

April 22, 2024

Re: The Oakland Chinatown CBD - Request for Proposal

Dear Pressure Washing Service Provider:

Your company is encouraged to participate in the bid process for providing a contracted Chinatown Pressure Washing Program to the Oakland Chinatown Community Benefit District (CBD, the District), Oakland Chinatown Improvement Council (OCIC). Enclosed for your review is a Request for Proposal (RFP) and information pertaining to the specifications of submitting a proposal.

The enclosed RFP is intended to provide each service provider with enough information to submit an appropriate bid for service to our district. The purpose of this process is to determine the service provider who best meets the demands of the Oakland community and the requirements put forth in the CBD's contract. The CBD intends to select the company capable of providing the personnel and services specified in the enclosed RFP at the most competitive price.

Six copies of all bids should be submitted in an envelope marked "Pressure Washing Program Services Bid" no later than **May 8, 2024 by no later than **2:00 pm PT**.**

Please ensure that all requested documentation is provided; only complete packages will be considered. You may send packages by mail or drop them off in person at the address provided below:

Tony Trinh
Executive Director
Oakland Chinatown Improvement Council
638 Webster Street, STE 220
Oakland, CA 94607
tony.trinh@ocic-ca.org

Included in this package, in addition to the RFP are the following documents:

- **Exhibit A**
Instructions to Bidders
- **Exhibit B**
Insurance Requirements
- **Exhibit C**
Map of CBD
- **Exhibit D**
BASMAA Training
- **Exhibit E**
Report Software Requirements

Please feel free to contact the CBD office directly at 510-833-1467 if you require any further information in order to complete your proposal. Thank you in advance for your time and interest in serving the Oakland community.

Very truly yours,

Tony Trinh
Executive Director
Oakland Chinatown Improvement Council
638 Webster Street, STE 220
Oakland, CA 94607
tony.trinh@ocic-ca.org

***The Oakland Chinatown
Community Benefit District***

REQUEST FOR PROPOSAL

Chinatown's Pressure Washing Program

REQUEST FOR PROPOSAL

Chinatown Pressure Washing Program

Introduction and Background

The Oakland Chinatown Improvement Council ("OCIC"), announced the release of a Request for Proposal ("RFP") for the purpose of providing pressure washing at public spaces in Oakland Chinatown Community Benefit District ("CBD"). The personnel assigned to those varied functions must come from one vendor that specializes in providing pressure washing to the private and/or public sector. The contract will commence on June 1, 2024 for an initial period of one year. Vendors are encouraged to submit service proposals for a one-year, two-year, and three-year duration. Your proposal should comprehensively describe the scope of services for each of these periods and provide a breakdown of billing rates, along with any pertinent additional information for extended contract periods.

The CBD (**Exhibit C, CBD map**) consists of a combined 52-block area bounded by:

- **On the south:** bounded by the 880 freeway from Fallon Street on the east to Franklin Street on the west.
- **On the north:** in general, the northern boundary is represented by the parcels on both sides of 13th Street from Webster Street on the west up to Lakeside Drive on the east.
- **On the west:** Due to the inclusion of Chinatown properties in the 2018 renewal of the Downtown Community Benefit District, the western boundary include parcels on both sides of Franklin Street from the 880 to 8th Street, and then the parcels on the east side of Franklin between 8th Street northward to 11th Street, and does not include the parcels between 11th and 12th Street fronting on Franklin but the remainder of the parcels between 11th and 13th Street jogging northward which will be seen on the maps provided in this plan.
- **On the east:** parcels on the west side of Fallon Street from the 880 freeway to 10th Street, and then including both the Oakland Museum and Kaiser Convention Center sites, continuing on the west side of 14th Street up to both sides of 14th Street and Lakeside Drive.

In this CBD, property owners have agreed to levy an additional tax to provide the monies needed to operate a private Chinatown Pressure Washing Program. This RFP addresses the need for a vendor to provide the personnel and basic services needed to operate the pressure washing functions. The vendor will be expected to provide staffing and adjust staffing needs to fulfill existing and future contract needs. Staffing levels may increase or decrease as a result of organizational and contract requirements, and the vendor is expected to readily adapt to our requirements.

The CBD's mission is a challenge and not every pressure washing company will have the ability to meet the demand. We are seeking qualified and experienced firms to provide services within the boundaries as outlined in the maps attached in **Exhibit B**, where pressure washing personnel will walk the streets. The CBD requires that the vendor provide sufficient personnel to staff a program who can professionally interact with the public and have the skills and abilities that are necessary when dealing with all members of our community that utilize our downtown, as well as the requisite skills to maintain cleanliness in the public rights of way.

Positive, environmental change in a community can only come about as a result of properly trained personnel who have a clear understanding of the services we are contractually obligated to provide to the property and business owners who are funding these CBD. The vendor must clearly understand this dynamic and perform as a strong

advocate for the CBD and the goals of its various entities. The CBD are not public agencies, although they do engage in public projects and community services.

The CBD experiences seasonal fluctuations and may require the vendor to periodically supply additional personnel to the regular roster. The seasonal fluctuations primarily occur over the holiday season and when special events occur throughout the year.

The CBD works closely with the Oakland Police Department, Oakland Public Works, BART Police, MACRO, Family Bridges, the Alameda County Sheriff's Office and various NGOs within the local community. The CBD's vendor crew must meet a standard of professionalism and excellence that allows them to maintain a healthy relationship with the police department, the public, and the community. The vendor must be committed to a degree of professionalism that is required of the CBD as a partner with the police and other agencies. The vendor should be a forward-looking organization with executives, managers, and supervisors who can think strategically and beyond the traditional boundaries of the Urban Place Management industry.

Intellectual Property Ownership

All intellectual property rights, including data, patents, copyrights, trademarks, and trade secrets, related to CBD's programs will be exclusively owned by OCIC. Additionally, all assets, uniforms, and equipment associated with CBD's programs will prominently feature OCIC branding. In the event that the program details does not qualify as a "work made for hire" under the U.S. Copyright Act, the company commits to assigning all intellectual property rights to OCIC, with the same requirement extending to affiliates and representatives. Upon OCIC's request, the contractor will execute any necessary documents to facilitate the transfer of these intellectual property rights. It's important to note that, unless explicitly granted within this RFP, no license, right, or interest in OCIC's intellectual property is conferred, and any use of such property necessitates written consent from OCIC.

Identity Placemaking and Marketing Rights

CBD reserves the right to implement marketing strategies aimed at enhancing CBD awareness within the District. This may include mandates to wear CBD-approved uniforms, branding vendor vehicles that are purchased or leased exclusively for District-related activities. CBD also reserves the right to collect marketing revenue from local sponsorships, partnership, community events, content marketing, social media engagement, community clean-up campaigns, online advertising, local media coverage, community workshops that are directly related to pressure washing work within the district.

Overall Hospitality and Safety Objectives

Cleanliness Assistance - In addition to the pressure washing services above, there shall be accompanying cleaning tasks if needed to complete the pressure wash

Visible Presence - Create a visible presence within the boundaries of the District in order to improve the perception of within the boundaries of the District.

Community Building - Coordinate operations and exchange routine daily information with Chinatown's Cleanliness, Hospitality and Safety Program, to provide effective community pressure washing coverage within the District Map area.

Increase the Quality of Life - Achieve a measurable decrease in all crimes committed within the boundaries of the District. Specifically:

- Participate in community meetings with social service providers to promote communication and collaboration on issues of mutual concern of business owners and residents in the District

Scope of Services

The CBD's Pressure Washing program will require scheduling routine shifts within the announced schedules. We are asking that you provide us with your recommended schedule pertaining to the days and hours you believe the CBD will require. The deployment schedule authority will rest with the District's management team in consultation with the vendor. Please provide us with the number of personnel you recommend on each shift accompanied by their pay schedule. Deployed vendor crew will wear distinctive collared shirt uniforms that will be provided by the vendor in collaboration with the district.

Vendor crew are to pressure wash and report only and will conduct their operations within the boundaries of the CBD on foot. The vendor's employees must be capable of sustaining the effort for a complete shift. Vendor crew members must also meet a minimum level of fitness in order to make their rounds. The vendor must also use an automated timekeeping system for this contract for proof of work (examples: before and after pictures, with timestamps, and addresses/GPS location). The system must be a computerized program that does not require the time consuming process of manual inputting of time card information into a payroll system. This system must be simple enough to use that multiple people can be trained in the use of the program. Furthermore, the billing system used for the CBD account must be flexible enough to accept the logging of special details and projects that segregate these programs from regular monthly billings. The vendor's on-site managers should be capable of operating the billing and payroll system.

Shift Supervisor - Supervises vendor crew and ensures compliance with company policy, district policies, and ensures the proper preparation of incident reports. Must possess and have demonstrated good judgment and leadership skills. Ideal supervisor will have worked in a CBD or local police agency. Supervisor will interact on a regular basis with local authorities, local business owners, Safety companies within the CBD, and the general public.

Vendor Crew - Must be energetic and in excellent physical condition to patrol. Daily contact and incident reports are required.

Dispatch - Please explain how you will receive the District service calls, maintain services, and how the dispatch of routine wash will occur. Elaborate on your communication program to illustrate the most efficient use of CBD resources. The CBD requires the ability to record all communications that occur through the CBD two-way radio system, please identify exactly the type of equipment that you will provide.

Bidders may suggest alternate management/supervision structures that would maximize coverage while providing effective supervision and communication.

General Required Training of Vendor Crew - The CBD requests that the vendor lists the specialized training and advanced instruction that will be provided to personnel working on this account. The list should include programs devoted to leadership development, supervisor training, communications techniques, and customer service. Additionally, the vendor must comply with all government mandated training programs.

Innovative Solutions and Best Practices - The CBD are looking for a vendor that brings regional and national best practices to our account, that will demonstrate a keen ability to institute innovative solutions and “out of the box” thinking with regards to; deployment strategies, zone creation and management, wage structuring and merchant support services. Proposals need to speak to these areas specifically, and highlight the exact ways in which you intend to drive our program into the future as a gold standard and industry leader.

Special attention will be given to this section of your proposal. We want to see, in detail, how you intend to deploy resources, the equipment you will use, the software(s) you employ for tracking critical programs and projects, a clear outline for your current and future hiring practices for the Bay Area and the training techniques you intend to deploy if selected.

Reporting - It is a requirement of this contract that the vendor be able to provide monthly reporting to CBD Management staff. Reports will need to identify key issues within the CBD boundaries, highlight agreed upon stats that demonstrate the work being done in the CBD boundaries, and truly give CBD management staff a usable tool for advocating on behalf of the district.

Cleanliness Program Objectives

Our mission is to maintain a clean and well branded district that will attract new businesses, retain existing businesses, create a nice living environment for residents, and attract visitors by providing a pleasant, clean, safe, and beautiful community.

Scope of Service

Sidewalk/Pressure Cleaning -

Pressure washing should be done at a time of day that is convenient for residents, business owners, and property owners with a water temperature of at least 180 degrees Fahrenheit and with a pressure of no less than 3500 psi and a volume no less than 5 gpm. All spray nozzles shall have a 25 degree pattern or greater. All storefront 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 shall have the capability to provide their own water source if needed. ***The pressure washing must conform to statewide and city laws governing storm water disposal.*** This is the responsibility of the vendor. The pressure washing is to be conducted following tree & planter watering to remove soil runoff. Appropriate safety measures shall be taken at all times. The minimum schedule should be as follows:

- Bus Stops & trash cans shall be cleaned at least twice per month;
- Pressure washing must occur throughout the CBD based on an

- agreed upon routine list
- Spot cleaning will be done as necessary weekly or daily as needed
 - The steam clean schedule shall be posted on the CBD websites so business, property owners/managers, and residents can check on when their next rotation will occur
 - Vendors must be able to quickly and effectively focus resources on post protest vandalism to remove blight from buildings and objects in the public rights of way to instill a sense of normalcy as quickly as possible.
 - CBD also issues a separate "Cleanliness, Hospitality and Safety Program" RFP for additional pressure washing across the District. Cooperation among vendors is needed to ensure efficiency in cleaning services within the District.
 - Sweeping and trash collection are only needed if trash/debris hinders scheduled pressure washing; such metrics and actions must be logged in district records.
 - Collect, dispose of and replace trash bags in trash receptacles throughout the washing route based on necessity. Pay special attention to any and all trash cans blocking the washing route in the main commercial corridors in the district.
 - Wipe down trash can covers frequently
 - Frequently pressure wash the bottom of trash cans to remove dog urine, spilled drinks, or other liquids
 - Collect, dispose of and replace trash bags in trash receptacles as needed
 - Clean/Pressure wash trash receptacles at a minimum of once every month or as many as needed
 - Maintain daily collection/cleaning reports. Distribute the reports to the CBD Program Director each week to ensure compliance with the contract
 - Vendors must account for waste disposal within their proposal. There may be an opportunity to secure dumpsters from Waste Management however, if this is not possible, then the vendor is responsible for trucking the trash that is collected daily to a local transfer station for disposal.

Local Merchant/Property Owner Outreach - Collaborate with District's "Cleanliness, Hospitality and Safety Program"s, local merchants, property owners, and community members to effectively address and reduce issues such as illegal dumping in hotspots, merchants discharging grease or feeding birds on the sidewalks with coordinated pressure washing

Personnel and Management Requirements

Hiring Practices - The CBD requires the vendor to provide the District with prospective employees of sufficient quality so as to meet the demanding nature of the CBD's work. Normal commercial office building safety industry standards will not suffice in this account. Approaching the CBD as if it were a typical custodial account would be insufficient and will undoubtedly undercut the vendor's bid. The vendor will be required to be diligent in finding persons qualified to handle and thrive in the CBD' work environment. The CBD will make all final decisions as to whether or not a prospective employee of the vendor is suitable for placement with the CBD in the capacity aforementioned. The right to veto or cancel shall also apply to the vendor's selection and appointment of supervisors and managers. The

vendor's on-site manager and supervisors will serve at the will of CBD management and the CBD will oversee the process in the selection and appointment of leadership. The process shall be an ongoing one, whether a vacancy exists or not.

Required Certifications - All personnel hired as a vendor crew must be in possession of, or have a:

- Certificate or Proof of being a BASMAA Recognized Mobile Cleaner (Exhibit D, BASMAA Training)
- High school diploma or equivalent
- 3 years of employment references
- Legal residence status

Required Documentation - Please provide your standard operating procedure in writing with industrial training records.

Reporting Requirements - All reporting must be done through a GIS and computerized software that CBD management will have the option to provide (currently it is Jia field service management software (see Attached **Exhibit E**). Below are the minimum daily tasks that each staff must track and report:

- Daily Activity Reports to include but not limited to:
- Provide number of public and merchant contacts in the wash route
- Times and detailed descriptions of pressure wash routes
- Pass Down Instructions
- Trash or hazardous conditions in the public rights of way
- Trash collected, both the total number of bags and weight

Incident Reporting - to be provided for any and all incidents which vendor crew respond to or are notified of occurring within the boundaries of the District. Incident Reports shall include, but not be limited to the following:

- Illegal Dumping

Site Inspection Reports - To be completed by supervisors or managers of the vendor and shall be provided to the client on a weekly basis or as otherwise requested by client. The Site Inspection Reports are intended to be an evaluation of the vendor crew by the service provider. Site Inspections shall include but not be limited to the following information:

- Vendor Crew knowledge of duties
- Vendor Crew uniform and appearance
- Vendor Crew conduct and professionalism
- Vendor Crew knowledge of pass down information
- Vendor Crew maintenance of daily activity and incident reports
- Development and training recommendations

Physical Requirements - Due to the unique nature of the job that pressure washing staff will be needed to perform, we require our contracted personnel to be in good physical condition. Vendor crew will be asked to walk a foot beat. The CBD' vendor crew must be able to perform extensive physical duties associated with this contract job.

Annual Program Budgets

The CBD has an annual budget of **\$66,000.00** for our Chinatown Pressure Washing Program.

Pay Scale Information for Bidding - Responses to this RFP must provide detailed billing rates for each listed position as well as all supervisor and overhead costs. Responses must also provide the actual paid hourly rate associated with the billable hourly rate. Outline in detail all benefits provided to vendor crew (health & welfare, holidays, vacation, sick pay, etc). All equipment and supplies provided by the vendor, as outlined in subsequent section, are to be included in billable hourly rate. We are very interested in your recommendations for retaining staff through thoughtful pay structures that reward as staff grow within your organization. All responses must include a 3-5 year wage matrix demonstrating in detail the vendor's best guess at wages that give our program a competitive edge over other similar job categories and pressure washing programs nearby.

Good Standing - Bidders must submit evidence, with their RFP, that the company is in good standing and able to provide the services requested above.

Compliance with City of Oakland Requirements

The selected vendor will be required to adhere to all policies governing contractual obligations between the District Management Corporation and the City of Oakland. These obligations consist of the following:

- Local and Small Business Enterprise Program
- Living Wage Ordinance
- Non-Discrimination/Equal Employment Practices
- Conflict of Interest

Equipment and Supplies Vendor will be Required to Provide

The vendor will be required to provide items including, but not limited to: OCIC-branded uniforms/coats, supplies, gloves, cell phones, rainwear, protective eyewear, incident report forms and or reporting technology, all cleaning supplies, waste disposal fees, enhanced training when needed, ladders and any other equipment for projects within the district for the successful operation of the Chinatown Pressure Washing program.

We encourage all bidders to please provide any suggestions or recommendations that were missed in this RFP.

Conclusion

Applicants should carefully consider the nature of the cleanliness service requirements of our CBD. This RFP is not designated for traditional pressure washing companies. The awarded vendor must demonstrate the ability to provide the pressure washing crew that can perform, even thrive, in an environment of community policing and community relations. This area of hospitality is in a constant state of evolution. In Oakland "outside-the-box" thinking is a critical component of the management process for these CBD. Vendors should expect that the contract will be very challenging and will involve a very "hands-on" customer service dimension.

The Oakland Chinatown Improvement Council reserves the right to dismiss any and all submissions for any reason. Submission of an RFP does not imply in any way that the vendor has been selected as a candidate for the services outlined in this RFP. If the CBD's Boards of Directors find that no candidate meets our minimum requirements, we may decide to start the RFP process over again.

Thank you for your time and input. We look forward to receiving your proposal.

EXHIBIT A
Pressure Washing -RFP
INSTRUCTIONS TO BIDDERS

Purpose

Sealed bids are invited for Pressure Washing Program for the Oakland Chinatown Community Benefit District ("CBD") (See attached District Map **Exhibit B**)

Submittal of Proposals

Six copies of all bids should be submitted in a sealed envelope marked Pressure Washing Program - **No later than May 8, 2024 at 2:00 pm PT.** Please ensure that all bids are addressed to:

Tony Trinh
Executive Director
Oakland Chinatown Improvement Council
638 Webster Street, STE 220
Oakland, CA 94607
tony.trinh@ocic-ca.org

The awardee will be contacted by email on May 20, 2024

Company Information

As a minimum, each RFP package shall contain the following:

- a. A brief history of the Company, to include names of directors, branch manager, account manager and principal stockholders where applicable.
- b. Provide information on contracts that you possess with BIDS and within the Bay Area and Oakland.
- c. Professional references from past and present clients; at least three total professional references.
- d. A statement outlining the Company's ability to maintain and provide at all times exceptional, high quality levels of service consistent with the requirements defined in the RFP and as specified by the CBD.
- e. A brief summary of the vendor's ability to maintain full service during possible emergencies and a statement outlining how the priorities of the District's contract in relation to other existing contracts will be determined.
- f. Sufficient information to indicate the vendor's ability to provide an adequate number of permanently staffed, suitably qualified personnel during the term of the agreement at any and all locations.
- g. A sample copy of vendor's forms and procedures for investigating and reporting all types of incidents.
- h. Complete description of personnel policies and practices, including employment requirements, protocols for pre-employment medical examinations, drug testing and selection procedures.
- i. Guidelines used for personnel background checks.
- j. The vendor's license details and expiration dates where applicable.
- k. If the vendor anticipates the purchase of large equipment like pressure washing units and trucks, please outline that process in detail and provide an amortization table that documents the district long term commitments to the purchasing of said equipment.

Contractor's Representations

The Contractor, by submitting a bid, represents that:

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

Insurance

The successful Contractor must provide a Certification of Insurance in accordance with the RFP.

Award of Contract

The anticipated award date of the contract will be **May 20, 2024** that provides for the commencement of services on **June 1, 2024**. The term of the contract will be determined by the OCIC Board. The rates established in the contract are to be maintained for the entire term of the contract.

Modification to Exhibits

Please note that any proposed modification to any of the Exhibits must be detailed fully within the RFP response.

EXHIBIT B
Pressure Washing- RFP
Baseline Insurance Requirements

The successful contractor shall be required to carry the following insurance and name the Oakland Chinatown Improvement Council, its Board members, Directors and Officers as well as the City of Oakland as additionally insured. Insurance companies and limits shall meet the standards of the OCIC and the City and shall be provided in forms acceptable to OCIC 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 the approved Management and Disbursement Agreement by and between the City of Oakland and the OCIC, a copy of which will be provided to the Contractor.

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 \$2,000,000 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.

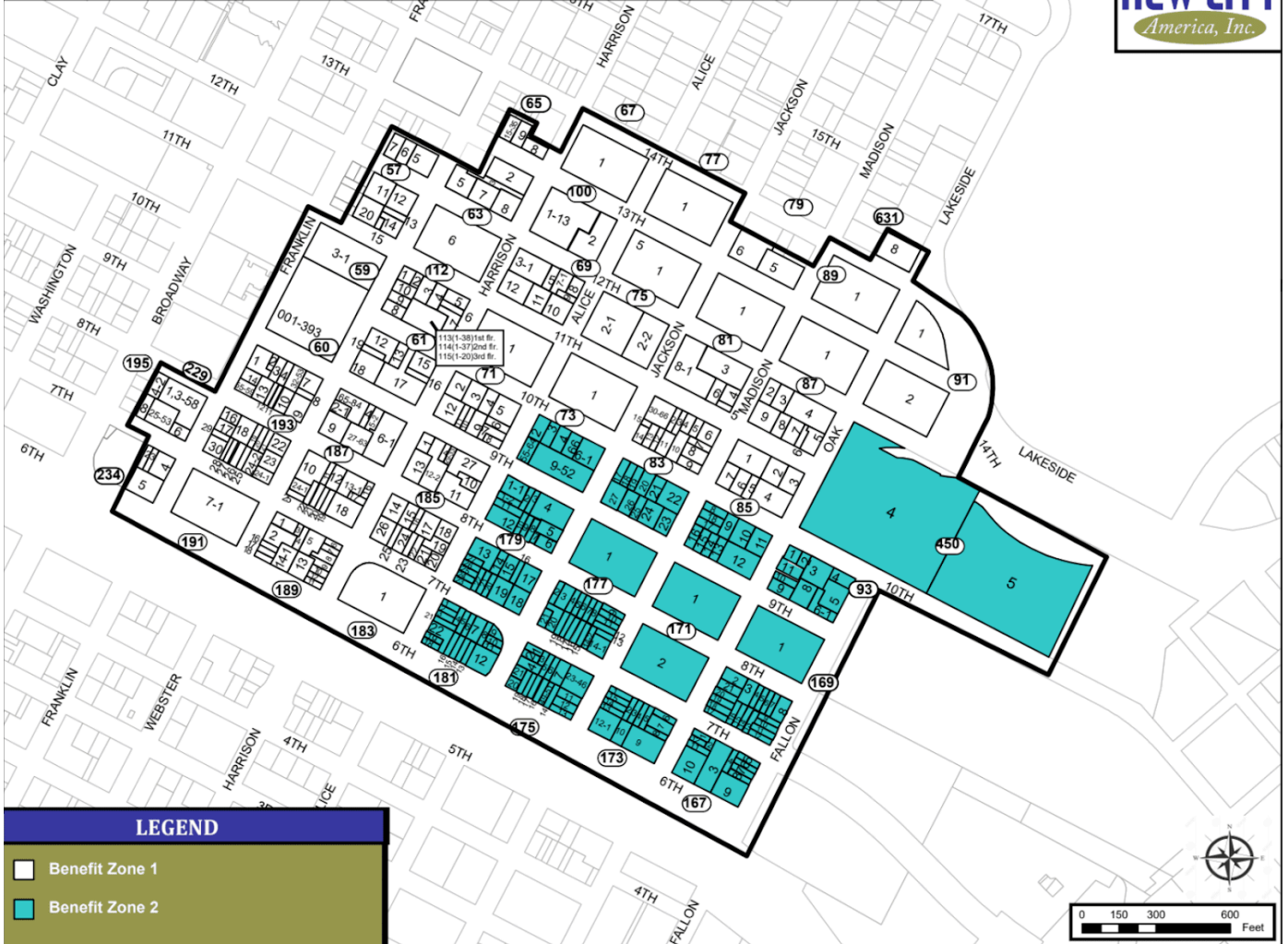
Additional Insured – The Oakland Chinatown Improvement Council and the City of Oakland shall be named as additional insured on all policies.

Claims Against The Oakland Chinatown Improvement Council

By responding to this RFP, the respondent waives any claim against property by reason of any or all of the following: the selection process or any part thereof; any informalities or defects in the selection process, award or non-award of the Contract; any statements, representations, acts, or omissions of the Oakland Chinatown Improvement Council, its staff or board in the exercise of any discretion set forth in or concerning any of the foregoing; and any other matters arising out of all or any of the foregoing.

EXHIBIT C
District Boundary Maps

Oakland Chinatown CBD Benefit Zone Map - 6/11/2021



LEGEND

- Benefit Zone 1
- Benefit Zone 2

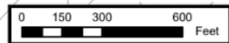


EXHIBIT D
Pressure Washing - RFP
BASMAA Training

The successful contractor shall be required to be a BASMAA Recognized Mobile Cleaner. The crew are responsible for taking the online "mobile surface cleaning" training from BASMAA (Bay Area Stormwater Management Agencies Association). This program will train you on how to clean different surfaces in an environmentally acceptable way and publish your name as a trained cleaner. Visit www.basmaa.org/training for more information.

EXHIBIT E

Pressure Washing - Reporting software Report Software Requirements

The successful contractor will need to report using the software chosen by the District. Currently, the District uses Jia Field Service Management Software (<https://getjia.co/>). Successful contractors will be required to undergo training and use a District-approved mobile device with internet connections for all real-time reporting within the Jia platform.