish the following:

1. **Visible Distinction** - To create a visible distinction within the Uptown Whittier area when compared to the surrounding parts of the District insofar as standards of cleanliness are concerned.
2. **Visible Program** - To provide visible evidence that the UWIA funded maintenance program is working on a day-to-day basis by making personnel visible with district colors on uniforms. In the future, branding may be added with the district colors and logos on trash receptacles and machinery.
3. **Public Interaction** - To provide assistance and information when requested to visitors, residents, property owners, business owners and their employees in the Uptown Whittier area and be willing to and capable of interacting with these individuals and businesses on a daily basis.
4. **Security Interaction** - To communicate observed suspicious behavior within Uptown Whittier and appropriate private security personnel within the district as well as to provide field reports of those observances. Each individual employee will be required to carry one handheld radio or cell phones to communicate with the Contractor(s) Operations Manager and/or Uptown Whittier Executive Director as directed, and other maintenance co-workers. The selected contractor is responsible to provide and maintain all radios for maintenance personnel.
5. **Public Space development** - Visitors and employees should be able to enjoy the great micro-climate to be found in Whittier by patronizing public spaces including current and future significant corner public spaces.

IV. Maintenance and Cleaning Services to be Provided – Required:

The mission of the UWIA is to create a dynamic Whittier urban district that will attract new businesses, retain existing businesses, create a nice living environment for residents and attract visitors in a pleasant, clean, safe and beautiful community. This shall be accomplished through the use of designated cleaning and cleaning personnel.

1. **Sidewalk/Gutter Sweeping** - Using hand or power sweeping equipment, clean and remove all trash, gum, stickers, debris and human bio-waste from sidewalks, gutters, driveways, tree wells, landscaped areas and on and around street furniture, including trash receptacles. Perform duties in a uniform fashion based upon directed frequency. Personnel shall be courteous and helpful to district merchants, residents, visitors, pedestrians and City personnel.
2. **Personnel schedules, services, route frequency should be as follows:**
 - A. **Sidewalk Pressure Washing frequency:**
To be determined, however the entire district will be pressured washed no less than four times per year.

B. Sidewalk Pressure Washing:

Pressure washing should be done at a time of day that is convenient for business and property owners and not after 8AM. Water temperature shall be at least 180 degrees Fahrenheit with a pressure of not less than 3500 psi and a volume not less than 5 gpm. All spray nozzles shall have a 25-degree pattern or greater. All storefront areas including storefront glass areas shall be protected to avoid water seepage into storefronts and debris on the sidewalk areas should be picked up immediately prior to washing. The contractor(s) shall have the capability to provide their own water source if needed or arrangements shall be made to use public or private sources. It is the responsibility of the contractor(s) and not the UWIA to ensure that the pressure washing conforms to all applicable governing laws and regulations, including state and local laws governing storm water disposal. The pressure washing is to be conducted following tree and planter watering, as may be done, to remove soiled runoff. Appropriate safety measures shall be taken at all times. The minimum schedule should be as follows:

1. Gum is to be removed from sidewalks through hand scraping or pressure washing as needed but at least quarterly;
2. Spot cleaning will be done as necessary;
3. The pressure washing schedule shall be posted on the respective websites so businesses, property owners and managers and residents can check on when their next rotation will occur.
 - a. Sweep/Rake/Remove trash from all bus stops and areas with high pedestrian concentration as many times as possible per day;
 - b. Contractor(s) shall be able to provide special maintenance services, if needed, to and after special events as instructed by the Contractor(s) Operations Manager and/or Uptown Whittier Executive Director.

3. Trash Collection/Removal - There are multiple City-maintained trash receptacles which are located throughout the district. Uptown Whittier maintenance personnel will be responsible for emptying any new receptacles, once placed, as frequently as is necessary and to repair and replace the receptacles in a timely manner as necessary. Contractor(s) shall be responsible to clean the exterior surfaces of all trash receptacles on public rights of way and keep them free of minor graffiti by using appropriate methods which will not harm the receptacle surfaces. Major graffiti and vandalism shall be reported to the Contractor(s) Operations Manager in a manner determined by the Uptown Whittier Executive Director.

- A. Wipe down trash receptacle covers on a consistent basis, frequently mopping or washing the bottoms of the receptacles to remove dog urine, spilled drinks or other liquids;
- B. Clean and/or pressure wash trash receptacles at a minimum of once monthly or as needed;
- C. Maintain daily cleaning reports to be distributed to Contractor(s) Operations Manager and/or Uptown Whittier Executive Director, District Manager or District management company as directed to ensure compliance with contract.

4. **Graffiti Removal** – Clean with solution or pressure wash graffiti, stickers and unauthorized or illegal signs from pavements, trees, poles, planters, street furniture, news racks, bus stops, utility bases and any other relevant surfaces each day. Such removal shall be done in a manner not to damage the surface of the receptacle, pavement or public street furniture. All graffiti is to be removed from ground and wall surfaces within 24 hours of the occurrence. All other graffiti, including that on private property shall be noted and the private property owner shall be notified or the City department notified in a manner to be determined by the Contractor(s) Operations Manager and/or Uptown Whittier Executive Director or District Manager.
5. **Human Bio-waste** – Remove all human bio-waste, by sprinkling kitty litter on the bio-waste, thoroughly clean with a disinfecting agent or pressure wash with a similar agent from pavements, trees, poles, planters, street furniture, news racks, bus stops, utility bases and any other relevant surfaces when applicable. Such removal shall be done in a manner not to damage the surface of the receptacle, pavement or public street furniture. All human bio-waste is to be removed from ground and wall surfaces immediately once discovered. All other bio-waste, including that on private property shall be noted and the private property owner shall be notified or the City department notified in a manner to be determined by the Contractor(s) Operations Manager and/or Uptown Whittier Executive Director or District Manager.
6. **Painting/touch-up/washing** – Provide an ad-on for touch-up painting of trashcans, planters, benches and light bases throughout the UWIA as requested.
7. **Special Events, Holiday Decorations, Banners and Planter Watering** - Maintenance personnel may be called upon to install banners, holiday decorations, pedestrian way-finding systems and maintain those amenities as long as they are displayed in the boundaries of the District. The Uptown Whittier Executive Director or District Manager shall give contractor(s) at least thirty (30) days-notice of the need for personnel to implement various special events and/or seasonal displays in specifically designated areas in the district. This shall be considered a standard service of the regular maintenance crew.
8. **Informing District Personnel Regarding Non-conforming News Racks** - It shall be the responsibility of the contractor(s) staff to inform the Uptown Whittier Executive Director or District Manager when news racks have been placed in the public rights of way which:
 - a. Are covered with graffiti;
 - b. Have been abandoned;
 - c. Have been placed on the sidewalk but are unsecured;
 - d. Have been placed on the sidewalk and are chained to an adjacent news rack; or
 - e. Act as an obstacle in the public right of way;
 - f. Are not in compliance with City ordinances governing news racks in the public rights of way.
 - g. Display of sexually explicit photographs, headlines or printed material (publications)
9. **Uniforms:**
 The UWIA shall provide to the contractor(s) an appropriate number of customized shirts, caps and windbreakers. It shall be the responsibility of the contractor(s) to provide uniform pants in a style and color selected by the Uptown Whittier Executive Director, District Manager or District management Company. It shall be the responsibility of the contractor(s) and their employees to care for and maintain all uniform apparel. All employees, at all times, shall be in uniform. Uniforms shall be neat and presentable at all times. Uniforms shall be replaced as they are worn out.

V. Specifications for Proposal

Contractor is requested to submit four (4) copies of its proposal by March 6th, 2018 in accordance with the following format requirements:

- **Introduction** - Summarizing the scope of work to be performed.
- **Scope of Work** - List work to be performed, with the accompanying cost proposed for that service. Proposal shall describe procedure, materials and resources (e.g. staff), which will be utilized to complete each task in the scope. It is understood that services will be "as needed" and may ultimately be increased or decreased during the phase of negotiating a service agreement with the successful bidder. *The contractor is to provide the number of hours that cleaning and landscaping personnel shall be provided, in the UWIA, not to exceed the budgeted amount for the district.*
- **Identification of Personnel and Equipment for the Uptown Whittier:** The contractor shall provide a list of the number of personnel that will be provided to maintain the Uptown Whittier for a 12-month period commencing April 2018 (or earlier) and ending on March 30th 2019. The contract may be extended by mutual agreement of both parties. *The contractor shall provide the number of the following personnel or sub-contracts including, but not limited to:*
 - i. Part time operations director;
 - ii. Annual cost of vehicle, maintenance, gas, and insurance;
 - iii. Supplies and equipment;
 - iv. Water trailer, supplies, etc.
 - v. Monthly supplies for operations;
 - vi. Uniforms or special apparel in addition to those provided by the UWIA.
 - vii. Radio and communications system;
 - viii. Graffiti removal supplies;
 - ix. Steam clean costs on a quarterly basis
 - x. Maintenance employees' hourly rates, proposed hours and days;
 - xi. Overhead factor (if applicable)
 - xii. Other costs considered relevant including contingency;
 - xiii. Any start-up funding required to acquire equipment and supplies related to this contract;
- **Company Background** - Describe your organization/company's background including list of owner/principals (if private sector) or Board of Directors (if non-profit) including resumes of key management personnel, length of time company/organization has been in operation, size (annual revenues), and organizational structure (e.g. staff and org chart). Experience in maintenance of public rights of way and development of public spaces is key.
- **Current and Prior Experience** - Provide a comprehensive list of all contracts or work performed during the past two years regarding any/all of the items in the scope of service. The list should include:
 - 1. Job location;
 - 2. Contract Amount;
 - 3. Role in the job (subcontractor or contractor);

4. Equipment/general procedures used on the job;
5. References - past and present including contact information;

- **Public Space Development:** Special consideration will be given to companies who have demonstrated experience in the development of dynamic public spaces in the public rights of way. Development, planning, implementation and maintenance of these public spaces is key to the goals of the UWIA. List any and all relevant examples of public space development in similar areas;

VI. Contractor's Employees

- All employees shall be U.S. citizens or be legal residents of the United States with supporting documentation.
- Personnel shall have good communications and public relations skills to effectively interact with visitors, business and property owners in the UWIA. Contractor will assure that personnel understand that public relations and public assistance are a primary part of their duties and are willing to assist in survey, distribute community information, provide directions, and assist the public as needed.
- Daytime personnel must be able to speak, write and understand the English Language to interact with the public, property and business owners, and UWIA staff. Bilingual capabilities are preferred. Provide list of language skills in proposal.

VII. Management, Supervision and Training

- Contractor shall assign one responsible management level person or an Operations Director to meet with the UWIA District Manager on an as needed basis. This Operations Director shall attend all appropriate Committee and Board meetings.
- All shifts must be supervised by an individual who monitors cleaning and landscaping personnel, makes client calls, contacts city departments to correct area maintenance problems, makes route inspections, makes graffiti lists, maintains service reports, reports suspicious/nuisance activity and homeless/vagrant issues to the Whittier PD.
- Contractor is responsible for all training required to ensure that employees clearly understand their duties and responsibilities. Such training shall include pre-assignment training and remedial training, as necessary. Contractor understands that the UWIA's will have the right to request that any employee receive remedial training or be removed from the project upon request.

VIII. Equipment

Personnel shall be equipped with all necessary equipment to perform the essential functions of this proposal.

IX. Insurance

The successful contractor shall be required to carry the following insurance and name the Uptown Whittier Improvement Association, its Board members, Directors and Officers as well as the City of Whittier as an additionally insured. Insurance companies and limits shall meet the standards of the UWIA and the City and shall be provided in forms acceptable to UWIA and City.

Insurance company issuing the policy shall be an "admitted" insurer in the State of California and shall carry an A.M. Best and Company minimum rating of AA:VII. Additional insurance

provisions shall conform to Section 17 of the approved Management and Disbursement Agreement by and between the City of Whittier and the Uptown Whittier Improvement Association, copy of which will be provided upon request.

- **Worker's Compensation** - In accordance with state compensation laws, the contractor shall carry worker's compensation & employer's liability insurance for all persons employed in the performances of services at all times, described in this proposal.
- **Liability/Bodily Injury and Property Damage** - The contractor shall carry liability insurance/bodily injury and property damage in the amount not less than \$2,000,000 per occurrence with a \$3,000,000 aggregate.
- **Automobile** - The contractor shall carry automobile liability insurance/bodily injury and property damage liability in the amount not less than \$1,000,000 per combined single limit. All vehicles shall be registered and maintained by the selected contractor.
- **Additional Insured** – The UWIA Uptown Whittier Improvement Association shall be named as additional insured on all policies.

X. **Other**

The Contractor(s) must be licensed to do business in the State of California and hold a valid City of Whittier Business license.

XI. **Submittal of Proposals**

Four copies of all bids should be submitted in a sealed envelope marked "Maintenance and Landscaping Ambassador Program Bid" - **No later than 5:00pm on Tuesday, March 6th, 2018.** Please ensure that all bids are addressed to:

**The Uptown Whittier Improvement Association
c/o Marco Li Mandri
Interim Director
New City America
710 W. Ivy Street, San Diego, CA 92101**

RFP Responses may also be e-mailed to: Marco@newcityamerica.com by the listed due date and time.

Contractor's Representations:

The Contractor(s), by submitting a bid, represents that:

- a. The Contractor(s) has/have read and understands the contents of the RFP information pack and the bid is made herewith.
- b. The Contractor, before submitting a proposal, understands that the Contractor must:
 1. examine the RFP information pack and exhibits;
 2. visit the site and become familiar with all local conditions which may in any manner effect the cost, progress or performance of the services; and,
 3. become familiar with all applicable Federal State and local laws, ordinances, codes, rules and regulations that may in any way effect the cost, progress or performance of the services.

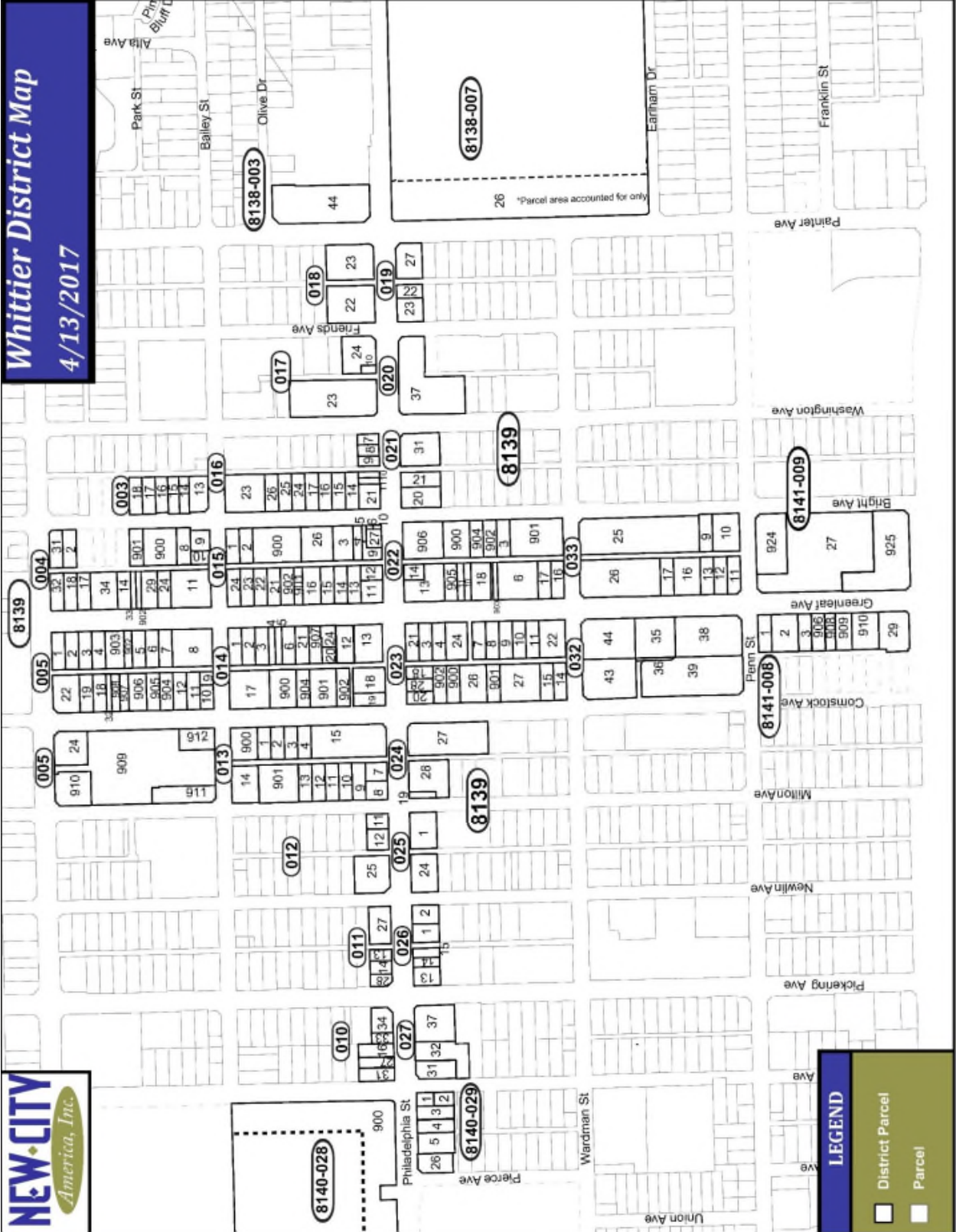
XII. Award of Contract

The award date of the contract is anticipated to be no later than March 15th, 2018, that date should provides for the commencement of services on April 1st,2018. The term of the contract will be for 1 year. The rates established in the contract are to be maintained for the entire term of the contract. The selected contractor shall be expected to set up a base for operations, acquire all equipment and be ready to implement services on or around April 1st 2018.

Conclusion

Applicants should carefully consider the nature of the maintenance requirements of the UWIA's. This RFP is not designated for traditional maintenance or janitorial companies. The awarded vendor must demonstrate the ability to provide staff that can perform, even thrive, in the UWIA environment. This area of maintenance and placemaking is in a constant state of evolution. "Outside-the-box" thinking is a critical component of the management process for this UWIA. Vendors and/or sub-contractors should expect that the contract will be challenging and will involve a very "hands-on" customer service dimension.

The UWIA staff or Board reserves the right to accept, amend, reject or completely alter the use of a private contractor in this RFP process. The UWIA may also determine that it is most cost effective to provide such services with in-house UWIA employees. The responses to this RFP will determine that course.



LEGEND

- District Parcel
- Parcel