March 28, 2023

RE: Request for Proposal for Clean and Safe Programs

To Whom It May Concern:

The Downtown Long Beach Alliance (DLBA) invites your company to review the enclosed Clean and Safe Overview and Request for Proposal (RFP) for its Clean Team and Ambassador Programs, and submit your proposal for consideration. Please note, this RFP is for consolidated Ambassador, Clean, and Pressure Wash Services only. Proposals for stand-alone Ambassador, Clean, and Pressure Wash programs will be rejected. Bidders may partner to provide a consolidated service proposal.

Companies choosing to respond to the RFP must complete and return the attached Intention to Respond form prior to the voluntary Bidder's Conference to be held on **April 19, 2023**, in the DLBA office. Individuals must attend in person. Please RVSP by email before noon on **April 14, 2023**. After the Bidder's Conference, all questions must be submitted in writing, and DLBA responses will be shared with all companies that have submitted an Intention to Respond.

Please direct any questions relative to the RFP to Juan Torres, DLBA Operating Manager at juant@dlba.org.

Thank you for your consideration and we look forward to your proposal.

Sincerely,
Juan C. Torres
Operations Manager

DOWNTOWN LONG BEACH ALLIANCE

Intention to Respond

Yes, our company plans to respond to the RFP for the Downtown Long Beach Clean, Pressure Wash, and Ambassador Programs. For the purpose of this submittal, our contact information is listed below.

Company Name: _____

Contact Name: _____

E-mail Address: _____

Address: _____

Address 2: _____

Phone: _____

Fax: _____

Website: _____

Please return by email to juant@dlba.org
no later than 12 PM on April 14, 2023.

REQUEST FOR PROPOSAL

For

DOWNTOWN LONG BEACH PROPERTY BASED IMPROVEMENT DISTRICT

AMBASSADOR, CLEAN, AND PRESSURE WASH PROGRAM

RFP CLEAN AND SAFE 2023
Issue Date: March 28, 2023
Due Date: May 3, 2023

Bidder's Conference

A voluntary Bidder's Conference will be held at the DLBA office on **April 19, 2023 at 1:00 P.M...** Companies choosing to respond to the RFP must complete and return the Intention to Respond form by 12:00 PM on Friday, April 14, 2023.

After the Bidder's Conference, all questions must be submitted in writing and DLBA responses will be shared by email with all companies that have submitted an Intention to Respond form.

Clean and Safe Program Overview

Description of Safe Team Services

The winning bidder (Contractor) shall provide DLBA with equipment, personnel, and consumables to fulfill the mission described in the DLBA Clean and Safe Team Request for Proposal and this document. A complete list of equipment needed is provided under Section 5 D. Equipment.

Contractor shall provide trained Downtown Ambassadors to perform the services in the Property Based Improvement District (PBID) as prescribed by this document and detailed Post Orders generated from the Contractor.

Downtown Ambassadors employed by Contractor shall perform the duties outlined in the Post Orders, which will be prepared for each position, consistent with the DLBA Property Based Improvement District (PBID) 2022 Management Plan which is included on our website.. These orders define the work and methods to perform at each post (Route). Except for emergencies, no deviations shall be made from the Post Orders unless both parties are in agreement. The Post Orders shall be submitted in writing and approved by the DLBA Operations Manager prior to commencement of work pursuant to a signed contract.

A. Deliverables

Ambassadors shall be pro-active in nature, community orientated, with a friendly and outgoing nature, focusing on hospitality as much as crime prevention. The presence of a uniformed Ambassador conveys a sense of and investment in Downtown Long Beach. Ambassadors will work to prevent unlawful and/or undesirable activities before they transpire with a highly visible patrol presence and by providing appropriate remedial intervention when safe to do so under the relevant circumstances.

Ambassadors shall attempt to deter unwanted behaviors and crime by their presence at problem locations and highly visible and predictable patrols, but shall defer to police and Fire/Paramedics response whenever intervention may be necessary. Ambassadors are 'hands-off' and should never come into physical contact with persons in the course of their duties. All employees hired by Contractor shall be trained in applicable Public Right-of-Way laws, de-escalation, and conflict resolution.

An integral part of the Contractor's plan shall be to become involved in community meetings, events, job fairs, and Downtown activities in and outside the District. Program Management and Ambassadors shall attend functions as often as possible to effectuate the purpose of this Agreement and to provide the community an opportunity to express their suggestions and complaints in person.

B. Personnel Duties and Qualifications

Ambassador

This position emphasizes customer service and a 'concierge' mentality when interacting with persons in the District. The presence of Ambassadors on the streets is a reassurance to residents, workers, Downtown visitors and merchants. Persons hired for this account must be professional, assertive, friendly, courteous, and people-oriented individuals. They must be energetic and enthusiastic about community work and possess good command of the English language. Verbal and written communications skills are essential to this position. Sensitivity to cultural diversity is important for effective communication to property and business owners, residents (Stakeholders), visitors, and persons experiencing homelessness. Contractor shall ensure that all personnel meets or exceeds standards specified in the job descriptions.

Homeless Outreach Specialist

The DLBA's Homeless Outreach Specialist (HOS) works to build relationships with those experiencing homelessness and assist them in accessing local resources and social service agencies. The HOS is able to provide specialized attention to individuals in the District to overcome barriers to accepting services. The HOS will take part in coordinated outreach in Downtown, collaboration and data sharing with the City's Department of Health and Human Services (DHHS), service providers and community partners. The Homeless Outreach Specialist meets with outreach workers from the Multi-Service Center and other service providers once a month to exchange best practices on connecting homeless individuals to available services.

C. Staffing

The Program Manager shall provide DLBA with a weekly work schedule at least three (3) days before the beginning of each work week which begins on Monday. This schedule shall be created to meet the requirements of DLBA. In no event shall the Weekly Work Schedule be changed without approval from DLBA. In the event that Contractor fails to provide sufficient Ambassadors for any particular shift, Contractor shall not assign additional Ambassadors to another shift to offset the deficiency without prior approval from DLBA. It is expected that the Program Manager will cover up to three open shifts per week if needed.

Contractor shall provide sufficient staffing to meet DLBA's requirements as provided for in this Agreement, including any reasonable needs for increased staffing to assist with any special events and to properly carry out services provided pursuant to this Agreement. DLBA shall inform Contractor of any need for increased staffing for a special event at least ten (10) working days in advance, provided however, DLBA may request additional Ambassadors with less than ten (10) days' notice and Contractor shall make all reasonable efforts to accommodate such a request. In the event that less than ten (10) days' notice is given to Contractor and Contractor informs DLBA that it cannot fulfill such a request, DLBA shall not invoke nor be entitled to seek any remedy.

In the event that Contractor fails to provide sufficient personnel as established in any Weekly Work Schedule, DLBA shall have the right to enforce the remedy as described in the final signed Agreement (Contract). DLBA anticipates that five Ambassadors and one Team Lead shall be assigned to patrol the District during the morning shift and five Ambassadors and one team Lead in the afternoon shift, which may be modified as necessary in order to meet the needs of the DLBA. There are two additional Premium routes in effect, Premium Pine Route and Premium Route S3.

2022 PBID Safe Deployment Program

Safety Ambassadors	Standard Zone	Premium Zone
Weekly Deployment Hours	Up to 780	
Foot Patrol	none	10-12 passed daily
Wheeled Patrol	6-10 passes daily	As needed
Visitor Services, Safety Escorts,	Daily	Daily
Homeless Outreach	7 days/week	7 days/week

D. Recruiting

Contractor shall perform pre-assignment training consistent with DLBA approved curriculum to ensure that all Ambassadors and other assigned staff are competent to perform all duties required in the RFP and this document. Contractor shall certify to DLBA management that each candidate recommended for assignment to Downtown Long Beach has received and been trained and tested satisfactorily on all required curriculum. Contractor shall also be required to certify that each candidate has satisfactorily met or exceeded all personnel recruitment, screening and selection criteria specified.

Contractor shall employ only highly trained personnel for this program. All personnel shall have a California security guard license issued by the Bureau of Security and Investigative Service.

Contractor shall staff this program with a combination of existing personnel hired under the 2018Contract and newly trained personnel. Contractor shall recruit from, but is not limited to, California State University Long Beach and Long Beach City College in an attempt to find men and women that will fit the requirements set forth in this document. DLBA shall review all personnel selected for this program and shall have the final authority to approve or reject all personnel. DLBA will provide a written explanation as to the reason why the potential Ambassador was rejected.

E. Training Requirements

New Ambassadors shall receive specific training at Contractor's expense. All training shall be under the direct supervision of the Program Manager or Assistant Program Manager, no exceptions will be allowed. Contractor shall design a pre-service training course, which meets the following training requirements. In addition, current Ambassadors will be required to attend additional trainings as needed, to meet established standards.

1.	Report Writing
2.	Communication Skills
3.	Policy and Procedures
4.	Ethics
5.	Liabilities
6.	Appearance & Grooming Standards
7.	District Tour
8.	Radio Communication
9.	Community Orientation
10.	Ambassador's role and police relations
11.	Conflict Resolution

Ambassadors will receive an additional bike training and Segway training. All Ambassadors will be require to receive CPR and First Aid Certification within 120 days of hire date.

1.	Bicycle Training
2.	Segway Training
3.	CPR/Basic First Aid

Contractor shall issue training bulletins monthly to update the Ambassadors on pertinent changes. Contractor shall work with the DLBA to implement additional training that would be relevant to this program, focusing on the Ambassador's role as a concierge and ambassador. Emphasis should be placed on the Ambassador's "people skills."

Contractor shall document pre-hire training in all pre-approved subject areas via a checklist, to which the candidate shall be approved by DLBA Management before onboarding. The checklist shall be submitted with the written test results and other personnel screening checklists when a candidate is recommended to DLBA Management. These checklists are to be maintained in the Ambassador's training file at the DLBA site, as well as providing a copy to Operations Manager.

It is expected that the initial training shall be sufficiently strong and detailed to permit training for a number of personnel. Contractor shall notify DLBA Management of all training sessions prior to commencement. DLBA Management is invited to be present at any training session conducted.

I. Ongoing Training

Contractor shall provide minimum of three hours of ongoing quarterly training to Ambassadors, to ensure that any new policies and procedures are learned and to train Ambassadors for specific tasks. This ongoing training shall also include remedial training in subject areas specified by DLBA Management. Contractor should explain in detail their ongoing training programs, including incidents or events which precipitated the need for remedial training. Ongoing training should be scheduled during an employee's normal work

hours. DLBA will pay Ambassadors their standard hourly wage to attend training, whether or not they are on duty or outside of their regular schedule.

F. Personnel Recruitment, Screening, and Selection

Contractor is expected to conduct a comprehensive recruitment, screening and hiring process for the duration of the Agreement. The Contractor and DLBA acknowledge that highly skilled, competent and properly trained Downtown Ambassadors are needed to effectuate the purpose of this Agreement. The Parties agree that Program Manager shall screen, interview and recommend candidates to fulfill the position of Ambassador and Lead Ambassador assigned to this account as outlined in this document, and that DLBA shall have the right to approve and/or reject any recommended candidate, provided its decision is not in violation of any law or discriminatory in any manner. DLBA shall review and approve all line personnel prior to assignment to this account.

The process must be documented, and the complete documentation on any personnel assigned to the District must be available for review by DLBA Management. Prior to assignment of such personnel to the District, Contractor must submit a checklist of documents and permits to DLBA that certifies that each candidate meets all specified standards. Contractor shall detail its application process to include: interviewing, testing, drug testing background investigation, by type and degree along with training and work experience.

Contractor shall also recruit, screen and select a candidate to assign and appoint to the positions of Program Manager and Assistant Program Manager. Contractor agrees to present DLBA with at least three such candidates for each respective position to allow DLBA to give input on the final candidate selection for each position. Contractor agrees to give due deference to DLBA's input in the final selection process.

Contractor shall describe the recruitment process for new and replacement personnel. Contractor shall provide detailed methods of insuring standards are met on every Ambassador. Contractor will provide DLBA a report outlining recruitment efforts for the Ambassador program at the weekly Program Coordination Meeting. The report will include recruiting efforts for the past month and projected efforts for the coming month. All applicable laws and regulations must be adhered to on the recruiting and hiring process.

The following personnel standards shall apply to all personnel assigned to this account. Any deviation from these standards requires the written consent of DLBA Management before the Ambassador is assigned.

I. Education: All Ambassadors shall be high school graduates or equivalent at a minimum. Contractor shall verify the compliance with this requirement prior to assignment of any individual to the District.

II. Employment Background: All Ambassadors shall possess a solid employment history. Minimal standards for Contractor employment investigation shall be verification of all

employment for the past seven (7) years, including any period of alleged unemployment or gap in employment of 30 days or greater, without significant negative information.

III. Age: Due to the nature of the work, an Ambassador may encounter issues or matters during the performance of his or her job which require the mature decision-making skills of an adult. All Ambassador candidates must be at least 18 years of age, as documented by a current driver's license, California Department of Motor Vehicles Identification card, U.S passport, military identification or birth certificate.

IV. Criminal Record: Each employee shall undergo and pass a background investigation. Contractor shall comply with the State of California Fair Chance Act.

V. Literacy: Effective communication with the public at large is an integral part of an Ambassador's job function. All Ambassadors shall be able to understand, read, speak and write English intelligibly. This standard requires Ambassadors to comprehend regulations, orders, training instructions and special instructions, and requires that Ambassador's language comprehension is not only sufficient to perform routine duties, but also that complete fluency be maintained during emergency situations.

VI. Pre-Employment Test: Contractor shall design an exam to test the mental alertness of applicants for positions in the District to evaluate applicant's ability to communicate accurately and effectively under stress and emergency situation.

VII. Physical Agility: An Ambassador should be in good general health to effectively perform foot and bike patrol and fulfill his or her duties.

Ambassadors shall:

- Be able to distinguish standard colors
- Be able to hear ordinary conversation at 20 feet
- Be fully capable of normal or emergency duties requiring moderate to strenuous physical extensions such as running or climbing stairs
- Ambassadors must be physically capable of walking their route several times throughout the shift
- Ambassadors must be physically capable of riding up to 40 miles per day on a bicycle.

VIII. Public Relation Skills: All Ambassadors shall possess strong public relations skills, sufficient to permit them to interact positively with district business owners, employees, visitors, outside law enforcement agencies and the general public.

IX. Compliance with Registration Laws: All Ambassadors shall be fully in compliance with all applicable state and local security registration and licensing laws.

G. Electronic Data Collection and Reporting System (Software)

Contractor will provide at no additional cost a software package capable of electronic data capture by cell phone, or will provide a device capable of data capture and transfer to software package. Software must be able to archive daily activities and offer an interface for data retrieval and reporting. Software shall be capable of providing DLBA information on daily activities, search and output functions to prepare "Board Ready" reports. At termination of contract, all data shall be the property of the DLBA. Contractor shall provide all data in a format compatible with import into other programs (csv, tab-delimited, .xlsx) in a compressed file or hosted site for download.

H. Reporting

DLBA shall receive a copy of an Incident Report every morning for the previous day. The Incident report shall detail all: accidents, incidents, Street Person Contacts, Homeless Outreach Contacts and clarification of any incidents of interest to the DLBA. It is the responsibility of Contractor's staff to send out aforementioned report in electronic format (email) to a distribution list provided by DLBA.

I. Additional Service Contracts

DLBA may provide contract services for civic or private organizations in the future. It is expected the Contractor will staff additional persons for these contracts. DLBA will coordinate with the contractor prior to taking on any new contract services.

Description of Clean Team Services

Contractor shall provide DLBA with Clean Team personnel as described in the DLBA Clean, Ambassador and Pressure Washing Request for Proposal and this document. Contractor shall provide maintenance equipment, supplies and consumables outlined in this document to fulfill the tenants of the Property Based Improvement District (PBID) Management Plan, consistent with DLBA guidelines. DLBA will provide a list of equipment mentioned in Section 5 D. Equipment.

Maintenance services shall include sidewalk and gutter cleaning and sweeping, graffiti removal, sticker and handbill removal, weed abatement and removal, trash collection, landscaping, special collections (bulky items, palm fronds, etc.), watering trees and plants, and pressure washing sidewalks and patios. All safety, licensing, environmental, insurance, and documentation requirements are the responsibility of Contractor.

Contractor shall provide and maintain all Brute Carts, maintenance and field equipment, safety equipment, office equipment, uniforms, rain gear and boots/safety shoes. Contractor will also provide trash can liners, paint, degreasers, graffiti remover, cleaning chemicals and other miscellaneous supplies as needed.

Contractor shall provide pressure washing services in accordance with the 2022 PBID management plan. Pressure washers shall clean the sidewalks while working is a safely orderly manner starting at 5:00 a.m. Monday- Saturday. There are two pressure washing services levels: Premium and Standard. Premium areas are serviced each week. Standard areas are completed on a four-week rotating schedule. See section 11 for maps of Premium and Standard Areas. Contractor shall provide uniforms, shoes/boots, safety vest, personal protective equipment, and supplies. DLBA will provide Ford F-550 with two pressure washing units and a Ford-150 and pressure washing trailer.

2022 PBID Clean Deployment Program

Clean Team	Standard Zone	Premium Zone
Weekly Deployment Hours	Up to 550	
Sidewalk and Gutter Sweeping	7 days/week	7 days/week
Machine Sweeping (ATLV)	7 days/week	7 days/week
Pressure Washing	Once every 4 weeks(Fri/Sat)	4 days/week
Graffiti and Sticker removal	Daily	Daily
Weeding/Light Landscaping	Daily	Daily
Spot Cleaning	As Needed	As Needed
Maintenance of Placemaking Projects	As Needed	As Needed

A. Contract Services

DLBA has several contracts with government agencies, other business improvement districts, and private property owners to provide services above and beyond those which are done by the city or described in the DLBA PBID Management Plan.

The DLBA provides Restroom Hosts to fulfill a long-term contract with Long Beach Transit. Restroom Hosts work 20.5 hours, seven days a week for a total of 143.5 hours per week. Shift 1 begins at 5:00 a.m. to 1:30 p.m., Shift 2 is from 1:30 p.m. to 10:00 p.m. and the third shift is from 10:00 p.m. to 2:30 a.m. Long Beach transit provides all supplies and equipment for this contract with the exception of a radio and uniforms. An Ambassador will fill in for the Restroom Host during breaks and lunch.

The City of Long Beach contracts DLBA for litter removal along transit routes seven hours a day, seven days a week. This contract also includes 16 additional hours of work per week for a Special Projects person.

Business improvement districts in Long Beach contract DLBA for clean, safe and pressure washing services. DLBA has yearly agreements with these BID's in providing porter services, ambassador, and pressure washing services a couple days a week in their district.

B. Personnel Duties and Qualifications

Sidewalk and gutter sweeping: will be performed on a daily basis. Each Porter will be assigned to a sweeping route within the boundaries of the district. The worker will remove all weeds, litter and trash on their route. Porters will work only the routes assigned and not work with or walk with other personnel or unauthorized persons, unless directed by Program Manager/Supervisor or DLBA Manager.

All Porters will report electronically any graffiti discovered on their assigned routes which was removed and any that needs elevated attention. The Clean Team is also responsible for graffiti removal on street furniture within the District as prescribed by the PBID Management Plan.

Any unauthorized handbills, signs, or posters attached to any light-standard, building, traffic control box, wall, etc. will be removed by the Porters assigned to that route on a daily basis.

Porter will be expected to answer questions of tourist, business owners, downtown worker and the general public to the best of their ability. All responses to questions will be in a friendly and positive manner.

Contractor agrees to perform services and provide specified equipment in a professional, effective manner. The type and nature of the services described herein may not be varied without prior written amendment to this contract, executed by both Parties, and subject to

negotiation. The services provided by Contractor are determined by the scope of the work set forth in this document and the PBID Management Plan. Any additional services shall not be provided unless authorized in writing by the DLBA Operations Manager.

C. Training Requirements

DLBA believes that staff development is crucial to the success of the program and Contractor shall make every effort to continuously train and educate its staff. DLBA requires that personnel provided by Contractor be sufficiently trained to perform their assigned functions (i.e., sweeping, graffiti removal, pressure washing, etc.). Contractor shall provide on-site training for all assigned personnel on their routes, equipment usage, and specific types of assignments. This also includes account specific training involving work in Downtown Long Beach and safety. DLBA shall be billed at the regular billing rate during all training periods. All training is the responsibility of Contractor.

D. Personnel Recruitment, Screening, and Selection

All Contractor's Workers shall be pre-qualified to satisfy the Employment Eligibility Form I-9. Contractor must fully comply with all Federal, State, and local government statutes and regulations regarding employment.

Program Manager shall design, collect and distribute daily, weekly, monthly, quarterly and annual statistical reports in a format approved by DLBA.

Contractor shall evaluate all personnel assigned to the Clean Team twice a year. These evaluations need to be store securely and presented to DLBA upon request.

E. Miscellaneous

Contractor shall utilize a trash disposal dumpster provided by DLBA and will dispose of any other material in a lawful manner. Contractor remains responsible for fines related to illegal or unauthorized disposal of material by their employees in a manner not consistent with established guidelines. Contractor shall be responsible for the replacement of the dumpster padlock if lost or stolen.

Standard of Grooming/Appearance

Contractor shall establish and maintain a professional standard of conduct and personal appearance for all its employees assigned to DLBA. DLBA requires that all persons present a neat, conservative appearance that reflects good personal grooming habits.

1. Facial Hair: Mustaches are allowed and shall be kept neatly trimmed to not extend more than one-half inch (½") beyond the individual's upper lip. Employees shall be clean-shaven, and beards neatly trimmed. Employees will be asked to remove any cut that can be deemed as a distraction to the public and co-workers.

2. Jewelry: Jewelry should be small in size. Only women may wear earrings and then only stud earrings are allowed. No other visible pierced body parts may bear jewelry. Fingernails shall be neatly trimmed and only subtle nail polish color shall be worn. Fashion bracelets, headbands and decorative hairpieces are not allowed. Workers are allowed to wear a maximum of two rings and one watch. Necklaces, medallions and similar jewelry may be worn but must be concealed under the shirt.

3. Hair: Shall be neatly trimmed. Women shall wear their hair pulled back away from her face (if long). Hair on men shall be neatly combed or brushed in such a manner that it remains clear of the forehead. Hair-colors not in the natural range (pink, purple, blue etc.) shall not be allowed. Headbands, hair decorations (bows, etc.) are not allowed.

4. Sideburns: Sideburns shall not be conspicuous and shall be neatly trimmed at all times.

5. Eyewear: Mirror, blackout or dark sunglasses where the eyes are not visible shall not be allowed unless prescribed by a doctor. Unusual or fashion sunglasses, colored contact lenses or other similarly distracting eyewear are not allowed by DLBA.

6. Electronic Devices: Use of cellular phones, internet accessible devices, including watches is prohibited.

7. Congregation of Persons on Duty: Ambassadors, Porters, HOS and Management may not loiter

Removal of Personnel from Account

At any point during the contract period the DLBA reserves the right to remove any Lead Ambassador, Ambassador, Program Manager, Assistant Program Manager, Homeless Outreach Specialist, Pressure Washer, Special Projects, and/or Clean Team/Porter assigned to the account due to the failure to satisfy or maintain training and/or job requirements set forth in the RFP or this document, or for other reasons that render him or her substandard for the position. Contractor shall remove such individual immediately. Instances in which such person may be removed by DLBA include, but are not limited to:

1. Individual cannot reasonably improve to meet agreed upon minimum standards
2. Inability or refusal to maintain safety protocols and standards
3. Failure to perform duties described in their job description and in this Agreement.
4. Unauthorized use of phone or personal electronic devices at any time while on duty.
5. Use of a phone or other electronic device while operating a motor vehicle, Segway or bicycle may result in immediate discipline and/or termination
6. Speaking about Contractor or DLBA in a negative way to stakeholders, board members, DLBA staff, coworkers and stakeholders
7. Discussing DLBA or Contractor's policies, standards, issues, incidents, events or other "company business" with stakeholders or other persons
8. Theft
9. Failure to comply with DLBA's Alcohol and Drug Policy
10. Excessive absences or tardiness
11. Communicating to anyone in a derogatory or disrespectful manner via voice, text, email, phone or internet communications
12. Failure to adhere to grooming/uniform standards
13. Workplace relationships which affect performance
14. Failure to execute a standing or dynamic order from Program Manager or DLBA
15. Intentionally destroying property
16. Fighting, provoking a fight or making violent threats
17. Falsification of any information provided to Contractor or DLBA
18. Unsafe behavior
19. Possession of a firearm or other lethal weapon
20. Use of cigarettes, e-cigarettes, snuff, smokeless tobacco while on duty or in uniform
21. Loitering alone, or with other personnel while on duty
22. Eating while on duty

If there is an Lead Ambassador, Ambassador, Program Manager, Assistant Program Manager, Homeless Outreach Specialist, Pressure Washer, Special Projects, and/or Clean Team/Porter assigned to the program that the DLBA wishes to be replaced for any reason other than those listed above or failing to meet the minimum standards, Parties agree that the Contractor's Management and DLBA Management shall meet as soon as practical to discuss DLBA's desire regarding replacement of the individual. DLBA shall determine whether or not to remove and/or replace such Ambassador, giving due deference to Contractor's input.

In the event that DLBA determines, in its sole discretion, that any employee of the Contractor poses a safety concern or issue while on shift, DLBA shall have the right to immediately remove such person from their current and any future shifts, according to law and in a non-discriminatory manner. In such situations, Contractor agrees to fill the vacant post within 24 hours. The Parties agree that Contractor Management and DLBA Management shall thereafter meet, as soon as practical, to review the situation causing such person's removal prior to their next scheduled shift, so that Contractor may determine any appropriate disciplinary measures which may need to be taken, including, but not limited to, reprimand, suspension and/or termination, giving due deference to any input which DLBA provides regarding personnel. DLBA shall notify Contractor by email and certified letter of any persons to be removed from the account

Program Management

Contractor shall be fully responsible for the direct supervision of its own employees by its own management personnel. A Program Manager shall be appointed and assigned by Contractor to provide contract management and to provide a point of contact between DLBA and Contractor. Program manager shall oversee both Clean and Safe Programs. DLBA shall be given the opportunity to provide input as to its preference among several candidates so that the Program Manager assigned is deemed by the Parties to be appropriate for the assignment.

The Program Manager shall immediately contact Contractor's corporate management for any issues or matters of great importance pertaining to this contract so that he or she may act as an efficient liaison between Contractor and DLBA. The Program Manager is solely responsible for contacting the DLBA Operations Manager at the time of an employee injury, vehicular accident, incident with any staff that brings about action by the Long Beach Police Department, Long Beach Fire Department, natural or man-made disaster or major event.

Program Manager shall attend the monthly DLBA staff meetings and Public Safety meeting. In addition, the Program Manager shall attend meetings with the DLBA Operations Manager and South Division Commander, coffee with a cop, community group watch meetings, and other public safety forums to improve lines of communication between the Ambassadors and LBPD.

The Program Manager shall be authorized to make the day-to-day decisions on behalf of Contractor regarding this Agreement. The Program Manager and Assistant Program Manager are expected to work an 8-hour shift, five days a week. It is expected that the Program Manager and Assistant Program Manager will be on duty during the anticipated high activity hours each week.

At the discretion of DLBA's Operations Manager, the Program Manager's working hours may be adjusted to better suit the changing needs of the district. The Program Manager shall be on call twenty-four (24) hours per day, seven days per week, including all holidays except when such on-call duties are assigned to the Assistant Program Manager due to prescheduled vacations or reasonable unavailability. The Program Manager shall report daily to the DLBA Operations Manager.

Each shift will be staffed with the Program Manager, Assistant Program Manager or Program Lead. The Assistant Program Manager or Program Lead shall be authorized to act in the place of the Program Manager when in charge.

Expectations and Standards

A. Safety and Emergency Plans

Immediately after execution of the Agreement, and prior to assignment of personnel, Contractor and DLBA Management shall make an on-site, in-depth review of the safety and emergency requirements which shall be established and shall include, but not be limited to, the following (hereinafter the "Safety and Emergency Plan"):

1. Policies and specific procedures for responding to fire alarms and fire emergencies
2. Earthquake, Tsunami and natural occurrences
3. Protests, civil unrest, riots, bash mobs and large-scale altercations
4. General emergency plan and instructions for personnel.
5. Active Shooter incident

These plans will include a detailed review of the exact responsibility for the Program Manager, APM, Program Lead, Ambassadors and Porters in the following situations, but not to be limited to:

1. Earthquakes
2. Fires
3. Civil Unrest
4. Mass evacuation
5. Large scale power outages
6. Building safety procedures
7. Strike Contingencies and other appropriate situations

DLBA representatives shall review and approve the final Safety and Emergency Plan proposed by Contractor prior to its implementation and DLBA shall review and approve any subsequent additions, deletions and/or revisions thereto prior to such additions, deletions, and/or revisions being effective or implemented.

B. Standard of Performance/Right to Inspection

Contractor's performance shall at all times meet with the satisfaction of DLBA. DLBA shall conduct a performance evaluation every six (6) months during the term of this Agreement on March 31st and September 30th. Services proposed shall be exactly as specified herein and shall be subject to inspection and test by DLBA at all times and places. If services furnished are found to be incomplete, not as specified, or for any reason do not meet with the complete satisfaction of DLBA, DLBA shall immediately provide written notice to Contractor of such alleged incomplete or insufficient performance of Contractor's obligations hereunder, and to allow Contractor 30 days to cure such incomplete or insufficient performance. The Parties shall attempt to agree upon an appropriate offset for such alleged past incomplete or insufficient performance when appropriate and DLBA may, at its option terminate this agreement pursuant provided DLBA gives thirty (30) days' notice to Contractor, or

immediately obtains the services of another contractor provided DLBA compensates Contractor for the remaining thirty (30) days of this Agreement.

After start-up of the program, Contractor's corporate and regional management team will meet with DLBA's management team on a quarterly basis to develop and execute a Year One Development Plan and draft plans for subsequent years of the contract.

DLBA will review Contractor's performance annually and meet with Contractor's corporate management to discuss the account status and DLBA's level of satisfaction of Contractor's performance. Contractor will conduct its own audits which will be shared with DLBA. DLBA agrees to regularly and immediately communicate any issues or dissatisfaction related to Contractor's overall performance which may cause this Agreement to terminate.

C. Billing, Employee Pay and Benefits

The Clean and Safe program operates seven days a week, 365 days a year. Contractor shall bill DLBA once per month, for all hours from the first of the month to end of the month. Contractor must furnish a complete hourly breakdown for each Lead Ambassador, Ambassador, Porter, Pressure Washer, Homeless Outreach, Assistant Program Manager, Special Project, and Program Manager. DLBA shall not be liable for any payments of services rendered by Contractor when the invoice to DLBA is not supported by a verifiable record keeping system.

DLBA shall be permitted to examine and audit these records and all supporting records at any time. Such records include training, background checks, testing, and related personnel matters. Such records shall be maintained for no less than three calendar years after the termination of this Agreement.

All personnel furnished by Contractor shall be employees of Contractor. Contractor agrees to pay all wages, compensation, salaries, benefits, and expenses of such employees and shall be solely responsible for all federal, social security taxes, and federal, state, and local employment taxes relating to such employees and any other withholdings required by law. Contractor shall provide DLBA reports detailing the wage rate and anniversary date for each Downtown Ambassador on a quarterly basis.

The number of paid and/or unpaid vacation days afforded to each employee shall be determined by Contractor. All vacation requests will be approved by Contractor provided that DLBA shall have the opportunity to approve the final work week schedule so as to avoid any interruption in services provided by the Ambassadors under this Agreement. Vacation requests for the Program Manager and Assistant Program Manager must be approved by the DLBA Operations Manager.

DLBA will not be charged for Health Care Benefits (Medical, Dental, Vision, etc.) unless specified in the agreement. In the event that government legislation mandates employer paid health care benefits, including but not limited to the Patient Protection and Affordable Care Act, then Contractor shall invoice DLBA for the direct cost associated with that program

without markup.

In the event of a change in Federal, State, or municipal legislation, regulation, administrative ruling or collective bargaining contract affecting any change in work hours, pay rates, working conditions, taxes, health insurance, benefits, etc. Contractor shall notify DLBA in writing of the change in the rates to be charged and the effective date of said change which shall be computed on the prevailing hourly pay and bill rate.

D. Overtime and Holiday Pay

Contractor shall pay employees the appropriate rate for overtime work as required by law, but shall not charge such overtime to DLBA, unless approved by DLBA Operations manager, and proper documentation is supplied by Contractor.

Deployment may be adjusted on holidays. Employee holiday pay is incorporated in DLBA's hourly bill rate. No special or premium rate shall be charged for service on holidays.

The following holiday wages will apply:

I. Employees who work on a holiday will receive time and one-half of their regular wages, for which DLBA will be billed for a maximum eight (8) hours.

II. Employees who do not work on a holiday will receive one day of regular pay, equal to no more than 8 hours for Ambassadors or seven hours for clean team members.

III. Contractor and DLBA shall recognize the following six (6) holidays:

New Year's Day	Memorial Day	Juneteenth
Independence Day	Labor Day	Thanksgiving
Christmas		

IV. Please ensure your Holiday pay line item is commensurate with the difference between regular and holiday pay for each of the seven days.

E. Lunch and Breaks

All work breaks and lunch meals shall be scheduled in accordance with federal, state and local laws.

F. Additional Equipment

Contractor shall invoice DLBA for any mutually agreed upon supplies or equipment not included in the Agreement which are and purchased by Contractor. This additional supplies or equipment shall be invoiced at 0% markup and any property purchased by Contractor hereunder, shall be deemed the property of DLBA at termination of this Agreement provided that DLBA has reimbursed Contractor in full satisfaction for the costs of such supplies or equipment.

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Section 1 - Background

Established in 1999 by a coalition of commercial property owners, and most recently renewed for 10 years in 2022, the Downtown Long Beach Property Based Improvement District (PBID) is a benefit assessment district empowered to improve and convey special benefits to properties located within a defined area of the Downtown. The PBID provides improvements and activities including maintenance, security, economic development and marketing above and beyond those currently provided by the City of Long Beach. This approach has been used successfully in other business districts to create a positive image, attract new customers and increase retail occupancies and property values. Since its implementation of services in January of 1999, Downtown Long Beach Alliance (DLBA) has had a major impact on the quality of life in Downtown Long Beach.

Safety and Security

Safety and security have been rated as the number one issue for the Downtown in annual stakeholder surveys. Safety and security were also viewed as the biggest impediment to the Downtown's successful development. This issue is both one of reality and perception as the level of crime in the Downtown is not dramatically greater than in other sections of the city as a whole.

Downtown Long Beach Ambassador Program

In order to address the perception and reality of crime and inappropriate conduct in the Downtown area, a private unarmed Ambassador Program has been deployed under the direction of the DLBA Operations Manager. The team includes Ambassadors and one Homeless Outreach Specialist.

Collaboration with the Long Beach Police Department and close coordination with the entities responsible to ensure a safer environment in the District has contributed to the ongoing success of the program.

Public Right-of-Way Cleanliness and Maintenance

In annual stakeholder surveys, maintenance was rated a strong second to security in terms of services that should be provided by the Business Improvement District. The perception of a Downtown that is dirty and esthetically unkempt is that it is uncomfortable to use, no one cares for the area, or no one is in charge. Psychologically, an area that is not maintained feels unsafe.

Downtown Long Beach Clean Team

The Clean Team sweeps sidewalks and gutters, pulls weeds and removes stickers and graffiti on sidewalks and gutters and street furniture. The team consists of Porters working seven days a

week, 365 days a year. The successful contractor will provide a team of individuals capable of providing a wide range of services on a daily basis.

Pressure Washing

Clean Team pressure washers clean the sidewalks while working in a safely orderly manner starting at 5:00 a.m. Monday- Saturday. There are two pressure washing services levels: Premium and Standard. Premium areas are serviced each week. Standard areas are completed on a four-week rotating schedule. See section 11 for maps of Premium and Standard Areas.

Section 2 - Scope of Work

Ambassador Program

The role of the Downtown Long Beach Ambassador Program is to maintain a visible presence on the sidewalks and public spaces. The purpose of this presence is to prevent crime and unwanted behavior that contributes to any negative perception of safety in the Downtown, as well as providing assistance to business owners, residents and visitors.

The Downtown Long Beach Ambassador Program includes Segway, bicycle and foot patrols seven days a week. Segways are used on an as-needed basis only.

Ambassador Patrols:

- One-person patrol on bike in Standard Area 1
- One-person patrol on bike in Standard Area 2
- One-person patrol on bike in Standard Area 3
- One-person patrol on foot in the Pine Avenue Area
- One-person patrol on foot in the LB Blvd Avenue Area
- One-person patrol on foot in the Pine Premium Route
- One-person patrol on foot in the S3 Premium Route
- One Homeless Outreach Specialist (HOS) working 8-hour shifts, Monday through Friday.

Staffing levels may vary due to weather, special events, conventions and increased activity on Friday and Saturdays. Deployment may also be adjusted on holidays. Please refer to Section 10 for a sample deployment schedule. It is expected that the vendor will provide a good mix of full-time, part-time and on-call personnel to ensure all shifts are staffed. Ambassadors operate seven days a week, 365 days a year.

Clean Team Program

The Clean Team will concentrate on:

- Removing trash, debris, leaves, graffiti and weed in the public right-of-way (sidewalk and gutters)
- Removal of palm fronds and bulky items
- Landscape maintenance throughout the PBID associated with planters and other special projects.
- Tree planting and watering.
- Pressure washing sidewalks, patios and parklets on a weekly basis in the premium zone and four-week rotations in standard zone.
- Other clean up services focused on ensuring a clean downtown.

Porters

Porters will commence working at a time to allow for the Downtown core to be attended to before the business day starts. The number of shifts, number of personnel and type of automated equipment is at the discretion of the vendor, provided all sidewalks and gutters in the district are swept daily and there is adherence to applicable municipal codes involving noise. Deployment may also be adjusted on holidays. Please refer to Section 10 for a sample deployment schedule.

Special Projects

Special Projects assist in a variety of functions assisting our clean department in day-to-day operations of Downtown Long Beach. Special Projects supports and assist in a myriad of task not provided by porters. Special projects support with the removal of palm fronds and bulky items, landscaping, graffiti removal, pressure washing services not in the PBID, operating GEM vehicles collecting trash bags and operating our All-Terrain Litter Vacuum (ATLV). Special projects also assist in providing porter services, outreach, visitor services, and supporting DLBA events managing our Kiosk.

Pressure Washing

Pressure washers shall clean the sidewalks, patios and parklets in accordance with the 2022 PBID management plan. Pressure washers shall clean the sidewalk while working in a safe orderly manner starting at 5:00 am in commercial areas and 7:00 am in residential areas Monday-Saturday. Premium areas are serviced each week and standard areas are serviced on a four-week rotating schedule.

DLBA hosts several events during the year that may require an additional 50+/- hours of clean and safe service.
Total labor hours may be extended due to the changing needs of the district during the contract period.

Program Management

All submissions will include one Program Manager working a total of 40 hours per week with varied schedules that include night and weekend shifts and one Assistant Program Manager (APM) working a 40-hour week, covering the weekend night shifts. Program Leads will manage the teams when the Program Manager and APM are not scheduled. Please refer to Section 10 for a sample deployment schedule.

It is expected that the Program Manager and APM will be on duty during anticipated high traffic hours each week and must be flexible in the days and hours they work. Program Manager, APM and Program Leads will be expected to work nights and weekends on a regular basis to ensure the programs are meeting the standards set by the DLBA.

Scheduling

We encourage creative thinking and innovative solutions in providing coverage for the Clean Team and Ambassadors within the parameters of the PBID Management plan.

Ambassador requirements for the Premium area are as follows:

- The Management Plan anticipates that service deployment frequencies within the Premium service zone will be three times more than the remainder of the PBID – from the number and type of Ambassadors to the frequency of sidewalk cleaning. Under the current PBID deployment plan, Ambassadors patrol each block of the Premium Zone between 25 and 40 times per day.

Ambassador requirements for the Standard area are as follows:

- Service frequencies within the Standard service zone are less than the frequency of services in the Premium service zone. Under the current PBID deployment plan, Ambassadors patrol each block of the Standard Zone between 10 to 12 times per day, about one third of the frequencies found in the Premium service zone.

While there is no difference for the Clean Team requirements in the Premium or Standard areas, it has been standard practice to do a 'quick sweep' of Pine Avenue, Broadway, and 1st Street at the beginning of the Clean Team shift.

We encourage you to review the PBID 2022 Management Plan.

Section 3 – DLBA Program Standards

The philosophy governing the performance of the Downtown Long Beach Clean and Safe Programs is one of service with the intent of making the Downtown a cleaner, safer and more inviting place for people to live, work, and visit. The Clean and Ambassador Teams work together as one cohesive unit, providing directions, removing stickers and graffiti and acting as the eyes and ears for the Long Beach Police Department. An additional role for both teams is to identify those conditions that warrant action from city departments or private property owners.

Ambassadors

It is important that companies wishing to provide Ambassador services to the DLBA understand the philosophy behind the programs and the need to staff these positions with individuals who have interpersonal skills above and beyond those working a traditional security assignment.

In addition to basic security skills, individuals who wish to be Ambassadors must possess excellent interpersonal and communication skills, including the ability to work with and appreciate individuals from a wide range of racial, gender, economic and social backgrounds.

Individuals must also demonstrate outstanding verbal skills with the ability to communicate information in a clear and friendly manner. Individuals must have the ability to prepare concise and understandable written reports. Of particular interest is the recruiting of college students studying communication, public service and community relations.

The kind of phrases used to describe individuals that make ideal candidates for this role include: outgoing, social, cordial, friendly, diplomatic, good-natured and pleasant, neighborly and a "people person" not afraid to reach out and make friends with those who live and work in the area.

Homeless Outreach Specialist

The HOS works to build relationships with persons experiencing homeless in the District and assist them in accessing resources and connection to social service agencies. The HOS is able to provide specialized attention to overcome barriers to accept services. The HOS regularly meets with outreach workers from the City of Long Beach's Multi-Service Center and other service providers to exchange best practices on connecting homeless individuals to available services.

Clean Team

Organizations seeking to provide Clean Team services must staff these positions with individuals who have interpersonal and communication skills above and beyond normal janitorial services.

Clean Team members work outdoors, in different types of weather and should be able to work with a minimal amount of supervision. The kind of phrases used to describe the kind of individuals that make ideal candidates for this role include: independent, trustworthy, friendly, good natured, pleasant, a "people person" not afraid to converse with those who visit, live and work in the area. The Clean Team works closely with the Downtown Ambassadors reporting unusual activities in the district that might require additional intervention. Clean Team members routinely provide information and directions to users of the district.

Section 4 – Project Timeline

The Clean Team and Ambassador contract awarded as a result of this RFP is for a term of three years beginning October 1, 2023 and ending September 30, 2026. .

- Bidder's Conference to be held in person on April 19, 2023 at 1:00 p.m.
- Proposals must be submitted no later than 5 p.m. on May 3, 2023
- Interviews will be conducted with selected companies on May 17, 2023
- Contract Offer: Will be made to the winning contractor on the week of July 3, 2023
- Contract Terms: Finalized no later than September 30, 2023
- Services Begin: October 1, 2023

Section 5 - Proposals

Please submit an original and five (5) copies by mail to:

Juan C. Torres
Operations Manager
Downtown Long Beach Alliance
100 West Broadway, Suite 120
Long Beach, CA 90802

Proposals shall be formatted in .pdf format and contain the following:

A. Company Information

1. Company Name, address, phone and fax numbers
2. Local Southern California office information
3. Ownership structure (type of corporation, headquarters)
4. Management structure
   a. General
   b. Specific to providing services under this contract, including identification of individuals and their relevant experience.
   c. Specify the role and responsibilities of off-site supervisors managing this contract (where located, how many hours dedicated to this account, their experience).
5. Please provide 3 client references with a contact name and telephone number for the following:
   a. Combined Clean, Pressure Washing and Ambassador Program
   b. Account reference located in California
6. Additional items - please detail
   a. Proof of insurance – See Section 6
   b. Financial stability and resources
   c. Appropriate licenses and permits

B. Cost Breakdown

Please use the cost analysis spreadsheets (.xlsx) provided on the flash drive to calculate a regular and Overtime/Holiday Bill Rate for each position and the proposed number of hours per week by position.

1. Bill rate to include: pay rate, payroll expenses (vacation, holiday, sick leave) uniforms, radios, Clean Team equipment and supplies, Pressure Washing equipment and supplies, and…Ambassador equipment and supplies, bicycles/equipment and maintenance, overhead and profit.

2. List the pay rates and billing rates by type of position for each of the types of services to be provided; including any lead positions that you think are necessary. Please see the example in Section 9 for guidance.
3. Total Cost per year for each year of the contract
4. Using the provided Sample Clean Team and Ambassador Schedules, create a weekly schedule using the Bill Rates you propose. Two Tiers for Pay/Bill Rate are included on the spreadsheets. Tier I rates apply to employees with less than one year tenure. Tier II applies to employees with more than one year tenure. If you wish to propose additional Tiers, please use the same format and label accordingly.
5. Explain in detail the benefits package that will be provided to employees under this contract, including Health Care (in compliance with ADA regulations), vacation, holidays and Paid Sick Leave (PSL).
6. What costs are included in the billing rates specified above?
7. Provide a breakdown of any expenses identified in the "Other" line item
8. Quote the monthly cost for insurance per person.

Please provide Regular Time and Overtime/Holiday Pay Rate and Bill Rates for the following years, using the appropriate tab on the spreadsheets that corresponds with the time frames below. Our expectation is the vendor awarded the contract will provide the best available service while understanding the financial constraints of increases in Minimum Wage and service costs.

	Minimum Wage
January 1, 2023	$15.50

Cost Breakdown and Schedule to be provided in electronic (.xlsx) as well as paper version of your proposal submission.

C. Human Resources

1. Characterize your company's labor relations program and union representation, if any.
2. Describe your employee recruitment methods and hiring process
3. Describe pre-employment personality and job specific testing used in recruiting
4. What is the employee turnover percentage for your contract personnel for the past three years in the Los Angeles County area?
5. What are the three major reasons for turnover in your firm
6. How will you replace temporary vacancies due to illness, vacation or termination?
7. How many contract personnel, full and part time, do you currently employ in the Los Angeles area?
8. Employment Policies

a. Provide your drug testing policy and schedule before and after hiring.
b. What are your hiring and termination policies?
c. What role do you see the DLBA playing in the hiring and termination process?

9. Training Policies
    a. Explain your company-training programs (specific hours and content should be detailed).
    b. What experience do you have interacting with city police departments?
    c. Please detail training and education programs for dealing with the general public (including visitors and residents) as well as specific training programs for merchant outreach and relationship building.
    d. Detail any specific training for interacting with persons experiencing homelessness, mental illness and intoxication/under the influence.
    e. All costs of training detailed above should be included in employee cost analysis.
10. Staffing Policies
    a. What specific methods will be used for recruitment?
    b. How will you market this job opportunity to ensure that you attract the highest caliber applicants possible?
11. Performance and Start date
    a. How will you monitor and evaluate the performance of personnel and management? Please provide all forms and recordkeeping policies.
    b. How do you reward excellent performance?
    c. How much advance notice is necessary to place services in operation on October 1, 2023? ?

D. Equipment Resources

1. Uniforms

    Your company will be required to purchase and equip all employees working at this account with DLBA branded uniforms. Each Clean and Ambassador Team member will receive at time of hire (3) red polo shirts, (3) black long sleeve under-shirts, (2) pairs of gray long pants (Dickies or equivalent), (1) weatherproof jackets, (1) logo baseball hat, (1) logo beanie. Gray shorts are an option for Ambassadors only. Contractor will maintain a stock of rain gear (overalls and jacket) to cover an entire shift. An on-site inventory to equip 5 additional new hires will be maintained at all times.

		Approximate Startup Quantity
1.	Clean Team red polo shirt with chest, back and arm logos	60
2.	Safe Team red polo shirt with chest, back and arm logos	60
3.	Black long sleeve undershirts	90
4.	Gray long pants	60
5.	Weatherproof jackets	30
6.	Logo baseball cap	30
7.	Logo beanie	30
8.	Rain gear	20

2. Vehicles

   DLBA will provide the following vehicles and equipment for its clean program. DLBA will also be responsible for gas and maintenance on vehicles and equipment mentioned below. Contractor will be responsible for providing insurance on the vehicles and equipment.

Vehicle/Equipment			
Description	**Year**	**Make**	**Model**
Truck	2013	Ford	F150
Truck with Two Pressure Washing Units	2020	Ford	F550
Pressure Washing Trailor			
Electric Vehicle	2015	GEM 1	EL XD
Electric Vehicle	2016	GEM 2	LS EXV
Electric Vehicle	2019	GEM 3	LS
Electric Vehicle	2022	GEM 4	LSEDD
All-Terrain Litter Vacuum (ATLV)			4300
Billy Goat			QVSP Vacuum

3. Clean Team Equipment and Supplies

	Item	Start up Quantity	Pack
1.	Rubbermaid 9T72 Cleaning Cart or similar	8	8
2.	Dual Angle Multi surface broom, 24" inches or similar	10	10
3.	12" straight broom	10	10
4.	Easy Reacher	10	10
5.	Lobby Master lobby dust pan	10	10
6.	Blue microfiber cloths	96	96
7.	Safety absorbent	3	3
8.	Disposable dust mask	50	50
9.	PH neutral cleaner	5	Liter
10.	Spray bottle	20	20
11.	Putty knife/scraper	10	10
12.	Long handle scraper	2	2
13.	Rake	10	10
14.	Weed killer	3	Gallon

	Consumables Approximate use per month	Amount	Pack
1.	Vinyl general purpose glove - Large	5	CS/10-10
2.	12-micron roll trash bags (Waxie 700078 or equivalent)	6	CS/10-25
3.	Vandal Mark Remover	1	CS/12
4.	Blue microfiber cloths	2	Dozen
5.	Safety absorbent	3	Bags

4. Ambassador Equipment

	Item	Start up Quantity	Pack
1.	Service Belt	20	Each
2.	Belt Keepers	20	Each
3.	Radio holder	20	Each
4.	First Aid Kit (to be attached on belt)	20	Each
5.	iPhone holder	20	Each
6.	Vinyl general purpose gloves - Large	1	Case

5. Radios

	Item	Start up Quantity	Pack
1.	Commercial Two-way radios (Motorola, Icom, etc.)	20	Each
2.	Spare Battery Packs	4	Each
3.	Single Wire earpiece and microphone (Ambassadors only)	20	Each

E. Additional Information

All Ambassadors and Clean Team Members will receive pre-service training conducted by the Program Manager or Assistant Program Manager only.
Current pre-service training calls for the following subjects to be taught:

Report writing
Communication
Policy and procedures
Law and Ethics
Liabilities
Grooming standards
District tour
Radio communication
Community Orientation
Police relations
Segway Training
Bicycle Training

- Ambassadors and Clean Team members serve on an at-will basis. DLBA reserves the right to request any team member be replaced at any time, for any reason, including management.
- District specific and general trainings will be conducted on a bi-weekly basis.
- DLBA maintains a radio repeater on the roof at 100 W. Broadway. The frequency and vendor referral will be provided to the successful Contractor to calibrate the radios.
- DLBA provides personal iPhones for recording of daily activities and the collection of data for the clean and safe team. Please indicate the compatibility of iPhones with any software to be used to track Ambassadors and Clean Team members.
- DLBA will provide the following office use and equipment for a monthly fixed fee:
  a. Two work stations with office chair and desk
  b. Use of wired internet, Wi-Fi and VoIP telephone
  c. Access to DLBA printer and fax
  d. Individual storage lockers for Ambassadors and Clean Team members.
  e. Full use of kitchen and training room
  f. Parking passes at 100 West Broadway for Program Manager and Assistant Program Manager
- Vendor awarded the contract is responsible to purchase and maintain:
  a. Any additional equipment needed to complete the mission of the Ambassadors and Clean Team
  b. iPhones for Program Manager, Assistant Program Manager and Program Lead
  c. All computer systems and related maintenance or technical support.

F. Schedule

Please use the attached spreadsheets to complete a one-week schedule for Clean and Ambassador teams. You do not have to follow the deployment schedule as provided, given that the deployment is in accordance with the Property Based Improvement District (PBID) Management Plan. An example may be found in Section 10 and will also be provided in .xlsx format.

Section 6 – Required Submittal

The following documents are required to be completed by the successful Contractor prior to the execution of a contract:

- Certificate of Insurance: $2,000,000/$6,000,000 for General Liability, $5,000,000 for Automobile, $5,000,000 for umbrella liability and $1,000,000 for Worker's Compensation.
- Applicable State of California and City of Long Beach business licenses and permits.
- Qualification of Contractors: Any bidder must have been established for a period of at least two years prior to the date of this bid and have a functioning service operation of sufficient size to satisfactorily execute this contract.

Please submit all questions via email to juant@dlba.org:

Juan C. Torres
Operations Manager
Downtown Long Beach Alliance
100 W. Broadway, Ste. 120
Long Beach, CA 90802

Section 7 – Evaluation Process

Each individual proposal will be evaluated based upon the response to the questions in Section 5. Because of the nature of an assessment district, the DLBA must fulfill its mission while working within a fixed budget. The overall cost of providing the Ambassador, Clean Team, and pressure Washing services is a very important element in the evaluation process. However, cost will not be the only factor used to evaluate proposals and select a contractor. Missing or incorrect information may void your proposal.

The evaluation committee will seek a contractor that understands the mission of the District and has designed a program that addresses the unique characteristics and challenges of providing services in the public right-of-way. The evaluation committee will be open to suggestions for changes and improvements to the service levels and hours that, in the contractor's opinion, would better achieve the DLBA goals.

Section 8 – Activity Reporting

Contact Category	Premium	Standard	Weekly	Monthly	Year to Date
Ambassadors					
Business Contacts					
Assist LBPD/LBFD					
Disturbance Calls					
Drinking in Public					
Failure to Pay Bill					
Health & Welfare Contacts					
Homeless Contacts					
Illegal Vending					
Panhandling					
Traffic Collision					
Business Information					
Directions Given					
Event Information					
Hotel Information					
LB Transit/Metro Information					
Museum Information					
Parking Information					
Restaurant Information					
Abandoned Shopping Carts					
Citizen Assists					
Delivery					
Graffiti					
Graffiti/Sticker Removal					
Greeting					
Illegal Dumping					
Safety Escort					
Motorist Assist					
Quality of Life					
Clean Team					
Bags of Trash filled					
Weed removal					
Graffiti Removed					
Stickers Removed					
Flyers/Handbills Removed					
Landscaping: Plants					
Graffiti/Stickers Reported					
Trash Receptacles Cleaned					

News Racks Cleaned					
Information/Directions					
Litter Removal					

Premium and Standard are the two Service Areas in the District

Section 9 – Cost Analysis by Employee

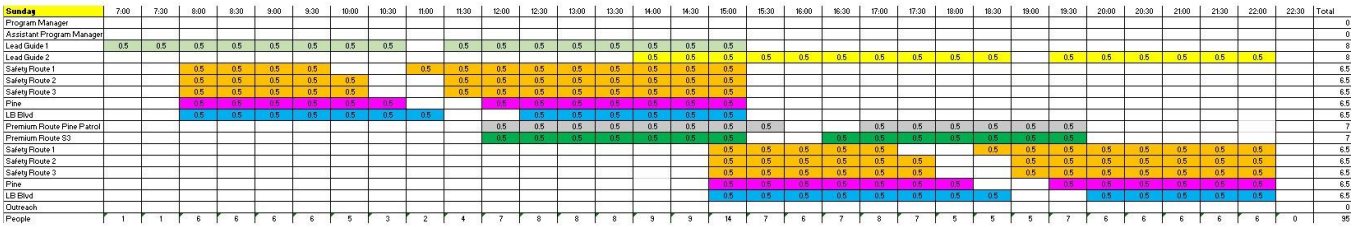
Addendum 1 and 2

2023										
Tier 1	Program Manager	Assistant Program Manager	Program Lead	Ambassador	Homeless Outreach Specialist	Clean Team/ Porter	CTR	Pressure Washer	Special Projects	Restroom Host
Hours Per Week	40	40	112	40	40	448	56	144	40	143.5
Pay Rate		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Vacation		$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
California Paid Sick Leave	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Holiday	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Training	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Health Insurance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Worker's Compensation	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Liability Insurance	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
FICA	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Medicare	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
FUTA	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
SUTA	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
ETT	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Uniforms	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Radios	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Clean Team Equipment	N/A	N/A	N/A	N/A	N/A	$ -	$ -	$ -	$ -	N/A
Ambassador Equipment	$ -	$ -	$ -	$ -	$ -	N/A	N/A	N/A	N/A	N/A
Overhead	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Profit	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Other	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -
Hourly Bill Rate	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -

(See Addendum 1 and 2 in excel format)

Section 10 – Deployment Example

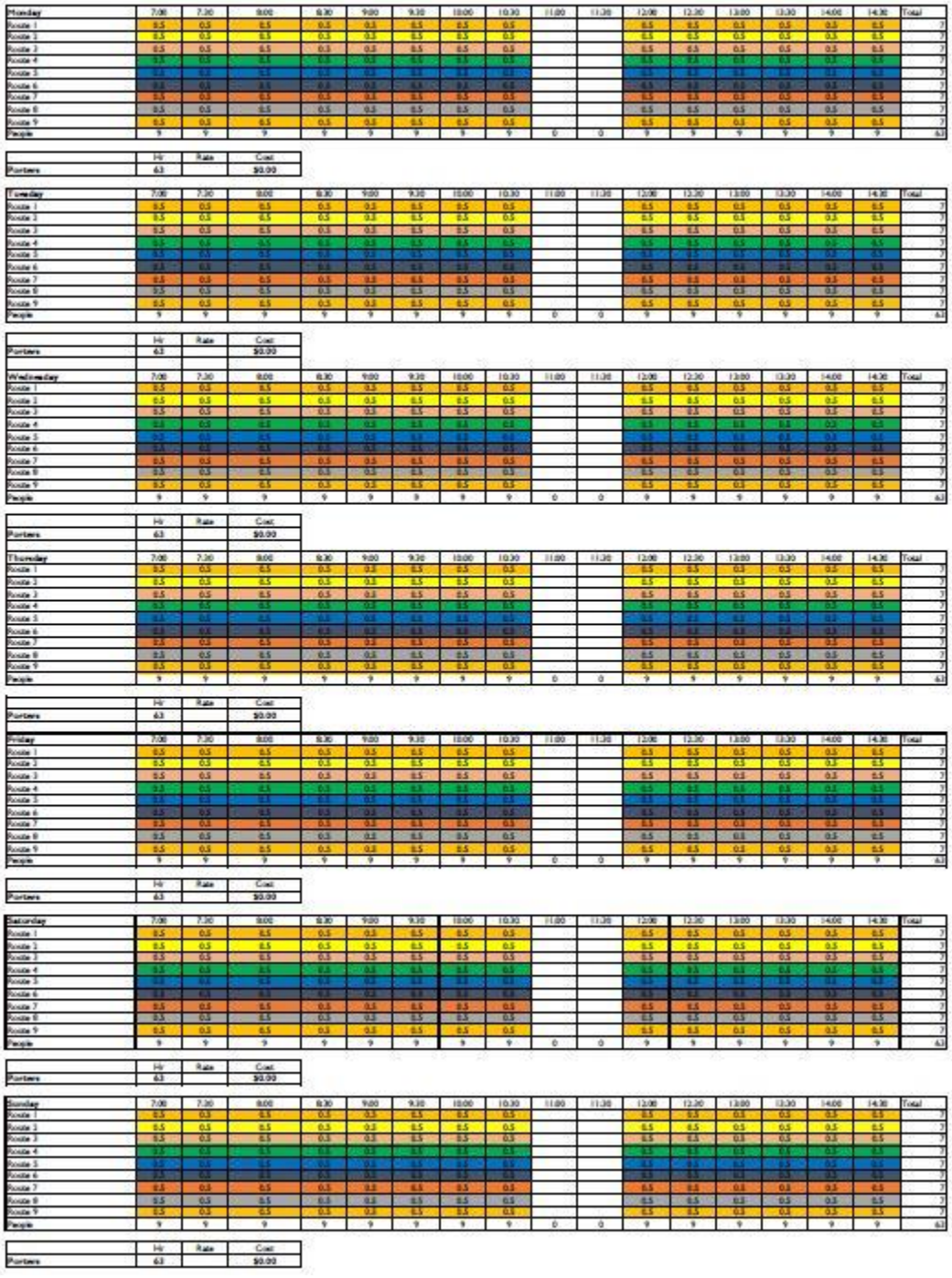
AMBASSADORS ADDENDUM 3



Sunday	7:00	7:30	8:00	8:30	9:00	9:30	10:00	10:30	11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00	19:30	20:00	20:30	21:00	21:30	22:00	22:30	Total
Program Manager																																	0
Assistant Program Manager																																	0
Lead Guide 1	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5		0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5																8
Lead Guide 2															0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5		0.5	0.5	0.5	0.5	0.5	0.5		8
Safety Route 1			0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5																6.5
Safety Route 2			0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5																6.5
Safety Route 3			0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5																6.5
Pine			0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5																6.5
LB Blvd			0.5	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5																6.5
Premium Route Pine Patrol											0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5							7
Premium Route S3											0.5	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5							7
Safety Route 1																	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5		6.5
Safety Route 2																	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5		6.5
Safety Route 3																	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5	0.5		6.5
Pine																	0.5	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5	0.5		6.5
LB Blvd																	0.5	0.5	0.5	0.5	0.5	0.5	0.5	0.5			0.5	0.5	0.5	0.5	0.5		6.5
Outreach																																	0
People	1	1	6	6	6	6	5	3	2	4	7	8	8	8	9	9	14	7	6	7	8	7	5	5	5	7	6	6	6	6	6	0	95

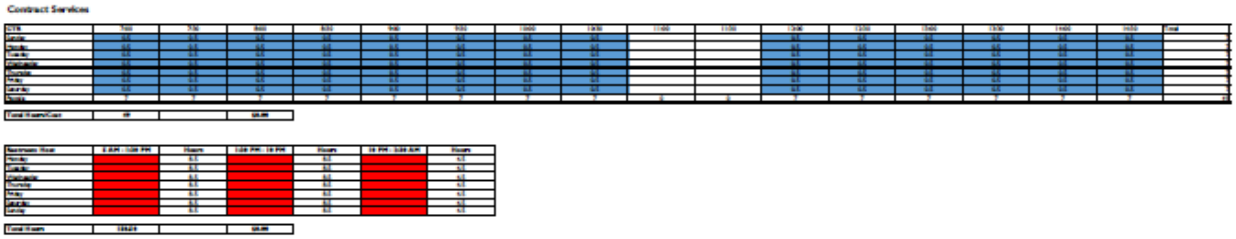
(See Addendum three in excel)

CLEAN TEAM ADDENDUM 4



(See Addendum 4 excel format)

CONTRACT SERVICES ADDENDUM 5



(See Addendum 5 excel format)

Section 11- PBID Map

ADDENDUM 6

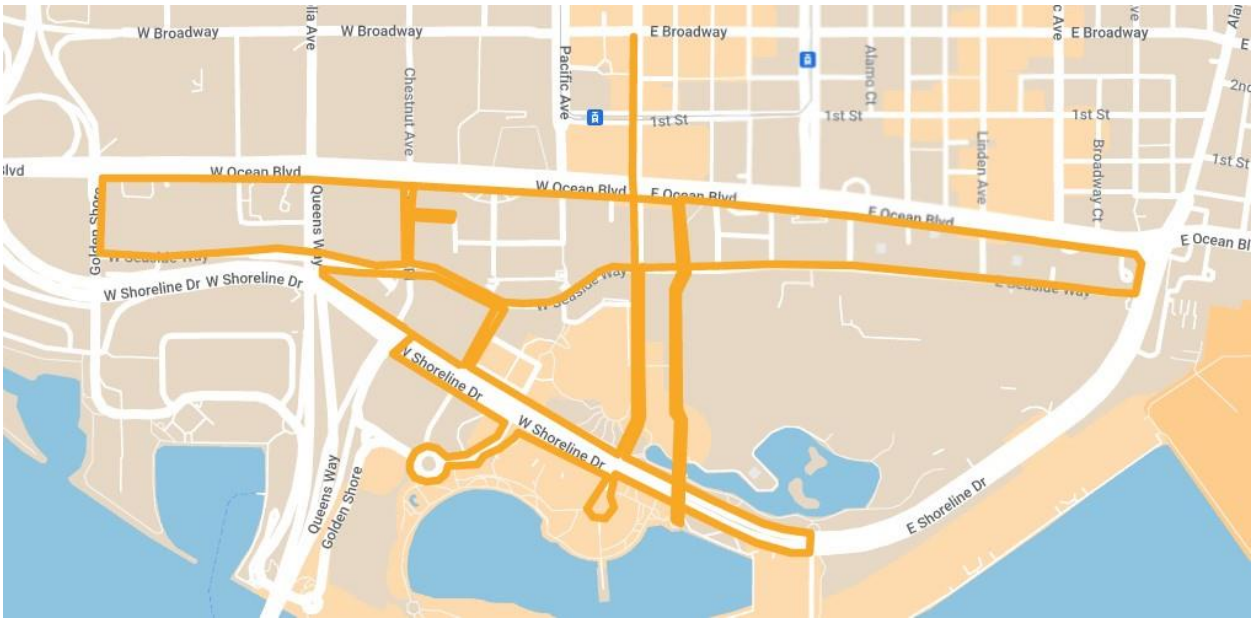
Section 12- Ambassador/Safety Routes

ADDENDUM 7

Long Beach Blvd

Pine Avenue

Standard Area 2



Standard Area 3

E 8th St
E 8th St
E 7th St
E 7th St
E 7th St
E 7th St
E 6th St
E 6th St
E 6th St
E Cereza Way
E 5th St
E 5th St
E 5th St
E 4th St
E 3rd St
E 3rd St
Bird Way
E Appleton St
E Broadway
E Broadway
E Broadway
2nd St
2nd St
1st St
1st St
E Ocean Blvd
E Ocean Blvd
E Ocean Blvd
E Seaside Way
Alamo Ct
Elm Ave
Atlantic Ave
Lime Ave
Mars Ct
Mars Ct
Zona Ct
Cerritos Ave
Bonito Ave
Broadway Ct
N Washington Pl
E Hellman St

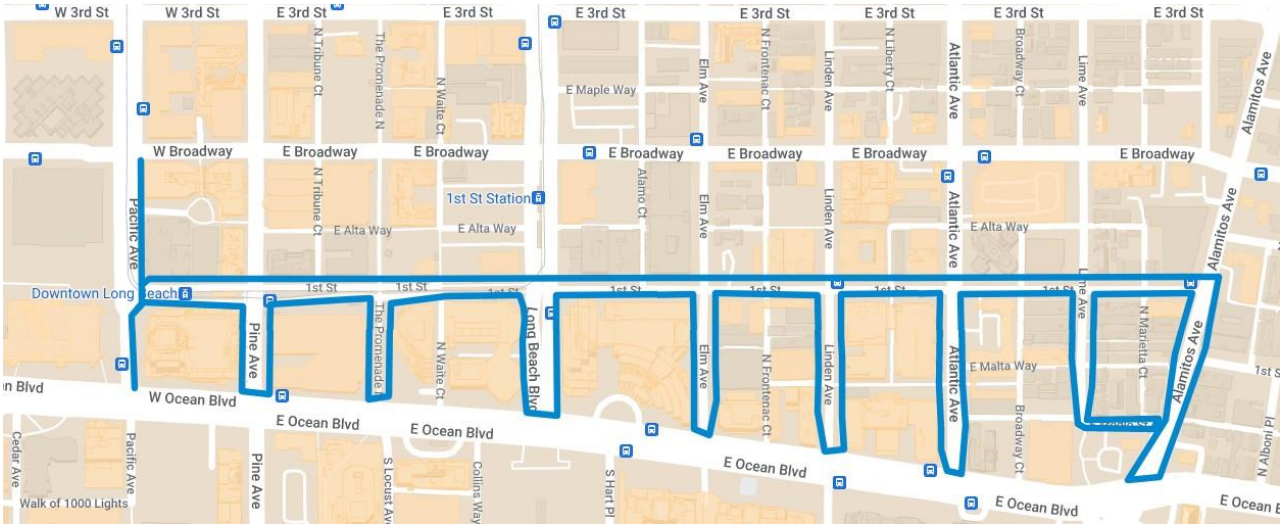
East Village

Pine Premium

W 5th St
E 5th St
N Solana Ct
Ave Station
4th St
W 4th St
E 4th St
E 4th St
N Park Ct
Pacific Ave
Pacific Ave
Roble Way
W Roble Way
The Promenade N
Long Beach Blvd
W 3rd St
W 3rd St
E 3rd St
E 3rd St
N Tribune Ct
The Promenade N
N Waite Ct
W Broadway
E Broadway
E Broadway
N Tribune Ct
1st St Station
Pacific Ave
E Alta Way
E Alta Way
1st St
1st St
1st St
Pine Ave
Long Beach Blvd

Section 13- Clean Team Routes

Clean Route 1



First Street- Between Pacific Ave. and Alamitos Ave.

Pacific Ave. – East side between Broadway and Ocean Blvd.

Pine St. – Between First street and Ocean Blvd.

Promenade – Between First street and Ocean Blvd.

Long Beach Blvd. – Between First street and Ocean Blvd.

Elm Ave- Between First street and Ocean Blvd.

Linden Ave.- Between First street and Ocean Blvd.

Atlantic Ave. – Between First street and Ocean Blvd.

Lime Ave. – Between First street and E. Medio St.

Alamitos Ave- Between First street and Ocean Blvd.

Clean Route 2

Broadway between Pacific Ave. and Alamitos Ave.

Pacific Ave. – East side between Broadway and First st.

Pine St. – Between First street and Broadway.

Promenade – Between First street and Broadway.

Long Beach Blvd. – Between First street and Broadway.

Elm Ave- Between First street and Broadway.

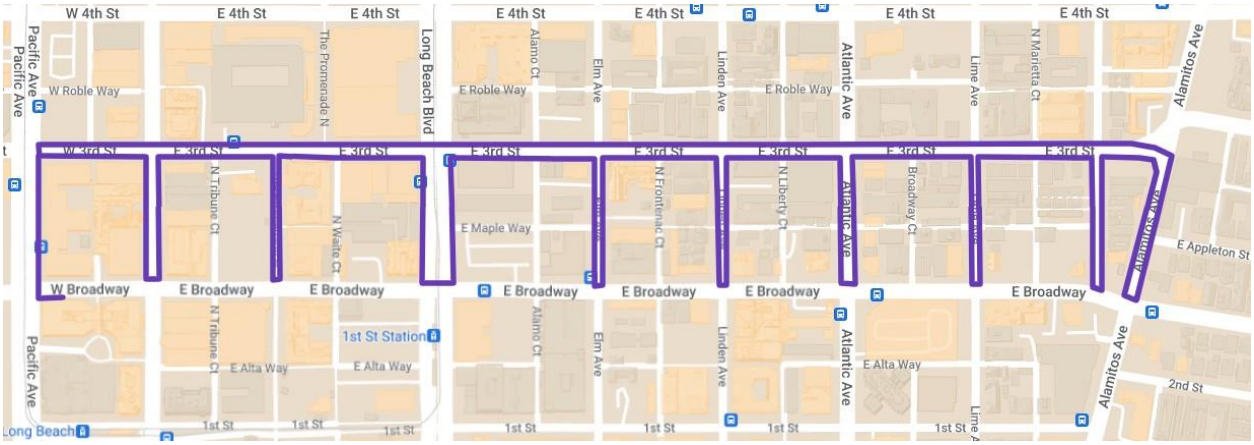
Linden Ave.- Between First street and Broadway.

Lime Ave.- Between First street and Broadway.

Atlantic Ave. – Between First street and Broadway.

Alamitos Ave- Between First street and Broadway.

Clean Route 3



Third Street- Between Pacific Ave. and Alamitos Ave. on both north and south side.

Pacific Ave. – East side between Broadway and Third st.

Pine St. – Between Third street and Broadway.

Promenade – Between Third street and Broadway.

Long Beach Blvd. – Between Third street and Broadway.

Elm Ave- Between Third street and Broadway.

Linden Ave.- Between Third street and Broadway.

Atlantic Ave. – Between Third street and Broadway.

Lime Ave.- Between Third street and Broadway.

Olive Ave- Between Third street and Broadway.

Alamitos Ave- Between Third street and Broadway.

Clean Route 4

Fourth Street- Between Pacific Ave. and Alamitos Ave. on both north and south side.

Pacific Ave. – East side between Broadway and Fourth st.

Pine St. – Between Third street and Fourth st.

Promenade – Between Third street and Fourth st.

Long Beach Blvd. – Between Third street and Fourth st.

Elm Ave- Between Third street and Sixth st.

Linden Ave.- Between Third street and Fourth st.

Atlantic Ave. – Between Third street and Fourth st.

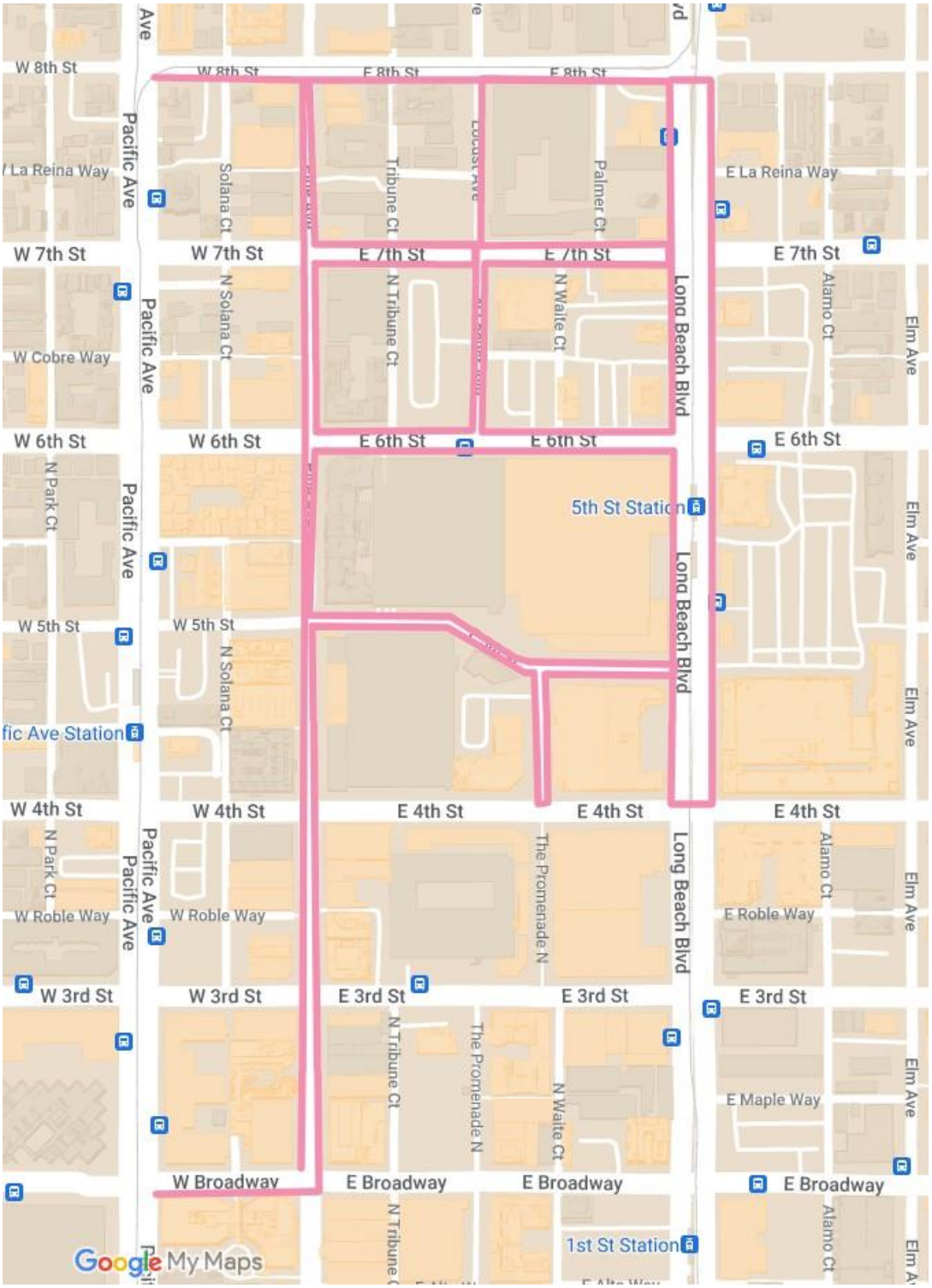
Lime Ave.- Between Third street and Fourth st.

Olive Ave- Between Third street and Fourth st.

Alamitos Ave- Between Third street and Fourth st.

Sixth st- Between Long Beach Blvd and Elm Ave.

Clean Route 5



Pine street between Broadway and Eight street on both sides of the street.

Locust Ave. between Sixth and Eighth street.

Long Beach Blvd. between Fourth and Eighth street on both sides of the street.

Promenade between Fourth and Fifth street.

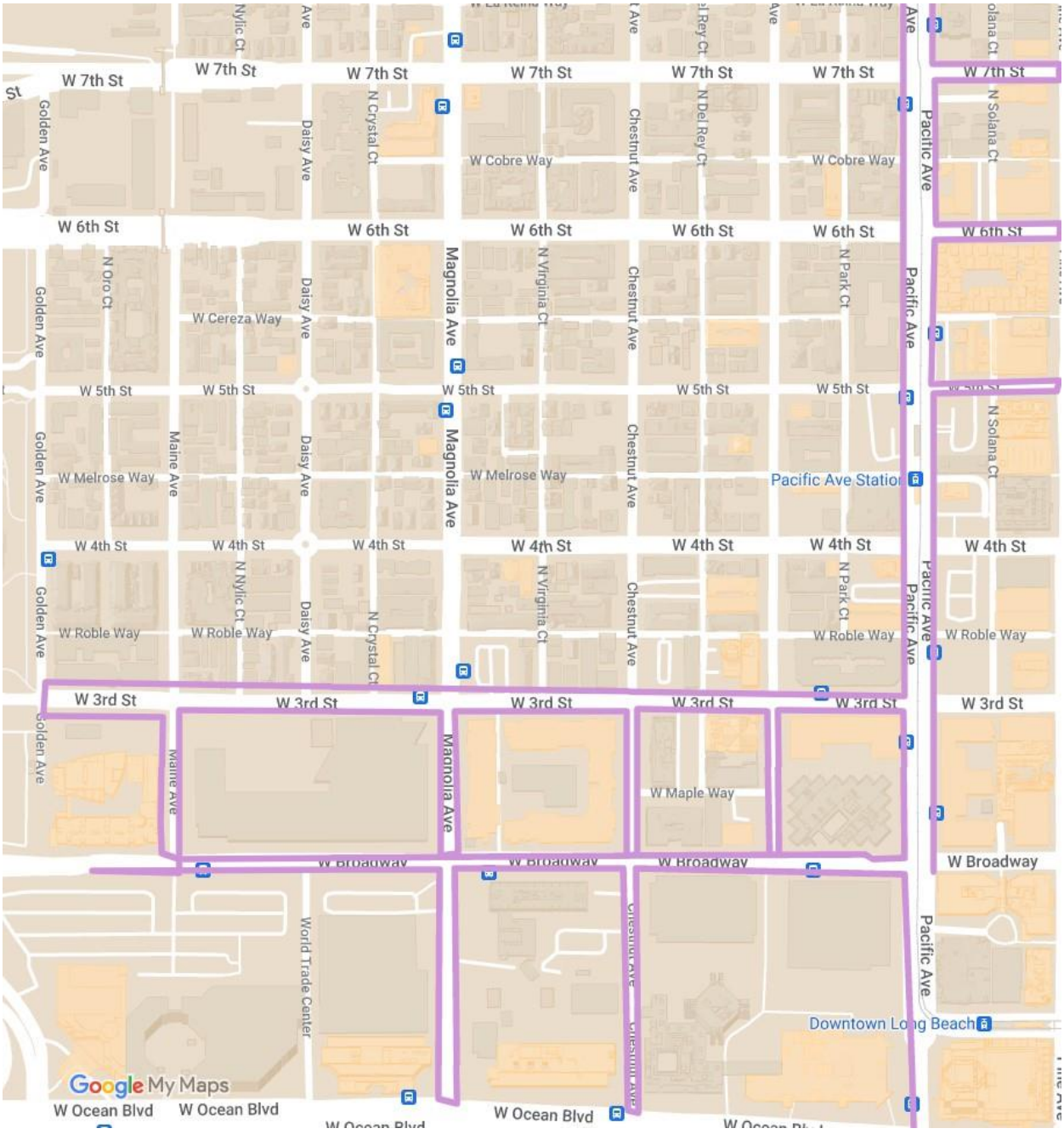
Fifth Street between Pine Avenue and Long Beach Blvd on both sides of the street.

Sixth Street between Pine Avenue and Long Beach Blvd on both sides of the street.

Seventh Street between Pine Avenue and Long Beach Blvd on both sides of the street.

Eight Street between Pine Avenue and Long Beach Blvd on the south side of the street.

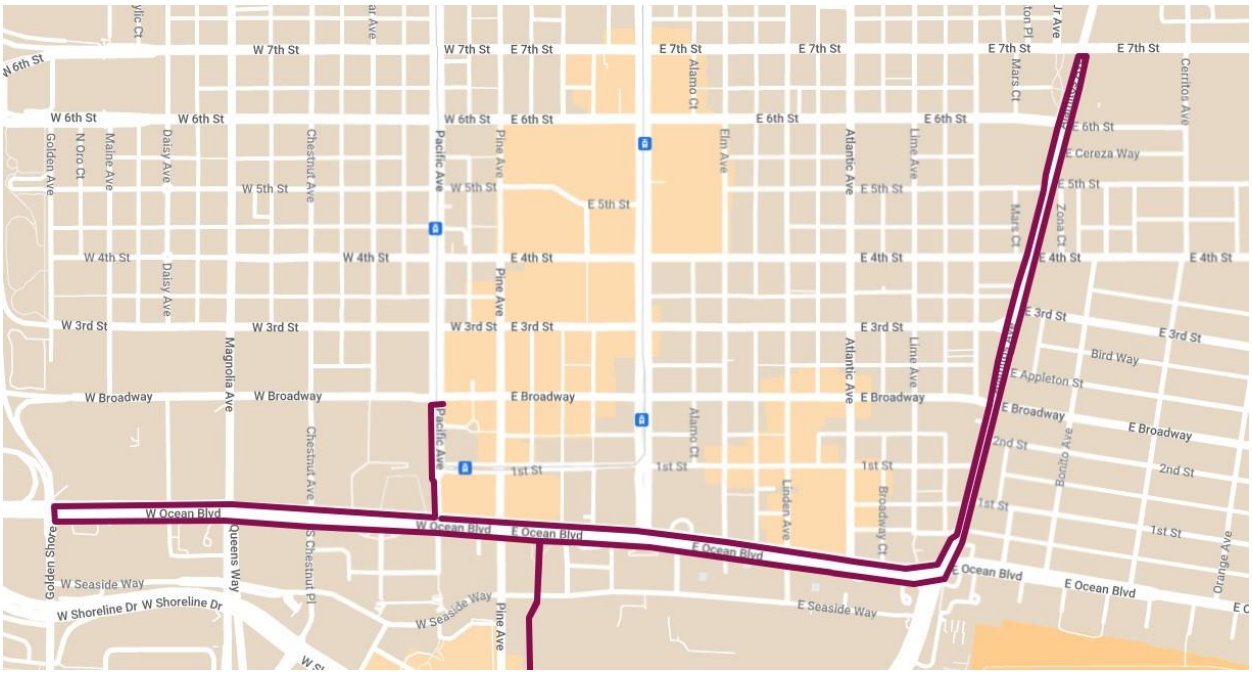
Clean Route 6



Third street between Golden Ave. and Pacific Ave. on both the north and south side of the street.
Broadway Between Main Avenue and Pacific Ave. on both the north and south side of the street.
Main Ave. Between Third street. and Broadway.
Magnolia Ave. between Third street and Ocean.
Chestnut Avenue between Third street and Ocean.
Cedar Avenue between Third street and Broadway.

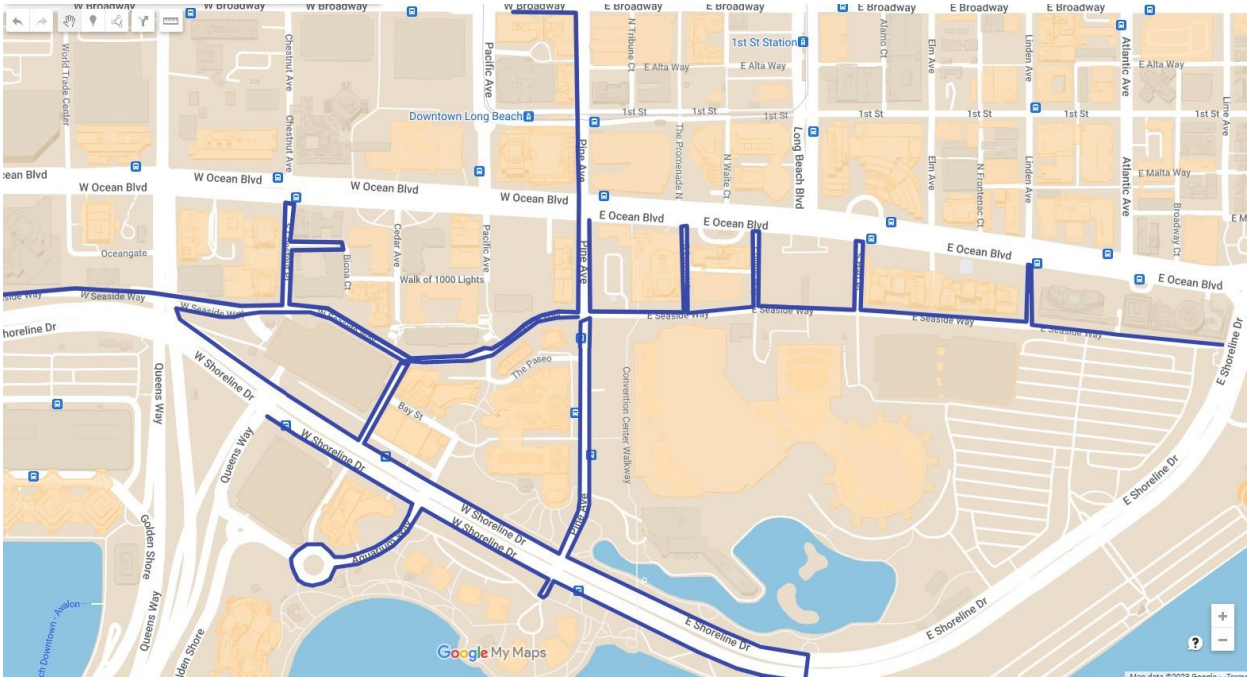
Pacific Avenue between Eight street and Ocean.
Fifth Street between Pacific Avenue and Pine Avenue.
Sixth Street between Pacific Avenue and Pine Avenue.
Seventh Street between Pacific Avenue and Pine Avenue.

Clean Route 7



Ocean Blvd. between Golden Shore and Alamitos Avenue.
Pacific Avenue between Broadway and Ocean.
Convention Center Walkway between Ocean and Shoreline Drive.
Alamitos Avenue between Ocean and Seventh Street.

Clean Route 8



Pine Ave between Broadway and Shoreline Drive.
Chestnut Avenue between Ocean and Seaside Way.
Locust Avenue between Ocean and Seaside Way.
Collins Way between Ocean and Seaside Way.
S Hart Place between Ocean and Seaside Way.
Linden Avenue between Ocean and Seaside Way.
Shoreline Drive between Queens Way and Shoreline Village Drive.
Seaside Way between Golden Shore and Shoreline Drive.
Cedar Avenue between Shoreline Drive and Seaside Way.
Aquarium Way.