



# Lincoln Heights Benefit Association of Los Angeles

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## REQUEST FOR PROPOSAL SIDEWALK CLEANING AND MAINTENANCE/PRESSURE WASHING PROGRAM, LANDSCAPING FOR THE LINCOLN HEIGHTS BENEFIT ASSOCIATION (PROPERTY BUSINESS IMPROVEMENT DISTRICT)

Responses Due by Friday, May 29<sup>th</sup>, 2026

### I. Introduction and Background

The Lincoln Heights Community Benefit Association (LHBA) in Los Angeles is submitting a Request for Proposals ("RFP") for providing daily cleaning services of public rights-of-way within the boundaries of the Lincoln Heights Benefit Association district (see attached map). The services may be presented by one contractor or a combination of contractors that specialize in the various needs of the LHBA. This contract will commence approximately June 15, 2026, for a one-year term with option of a three-year renewal. The selected contractor will work directly with the Operations Manager or Executive Director. The contractor will also commit to a 30 day escape clause from the LHBA Board in the event that services do not meet the costs and expectations on the quality of work.

The contractor will provide special benefit public rights-of-way services, which are those services over and above what the City and County of Los Angeles are currently providing throughout the Property Business Improvement District boundaries. The selected company will work with the Sidewalk Operations Committee of the LHBA to oversee services throughout the district and these services will not be expected to replace current city services.

The LHBA Board is seeking a private company to provide cleaning, minor landscaping and pressure washing services in the public rights-of-way. The LHBA's mission is a challenge and not every maintenance company will have the ability to meet the demand. The LHBA requires that the Contractor provides sufficient personnel to staff a maintenance program, who have the skills to maintain public rights-of-way and can professionally interact with the members of LHBA, the public, and have the ability in dealing with unruly or marginalized people.

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

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

The LHBA will work closely with the Los Angeles Police Department and public works department. The contractor must be capable of sustaining the LHBA with support in the event of a major natural disaster. The LHBA employees must meet a standard of professionalism and excellence to maintain a healthy relationship with the City of Los Angeles staff and the community.

**II. Not to Exceed Contract Amount:**

Contractor(s) shall provide a *not-to-exceed* price with a thorough breakdown of the wages provided for each work position, basic employment costs, the proposed hours and days for each work position and the overhead and administrative costs including a description of benefits provided to personnel, and any additional administrative cost. ***Maintenance, landscaping and pressure washing of the public right-of-way proposals shall not exceed \$450,000 (four hundred and fifty thousand dollars) for the first year of operation.***

**III. Objectives**

Through the retention of a private maintenance Contract for the LHBA seeks to accomplish the following, over and above current city services in the PBID area:

1. **Visible Distinction** - To create a visible distinction within the Lincoln Heights area when compared to the surrounding parts of the district insofar as far as standards of cleanliness are concerned.
2. **Visible Program** - To provide a visible presence that the LHBA funded maintenance program is working on a regular basis by making personnel visible with district colors on uniforms. In the future, branding may be added with the district colors and logos on uniforms, trash receptacles and vehicles.
3. **Public Interaction** - To provide information when requested by visitors, residents, property owners, business owners and their employees in the Lincoln Heights Business Association boundaries and be willing and capable of interacting with these individuals and businesses daily.
4. **Security Interaction** - To communicate observed suspicious behavior within Lincoln Heights Business Association boundaries and contact private security personnel within the district as well as to provide field reports of those observances. Each individual employee will be required to carry one handheld radio or cell phone to communicate with the Contractor(s) Operations Manager and/or Lincoln Heights Executive Director or Operations Manager. The selected contractor is responsible for providing and maintaining all radios or cell phones for maintenance personnel.

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

The mission of the LHBA is to create a dynamic Lincoln Heights district that will attract new businesses, retain existing businesses, create a pleasant, clean, safe and beautiful community for residents and attract. This shall be accomplished using designated cleaning personnel.

1. **Sidewalk/Gutter Sweeping/Landscaping** - Using hand or power sweeping equipment, cleaning and removing all trash, gum, stickers, debris and human bio-waste from sidewalks, gutters, driveways, tree wells, landscaped areas and on

and around street furniture, including trash receptacles. Perform duties in a uniform fashion based upon directed frequency. Personnel shall be courteous and helpful to District merchants, residents, visitors, pedestrians and City personnel.

The service provider shall also provide minor landscaping in terms of possible hanging plants, corner floral displays, planting, trimming and watering of plants and perhaps work on new tree planting in the District.

**2. Personnel schedules, services, route frequency should be as follows:**

**A. Sidewalk Pressure Washing frequency:**

To be determined, however, the entire District shall be pressured washed at least four times per year.

**B. Sidewalk Pressure Washing:**

Pressure washing shall be done at a time of day that is convenient for business and property owners and not after 9 AM. Water temperature shall be at least 180 degrees Fahrenheit with a pressure of not less than 3500 psi and a volume not less than 5 gpm. All spray nozzles shall have a 25-degree pattern or greater. All storefront areas including storefront glass areas shall be protected to avoid water seepage into storefronts and debris on the sidewalk areas should be picked up immediately prior to washing. The contractor(s) shall have the capability to provide their own water source if needed or arrangements shall be made to use public or private sources. It is the responsibility of the contractor(s) and not the LHBA to ensure that the pressure washing conforms to all applicable governing laws and regulations, including state and local laws governing storm water disposal. The pressure washing is to be conducted following tree and planter watering, as may be done, to remove soiled runoff. Appropriate safety measures shall be taken at all times. The minimum schedule should be as follows:

1. Gum is to be removed from sidewalks through hand scraping or pressure washing as needed but at least annually.
2. Spot cleaning will be done, as necessary.
3. The pressure washing schedule shall be posted on the Lincoln Heights website so businesses, property owners and managers and residents can check on when their next rotation will occur.
4. Contractor shall be able to provide special maintenance services, if needed, to and after special events as instructed by the Contractor(s) Operations Manager and/or Lincoln Heights Executive Director.

**3. Trash Collection/Removal** - There are multiple City-maintained trash receptacles which are located throughout the district. Lincoln Heights maintenance personnel may be responsible for emptying any new or owned receptacles, once placed, as frequently as is necessary and repair and replace the receptacles in a timely

manner as necessary. Contractor(s) shall be responsible for cleaning the exterior surfaces of all trash receptacles on public right-of-way and keeping them free of minor graffiti by using appropriate methods which will not harm the receptacle surfaces. Major graffiti and vandalism shall be reported to the Contractor(s) Operations Manager in a manner determined by the Lincoln Heights Executive Director.

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

**4. Graffiti Removal** – Clean with solution or pressure wash graffiti, stickers and unauthorized or illegal signs from pavements, trees, poles, planters, street furniture, news racks, bus stops, utility bases and any other relevant surfaces each day. Such removal shall be done in a manner not to damage the surface of the receptacle, pavement or public street furniture. All graffiti is to be removed from ground and wall surfaces within 24 hours of the occurrence. All other graffiti, including that on private property, shall be noted and the private property owner shall be notified or the City department notified in a manner to be determined by the Contractor(s) Operations Manager and/or Lincoln Heights Executive Director or District Manager.

**5. Human Bio-waste** – Remove all human bio-waste, by sprinkling kitty litter on the bio-waste, thoroughly clean with a disinfecting agent or pressure wash with a similar agent from pavements, trees, poles, planters, street furniture, news racks, bus stops, utility bases and any other relevant surfaces when applicable. Such removal shall be done in a manner not to damage the surface of the receptacle, pavement or public street furniture. All human bio-waste is to be removed from ground and wall surfaces immediately once discovered. All other bio-waste, including that on private property shall be noted and the private property owner shall be notified or the City department notified in a manner to be determined by the Contractor(s) Operations Manager and/or Lincoln Heights Executive Director or District Manager.

**6. Painting/touch-up/washing** – Provide an ad-on for touch-up painting of trashcans, planters, benches and light bases throughout the LHBA as requested.

**7. Special Events, Holiday Decorations, Banners and Planter Watering** - Maintenance personnel may be called upon to install banners, holiday decorations, pedestrian way-finding systems and maintain those amenities only if they are displayed within the boundaries of the District. The Lincoln Heights Executive Director or District Manager shall give contractor(s) at least thirty (30) days' notice of the need for personnel to implement various special events and/or

seasonal displays in specifically designated areas in the district. This should be considered a standard service for the regular maintenance crew.

8. **Uniforms:**

The LHBA shall provide the contractor(s) with an appropriate number of customized shirts, caps and windbreakers. It shall be the responsibility of the contractor(s) to provide uniform pants in a style and color selected by the Lincoln Heights Executive Director, District Manager or District management Company. It shall be the responsibility of the contractor(s) and their employees to care for and maintain all uniform apparel. All employees shall always be in uniform. Uniforms shall always be neat and presentable.

V. **Specifications for Proposal**

Contractor is requested to submit four (4) copies of its proposal by May 29, 2026, in accordance with the following format requirements:

1. **Introduction** - Summarizing the scope of work to be performed.
2. **Scope of Work** - List work to be performed, with the accompanying cost proposed for that service. Proposal shall describe procedure, materials and resources (e.g., staff), which will be utilized to complete each task in the scope. It is understood that services will be "as needed" and may ultimately be increased or decreased during the phase of negotiating a service agreement with the successful bidder. *The contractor is to provide the number of hours that cleaning and landscaping personnel shall be provided, in the LHBA, not to exceed the budgeted amount for the district.*
3. **Identification of Personnel and Equipment:** The contractor shall provide a list of the number of personnel that will be provided to maintain the Lincoln Heights Business Association for a one-year term with an option for a three-year renewal commencing June 2026 (or earlier) and ending on May 31, 2029. The contract may be extended by mutual agreement of both parties. *The contractor shall provide the number of the following personnel or sub-contracts including, but not limited to:*
  - i. Part time operations director
  - ii. Annual cost of vehicles, maintenance, gas, and insurance
  - iii. Supplies and equipment; (paid for by the LHBA)
  - iv. Water trailer, supplies, etc.
  - v. Monthly supplies for operations
  - vi. Uniforms or special apparel in addition to those provided by the LHBA.
  - vii. Radio and communications system
  - viii. Graffiti removal supplies and equipment
  - ix. Steam clean costs on a quarterly basis
  - x. Maintenance employees' hourly rates, proposed hours and days
  - xi. Overhead factor (if applicable)
  - xii. Other costs considered relevant including contingency

- xiii. Any start-up funding required to acquire equipment and supplies related to this contract
- **Company Background** - Describe your organization/company's background including list of owner/principals (if private sector) or Board of Directors (if non-profit) including resumes of key management personnel, length of time company/organization has been in operation, size (annual revenues), and organizational structure (e.g., staff and org chart).
- **Current and Prior Experience** - Provide a comprehensive list of all contracts or work performed during the past two years regarding any/all of the items in the scope of service. The list should include:
  1. Job location
  2. Contract Amount
  3. Role in the job (subcontractor or contractor)
  4. Equipment/general procedures used on the job
  5. References - past and present including contact information

**VI. Contractor's Employees:**

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

**VII. Management, Supervision and Training**

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

VIII. Equipment

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

IX. Insurance

- The successful contractor shall be required to carry the following insurance and name the Lincoln Heights Benefit Association, its Board members, Directors and Officers as well as the City of Los Angeles as an additional insured. Insurance companies and limits shall meet the standards of the LHBA and the City and shall be provided in forms acceptable to LHBA and City.  
Insurance company issuing the policy shall be an “admitted” insurer in the State of California and shall carry an A.M. Best and Company minimum rating of AA:VII. Additional insurance provisions shall conform to Section 17 of the approved Management and Disbursement Agreement by and between the City of Los Angeles and the Lincoln Heights Benefit Association, copy of which will be provided upon request.
- **Worker's Compensation** - In accordance with state compensation laws, the contractor shall carry worker's compensation & employer's liability insurance for all people employed in the performances of services at all times described in this proposal.
- **Liability/Bodily Injury and Property Damage** - The contractor shall carry liability insurance/bodily injury and property damage in the amount not less than \$2,000,000 per occurrence with a \$3,000,000 aggregate.
- **Automobile** - The contractor shall carry automobile liability insurance/bodily injury and property damage liability in the amount not less than \$1,000,000 per combined single limit. All vehicles shall be registered and maintained by the selected contractor.
- **Additional Insured** – The LHBA Lincoln Heights Benefit Association shall be named as additional insured on all policies.

X. Other

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

**XI. Submittal of Proposals**

Four copies of all bids should be submitted in a sealed envelope marked “Sidewalk Cleaning/Maintenance and Pressure Washing BID” - **No later than 5:00 pm on Friday, May 29<sup>th</sup>, 2026.** Please ensure that all bids are addressed to:  
**The Lincoln Heights Benefit Association**  
**c/o Marco Li Mandri, Interim Director, New City America**  
**710 W. Ivy Street, San Diego, CA 92101 – 888 356-2726**  
RFP Responses may also be e-mailed to: [monica@newcityamerica.com](mailto:monica@newcityamerica.com) by the listed due date and time.

**Contractor's Representations:**

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

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

**XII. Award of Contract**

The award date of the contract is anticipated to be no later than June 15<sup>th</sup>, 2026, that date should provide for the commencement of services on or around the beginning or in the middle of June. The term of the contract will be for 1 year, with option for a 3-year renewal. The rates established in the contract, with annual adjustments, are to be maintained for the entire term of the contract. The selected contractor shall be expected to set up a base for operations, acquire all equipment and be ready to implement services on or around July 1<sup>st</sup>, 2026.

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