



Korea Town Oakland (KONO) CBD - Request for Proposal
Safety/Hospitality And Maintenance/Landscaping Ambassador Program

October 24, 2019

Re: Korea Town Oakland (KONO) Community Benefit District - Request for Proposal

Dear Safety/Hospitality and Maintenance/Landscaping Company Provider:

Your company has been selected to participate in the bid process for providing contract Safety/Hospitality and Maintenance/Landscaping Ambassador services to the Korea Town Oakland (KONO) managed Community Benefit Districts (CBD). Enclosed for your review is a Request for Proposal and information pertaining to the specifications of submitting a proposal.

The enclosed Request for Proposal is intended to provide each service provider with enough information to submit an appropriate bid for our district. The purpose of this process is to determine the service provider who best meets the demands of the community and requirements of 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.

All contractors who have been presented with an invitation to bid must also attend the mandatory pre-bid meeting on **Tuesday, November 14, 2019 at 11:00 am**, at the KONO office. Service providers not represented at this meeting may not submit a bid. Members of the CBD will be present to address any questions or concerns related to the enclosed information.

Two copies of all bids should be submitted in an envelope marked "Safety/Hospitality and Maintenance/Landscaping Services Bid" no later than **5:00 pm on Monday, November 25, 2019**. 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:

Shari Godinez
Executive Director
Korea Town Oakland (KONO)
2633 Telegraph Ave. suite 109
Oakland, CA 94612
Shari@koreatownnorthgate.org
510-343-5439

Included in this package in addition to the Safety/Hospitality and Maintenance/Landscaping RFP are the following documents:

➤ **Exhibit A**
Instructions to Bidders

➤ **Exhibit B**
CBD Site Map

➤ **Exhibit C**
Sample Contract – Will be provided to bidders at pre-bid meeting. Bidders must agree to execute contract as written

Please feel free to contact the CBD office directly if you require any further information in order to complete a proposal. Thank you in advance for your time and interest in servicing the Oakland community.

Very truly yours,

Shari Godinez
Korea Town Oakland CBD - Executive Director

Korea Town Oakland CBD Association

REQUEST FOR PROPOSAL

**SAFETY/HOSPITALITY and MAINTENANCE/LANDSCAPING
AMBASSADOR PROGRAM**

**2633 Telegraph Ave. Suite 109
Oakland, CA 9612**

REQUEST FOR PROPOSAL
SAFETY/HOSPITALITY AND MAINTENANCE/LANDSCAPING AMBASSADOR PROGRAM

Introduction and Background

Korea Town Oakland (KONO) managed Community Benefit District ("CBD") announces the release of a Request for Proposals ("RFP") for the provisions of safety/hospitality and maintenance/landscaping Ambassadors to patrol public spaces in the Korea Town Oakland (KONO) CBD District. The personnel assigned to those varied functions must come from one vendor that specializes in providing safety/hospitality and maintenance/landscaping Ambassadors to the private and/or public sector. The contract will commence on approximately January 1, 2019 for a period of one (1) year with annual options for renewal for a total of three (3) years.

The Korea Town Oakland CBD Association consists of a combined 24-block area bounded by 34th Street on the North, Broadway on the East, Northgate and MLK to the West and 20th Street on the South. Within the boundaries there are three service zones with different service needs. In this CBD, property owners have agreed to levy an additional tax to provide the monies needed to operate a private safety/hospitality and maintenance/landscaping ambassador services. This RFP addresses the need for a vendor to provide the personnel and basic services needed to operate the safety/hospitality and maintenance/landscaping 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.

We are seeking qualified professional Safety firms to provide public safety services within the boundaries as outlined in the maps attached in **Exhibit B**, utilizing bike patrols and unarmed Safety Ambassadors that will walk the streets. The CBD requires that the vendor provide sufficient personnel to staff a safety program who can professionally interact with the public and have the skills and abilities that are pertinent when dealing with the mentally ill, drug addicted, violent and homeless population. The CBD requires that the vendor provide sufficient personnel to staff a maintenance and landscaping program and who can professionally interact with the public and have the skills and abilities that are pertinent when dealing with the mentally ill, drug addicted, violent and homeless population as well and the requisite skills to maintain our landscaping beautification projects.

The CBD's mission is to improve the quality of life in patrolled areas. Environmental change in a community can only come about as a result of focused personnel who have been designated to provide a service to the property and business owners who are funding this CBD. The vendor must clearly understand this dynamic and perform as a strong advocate for the CBDs and the goals of its various entities. The Korea Town Oakland CBD is not a public agency, although they do engage in public safety and community services.

The CBD experiences seasonal fluctuations and may require the vendor to periodically supply additional personnel to the regular roster of safety Ambassadors. 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 and Oakland Public Works. The vendor must be capable of sustaining the CBD with support in the event that major conditions were to occur. The CBD's Ambassadors must meet a standard of professionalism and excellence that to maintain a healthy relationship with the police department, the public and the community. The vendor must be committed to a professionalism that is required of the CBD as a partner with the police. The vendor should be a forward-looking organization with executives, managers and supervisors who can think strategically and beyond the boundaries of traditional Safety industry service delivery.

Overall Safety /Hospitality Objectives

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

Decrease Crime - Achieve a measurable decrease in all crimes committed within the area. Specifically:

- Deter loitering, solicitation, panhandling, and other anti-social behavior in the District.
- Provide resource information to homeless persons and other transients as to shelter, food, "call home" programs, and drug rehabilitation services in the community.
- Participate in community meetings with social service providers to promote communications and collaboration on issues of mutual concern of business owners and residents in the district.

Public Relations Program - Provide assistance and information to businesses and employees within the district (e.g., providing directions, distributing flyers, and answering questions about the Districts and their activities.)

Scope of Services

The CBD's Safety program will entail various shifts. We are asking that you provide us with your recommended schedule pertaining to the days and hours you believe the CBDs will require. Rotating shifts may be a deployment strategy for all safety workers. The deployment schedule authority will rest with Korea Town Oakland CBD in consultation with the vendor. Please provide us with the number of guards you recommend on each shift accompanied by their pay schedule. Deployed Ambassadors will wear distinctive collared shirt uniforms that will be provided by the vendor in collaboration with the district.

Safety Ambassadors are to observe and report only and will conduct their operations within the boundaries of the CBD on bicycle or foot patrol. The vendor's employees must be capable of pedaling a police style mountain bicycle and sustaining the effort for a complete shift. There is no motorized assistance with these bicycles. Foot patrolling Ambassadors must also meet a minimum level of fitness in order to make their rounds. The vendor must have digital cameras for each officer as well as use an automated time-keeping system for this contract. 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.

Further, the billing system used for the CBDs 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.

Safety Ambassadors must be capable of learning basic police patrol style skills. Safety Ambassadors are trained to be the eyes and ears of the police department. Our goal is to be visible, mobile and responsive. We do not respond to felony police calls; however, we may from time to time find ourselves assisting the local police with a felony crime scene investigation as witnesses. We expect Safety Ambassadors to understand the basic philosophy of community based Safety and possess exemplary customer service skills. The Safety Ambassadors will interact daily with merchants, police and the public and must possess the skills and ability to diffuse problems and negotiate with people.

Periodically, Ambassadors will use their knowledge of traffic law when undertaking preliminary investigations of drunk/drugged driving. Ambassadors will also have to exercise Welfare and Institution Code knowledge in handling juveniles and the mentally ill.

Safety Ambassadors will be required to perform many tasks that include but are not limited to the following:

- Crime prevention via bicycle and foot patrols throughout the CBD district
- Clear communications with local business, other Safety managers in various buildings, visitors and CBD stakeholders
- Interviews of persons and witnesses
- Basic comprehensive report writing that documents safety Ambassadors' actions and meets the CBD's requirements
- Knowledge and discharge of basic self-defense techniques as directed by the CBD's officials
- Response to specific plans and directions that are tied to crime reduction plans adopted by the CBD's Executive Director
- Close and professional relationship with the Oakland Police Department, Oakland Department of Transportation, Oakland Fire Department, the District Attorney's office and local merchants in the district
- Evaluation of persons for the presence of mental illness or drug abuse and arrangement for the appropriate response from nearby service providers
- Ability to use a 2-way radio and basic computer word-processing program for report writing
- Ability to work in small teams on rotating shifts that include "swing" hours
- Maintain sensitivity to "quality of life" conditions such as graffiti, trash, human waste and arrange for appropriate action to be taken and the ability to work with other vendors to achieve the CBD's maintenance goals
- Supervision to be provided by the Vendor

Bike & Foot Patrol Ambassadors - Must be energetic and in excellent physical condition to

patrol. Daily contact and incident reports are required. Please advise us on how many bikes you will recommend. Please explain the ratio of bike Ambassadors versus foot patrol Ambassadors that you would deploy.

Although the CBD's Executive Director's personnel will be closely monitoring and supervising the account, the vendor will be obligated to provide supervisory staff to oversee the contract. These Ambassadors and managers will report to the Executive Director of the CBD.

Shift Supervisor - Supervises Ambassadors and ensures compliance with company policy, district policies and incident reports. Must possess **Private Patrol Officer's (PPO)** qualifications/certifications 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.

Dispatch - Please explain how you will receive calls requesting Safety services and how the dispatch of Ambassadors will occur. Elaborate on your communication program to illustrate the most efficient use of Safety and CBD resources. The CBD requires the ability to record all communications that occur through the CBDs two-way radio system.

Bidder may suggest alternate management/supervision structure that would maximize patrol officer coverage while providing effective supervision and communication.

General Required Training of Ambassadors

The CBD requests that the vendor lists the specialized training and advanced officer instruction that will be provided to personnel working on this account. The list should include programs devoted to leadership development, supervisor training, and community policing techniques, officer safety, bicycle operations, communications techniques, and customer service. Additionally, the vendor must comply with all government mandated training programs.

Maintenance and Cleaning Services to be Provided

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

- **Sidewalk/Gutter Sweeping** - Using hand or power sweeping equipment, clean and remove all trash and debris from sidewalks, gutters, driveways, tree wells, and around trash receptacles and bus stops in the public rights of way. Perform duties in a uniform fashion along a specified route based upon directed frequency and benefit zone. Personnel shall be courteous and helpful to neighborhood merchants, residents, visitors and pedestrians.

Personnel schedules and route frequency should be as follows:

1. CBD area - Benefit Zone 1 at least 6 days per week, based upon zone coverage and maximum frequency of coverage, (multiple times per day);
 2. CBD area - Benefit Zone 2 & 3, at least 3 days per week, based upon zone coverage and maximum frequency of coverage, (multiple times per day);
 3. Sweep/Rake/Remove trash from all bus stops and areas with high pedestrian concentration as many times as possible per day;
 4. Contractor shall have the ability to provide special maintenance services, if needed, to and after special events in the district, as instructed by the Executive Director of Korea Town Oakland.
- **Trash Collection/Removal** - There are multiple City maintained trash receptacles and in addition to the existing cans, the district may be providing new trash receptacles as needed. Trash cans, whether City owned or district owned, should never be overflowing with trash, or covered with any graffiti. Regular special benefit trash removal and collection shall include:
 1. Collect and dispose of overflow trash in receptacles throughout the district. Wipe down trash can covers frequently. Frequently mop or wash at the bottom of trash cans to remove dog urine, spilled drinks or other liquids;
 2. Clean/Pressure wash trash receptacles as needed; (KONO currently has a contract for quarterly maintenance of all trash receptacles, including power washing).
 3. Maintain daily collection/cleaning reports. Distribute the reports to CBD's Executive Director each week to ensure compliance with contract.
 - **Graffiti Removal** - Paint, clean with solution, sandblast or pressure wash graffiti, stickers and signs from buildings, trees, poles, planters, news racks, utility bases or any other surfaces each day. All graffiti is to be matched and painted, or remove from ground and wall surfaces within 48 hours of the occurrence. Roll down doors and other heavy work is to be performed in the morning before 8:00 am. Detail work can be done during the day.
 - Other graffiti services to be provided include:
 1. Provide and maintain permission forms for property owners to sign to paint out graffiti on private property;
 2. Accept paint, to be stored by the affected business or owner, in order to color match when requested. Accept paint as needed on city property (e.g., light poles, trash cans, etc.).
 - **Sidewalk/Pressure Cleaning** - Pressure washing should be done at a time of day that is convenient for residents, businesses and property owners with water temperature of 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 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 contractor. The pressure washing is to be conducted following tree & planter watering to remove soiled runoff. The district might maintain varying frequency of steam cleaning based upon need. 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;
 2. Bus Stops shall be cleaned at least twice per month;
 3. Pressure washing must occur throughout the district at least once per month;
 4. Spot cleaning will be done as necessary;
 5. **The steam clean schedule shall be posted on the respective website so business, property owners/managers and residents can check on when their next rotation will occur.**
- **Painting/touch-up/washing** - Touch-up painting of trash cans, planters, benches and light bases throughout the CBD as requested.
 - **Special Events, Holiday Decorations, Banners and Planter Watering** - Maintenance personnel shall eventually be called upon to install holiday decorations, pedestrian Wayfinding systems and maintain those amenities as long as they are displayed in the district. The CBD expects that maintenance staff shall water plants as agreed upon by the Executive Director and vendor's supervisor. Shifts shall be coordinated to promote various activities throughout the year in the district. The CBD's Executive Director shall give at least thirty (30) days notice of the need for personnel to implement various special events and/or seasonal displays in specifically designated areas in the district. This shall not be considered a supplemental service of the regular maintenance crew.
 - **Informing District Personnel Regarding Non-conforming News Racks** - It shall be the responsibility of the maintenance staff to inform the Executive Director when news racks have been placed in the public rights of way which:
 - a. Are covered with graffiti;
 - b. Have been abandoned;
 - c. Have been placed on the sidewalk but are unsecured;
 - d. Have been placed on the sidewalk and are chained to an adjacent news rack; or
 - e. Act as an obstacle in the public right of way;

Landscaping and Shrubbery Services to be Provided

The Korea Town Oakland district will require landscaping services which will include street median maintenance, planter maintenance, debris removal, soil amendment and watering, replanting in medians and designated planter boxes. It is required that the contractor awarded this contract has the ability to provide these services and has a staff person fluent in the horticulture and planting practices.

- **Regular Tree Watering** - In light of the fact that rainfall might be sporadic, or that some trees and planters are not tied to an underground sprinkler system, and therefore lack

sufficient water to provide for regular watering needs, the maintenance/landscaping staff shall use hand or power watering equipment, watering all designated trees with *up to (5) gallons* of water three times per week. Included with the watering is:

1. Removal of weeds and litter from tree wells;
 2. Re-stake and/or retie trees as needed;
 3. Report, in writing, any concerns or problems to CBD Executive Director immediately;
 4. Identification of dead or dying trees, plants and shrubs;
 5. Performance of duties in a uniform fashion along a specified route. Personnel shall be courteous and helpful to neighborhood merchants, visitors and pedestrians.
- **Annual Pruning of Trees** - Prune non-city owned designated trees annually according to the City of Oakland 's Urban Forestry's guidelines. Included with the pruning is:
 1. Prune & dispose of heavy branches as needed;
 2. Remove & dispose of dead branches;
 3. Thin out & dispose of cross branches;
 4. Report in writing any concerns or problems to CBD Executive Director immediately;
 5. Use appropriate insecticides or pesticides, under strict manufacturer guidelines for application, as needed;
 6. Perform duties in a uniform fashion along a specified route. Personnel shall be courteous and helpful to neighborhood merchants, visitors and pedestrians.
 - **Street Median Maintenance** - Maintain all designated street medians including removing trash, debris, weeds, and ensure trees and plant material are healthy, replace plants when requested.
 - **Street Planter Maintenance** - Maintain all designated street planters including removing trash, debris, weeds, ensure plant materials are healthy, replace plants when requested, amend soil and water weekly. This will include any additional planters KONO adds in the future. This will include working with landscape companies and district management staff to replace plants, amend the soil and water weekly.

Contractor shall provide and keep onsite all MSDS sheets on chemicals used in the districts.

Personnel working on this contract must come to the job with the following pre-existing Certifications:

- Possession of a permanent guard card (specifically for the Safety and Hospitality Ambassadors)
- First-aid trained and certified
- CPR trained and certified
- Bike Safety trained and certified
- High school diploma or equivalent

- All Ambassadors must satisfactorily pass the following background checks:
 - Narcotics- supervised urine checks
 - Verification of social Safety number
 - Criminal
 - Five years of employment references
 - Report writing test
 - Medical
 - Legal residence status

Reporting Requirements

Reporting to be required at a minimum must consist of the following:

- Daily Activity Reports to include but not limited to:
 - Provide number of public and merchant contacts
 - Times and detailed descriptions of foot and bike patrol routes
 - Pass Down Instructions
 - Suspicious Activities not resulting in an incident
 - Status of equipment, i.e., radios, cell phones, bikes, etc.
 - Trash or hazardous conditions in the public rights of way

- Incident Reporting to be provided for any and all incidents which Ambassadors respond to or are notified of occurring within the boundaries of the District. Incident Reports shall include, but not be limited to the following:
 - Medical Emergencies
 - Injuries
 - Robberies / Thefts
 - Violent Crimes
 - Trespassing
 - Removal of Transients
 - Communications with all law enforcement agencies
 - Potential and Current Safety Hazards
 - Property Damage / Graffiti

- Site Inspection reports are to be completed by supervisors or managers of the organization 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 Safety Ambassadors by the service provider. Site Inspections shall include but not be limited to the following information:
 - Officer knowledge of duties and patrols
 - Officer uniform and appearance
 - Officer conduct and professionalism

- Officer knowledge of pass down information
- Officer maintenance of daily activity and incident reports
- Development and training recommendations

CBD requires the vendor to provide the Districts' prospective employees of sufficient quality so as to meet the demanding nature of the associations work. Normal commercial office building Safety industry standards will not suffice in this account. Approaching the CBD as if it were a typical Safety 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's 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 CBD's safety operations leadership and professionalism are a critical function. The vendor's on site manager and supervisors will serve at the will of the CBD's Executive Director. 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.

Due to the unique nature of the job that Safety/hospitality and maintenance/landscaping staff will be needed to perform, we require our contract personnel to be in good physical condition. Safety Ambassadors will be asked to pedal police styled mountain bicycles as needed. When not pedaling their bicycles, Ambassadors may walk a foot beat. Because of the physical exertion involved in this job, employees in poor physical shape are discouraged from participating in this program. Employees will periodically lift heavy objects that may include but not limited to boxes of road flares and roadway direction cones. The CBD's training programs for personal defense involve significant physical exertion as well. The CBD's Ambassadors must be able to perform extensive physical duties associated with this contract job.

Program Costs and Pay Scale Information for Bidding

CBD has a budget of approximately **Two hundred seventy five thousand dollars annually.** Responses to this RFP should provide billing rates for each listed position as well as all supervisor and overhead costs. Also provide the officer/supervisor actual paid hourly rate associated with the billable hourly rate. Outline in detail all benefits provided to Ambassadors (health & welfare, holidays, vacation, sick pay, etc). All equipment and supplies provided by vendor, as outlined in subsequent section, are to be included in billable hourly rate.

Bidders must submit evidence, with their RFP, that the company is licensed and in good standing with the State of California Bureau of Safety and Investigative Services.

Insurance Requirement

The successful contractor shall be required to carry the following insurance from an A-rated company admitted in California and acceptable to the CBD. Further, the contractor shall name CBD, its Ambassadors, directors, administrators and employees as additional insured

A. Worker's Compensation: To the extent required by law, Statutory Workers Compensation and Employer's Liability insurance with a limit of not less than One Million Dollars (\$1,000,000). Provider shall cause its Workers Compensation carrier to waive insurer's right of subrogation with respect to the CBD, its Ambassadors, directors, agents and employees.

B. Commercial Liability insurance (and/or Excess Umbrella Liability): Written on an occurrence basis with a combined simple limit for Bodily Injury, Personal Injury, and Property damage of not less than Ten Million Dollars (\$10,000,000) per occurrence. The policy must be written on CGOOI 11/85 or newer occurrence form of broader, with no additional exclusions. The policy shall include coverage for Blanket Contractual Liability, Personal Injury endorsement shall also include coverage for false arrest, false imprisonment, malicious prosecution, wrongful entry/eviction of a person from a premises, invasion of privacy defamation of character, libel of slander caused by any acts of the Contractor of the Contractor's employees, embarrassment, humiliation, harassment, and mental anguish. Contractor shall indemnify and hold the CBD harmless from and against any and all claims arising out of Contractor's activities, or from any activities, work or things done or permitted by Contractor in or about the boundaries and shall further indemnify and hold the CBD harmless from and against any and all claims arising from any breach or default in the performance of any obligation of Contractor hereunder, or arising from the negligence of Contractor or any of its agents, sub-contractors or employees, and from and against all costs, reasonable attorney's fees, expenses and liabilities incurred in the defense of any such claim or any action or proceeding brought thereon, and in case any action or proceeding is brought against the CBD by reason of any such claim, Contractor upon notice from the CBD, shall defend it at Contractor's expense by counsel reasonably satisfactory to the CBD.

C. Business Automobile Liability Coverage and/or Excess Umbrella Liability for all owned, hired or non-owned vehicles utilized by Contractor with a combined single limit of not less than One Million Dollars (\$1,000,000) for each occurrence for Bodily Injury and Property Damage.

D. Employee Dishonesty Coverage upon granting of a contract for Safety services, the company selected will be required to submit Certificates of Insurance naming CBD on the above policies.

Compliance with City of Oakland requirements

The selected contractor 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

A written copy of these requirements will be provided at the pre-bid meeting. Upon bidder request a written copy will be e-mailed or faxed to requesting bidders.

Equipment and Supplies Vendor will be required to provide

The vendor will be required to provide items such as bicycles, uniforms and coats, two-way radios, two-way radio recording device, supplies, gloves, equipment, cell phones, rainwear, bike gloves, bike helmet, eyewear, incident report forms and or reporting technology, and any other items specific for the operation of the Safety 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 Safety services requirement of the CBD. This RFP is not designated for traditional Safety Ambassadors and companies. The awarded vendor must demonstrate the ability to provide Safety Ambassadors that can perform, even thrive, in an environment of community policing and community relations. This area of safety is in a constant state of evolution. "Outside-the-box" thinking is a critical component of the management process for this CBD. Vendors should expect that the contract will be challenging and will involve a very "hands-on" customer service dimension.

The Korea Town Oakland CBD reserves the right to dismiss any and all submissions for any reason, submission of an RFP does not imply in anyway that the vendor has been selected as a candidate for the services outlined in this RFP. If the CBD Board finds that no candidate meets our minimum requires 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
SAFETY/HOSPITALITY AND MAINTENANCE/LANDSCAPING -RFP
INSTRUCTIONS TO BIDDERS

Purpose

Sealed bids are invited for SAFETY/HOSPITALITY AND MAINTENANCE /LANDSCAPING Ambassador Program for Korea Town Oakland, a Community Benefit District ("CBDs") (See attached Map) **Exhibit B**

Submittal of Proposals

Five copies of all bids should be submitted in a sealed envelope marked SAFETY/HOSPITALITY AND MAINTENANCE/ LANDSCAPING Ambassador Program- No later than **5:00 pm on Monday November 25, 2019**. Please ensure that all bids are addressed to:

Shari Godinez
Executive Director KONO (Korea Town Oakland)
2633 Telegraph Ave. Suite 109
Oakland, CA 94612
Shari@Koreatownnorthgate.org

Pre-bid Meeting

A mandatory pre-bid meeting will be conducted on **Thursday November 14, 2019 at 12:00 pm**, at the Gogi Time Restaurant, Banquet Room, 2600 Telegraph Ave. Oakland, CA 94612. Please designate a representative from your organization to attend this meeting. Committee members will be present to answer questions about RFP, the selection process, or to provide any additional information about the CBD.

In addition to the pre-bid meeting, selected finalists may be invited for a presentation on **Wednesday, Dec. 4, 2019**, at Gogi Time Restaurant, Banquet Room, 2600 Telegraph Ave. Oakland, CA 94612. The presentation will be given to a panel comprised of members of the KONO CBD Association Board

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.
- 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 Contractor'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 Contractor'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 Contractor'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 Contractor's license details and expiration dates where applicable.

Contractor's Representations

The Contractor, by submitting a bid, represents that:

- a. The Contractor has read and understands the contents of the RFP information pack and the bid is made herewith.
- b. The Contractor, before submitting a proposal, understands that the Contractor must:
 - 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 **December 5, 2019** that provides for the commencement of services on **January 6, 2020**. The term of the contract will be for 1 year. The rates established in the contract are to be maintained for the entire term of the contract.

Modification to Exhibits

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

Koreatown/Northgate Community Benefit District 2017

