REQUEST FOR PROPOSALS

DOWNTOWN MAINTENANCE, BEAUTIFICATION AND PLACE MAKING TEAM

Deadline: February 26th, 2020

Deliver to:
Downtown Grand Rapids Inc.
Attn: Melvin Eledge Jr.
Meledge@downtowngr.org
29 Pearl St. Suite 1
Grand Rapids, MI 49504
Background
Downtown Grand Rapids Inc. (DGRI) is the organization responsible for city building and place-management in the urban core of Grand Rapids, Michigan’s second largest city. Established in 2013, DGRI serves as the singular management entity for the combined operations of the Downtown Development Authority (DDA), the Downtown Improvement District (DID), and the Monroe North Tax Increment Finance Authority. More details can be found at Downtowngr.org.

Scope of Work
The primary responsibility of the contractor will be responsible for maintaining a clean, litter-free public environment. The Maintenance, beautification and place making team will perform functions within the spirit of this agreement although all activities may not be spelled out. If disagreements on unspecified functions or to the degree of specified functions arise they may be resolved through open communication and mutual agreement. The Scope of work includes but is not limited to the following:

- **Maintenance and Beautification**
  - Sidewalk Litter Abatement
    - Standard of Cleanliness: zero tolerance litter zone
    - Sidewalks and gutters will be walked and cleaned daily of accumulated dirt, trash, leaves and debris, regardless of the source of debris.
    - Sidewalks are to be maintained from building edge to 18 inches into the streets including curbs and gutters.
    - Manual cleaning routes will be established within the DID boundaries (attachment A).
    - Vandalism, including but not limited to handbills, stickers and graffiti, will be removed from light poles, junction boxes, mailboxes, newspaper racks and other locations as appropriate.
    - Weeds will be removed from the sidewalks and building edges as needed.
    - Leaves will be removed daily.
    - Pressure washing will be done on an as needed basis for difficult to remove substances such as gum, stains or graffiti.

- **Disposal of Debris**
  - Standard of cleanliness: trash cans will be no more than half full.
  - Trash receptacles will be emptied daily or as needed.
  - The contractor is responsible for all dumping and disposal fees and shall transport and dispose of debris in a manner in compliance with all laws and regulations.

- **Sidewalk Amenities Maintenance**
  - The contractor will perform routine maintenance to DGRI owned and managed street amenities including but not limited to seasonal maintenance, minor repairs as requested by DGRI.
- Public right of way amenities will be wiped down at least weekly and as needed or requested by DGRI.

- **Landscaping and Horticulture Work**
  - Work with a subcontractor, who is mutually agreed upon between the contractor and DGRI, to create, design, deliver and install plant materials throughout the DID.
    - Install 4 seasonal plantings in the planter boxes on Monroe Center and the pots along Ottawa Ave.
    - Install 2 seasonal (Spring, Summer, Fall) plantings in all other locations (Calder Plaza, Campau promenade, Grandville Ave., Pearl St., Monroe Ave, Fulton Medians, Sheldon, Finney and Williams)
    - Replace dead plants as requested/necessary.
    - Store planter box inserts during the off season.
  - Fertilizing, weeding, mulching and watering of existing raised planter boxes, pots and medians within the DID boundaries (Attachment C).
  - Additional landscaping or plantings will be done as directed by DGRI.
  - Report broken trees to city forester.
  - Water and Trim trees as requested by DGRI.

- **Winter Responsibilities**
  - Contractor will remove snow from the following locations:
    - Cross walks/curb ramps at intersections
    - Sewer drains/catch basins
    - Paths between street and parking meters
    - Snow will be removed and ice treated on sidewalks, cross walks and any other areas daily.
    - Clear snow from DGRI spaces including but not limited to Downtown Dog Park Monroe North Lot and Summer Ave lot.
    - Contractor will dispose of snow properly in accordance with all applicable laws.

- **Place Making**
  - The Beautification, Maintenance and Placemaking team will provide place making services throughout the Downtown Development Authority District (DDA, Attachment B).

- **Space Activation**
  - Deploy and manage a variety of place making elements such as moveable tables/furniture, planters and games.
  - Provide presence at DGRI managed and/or sponsored events as requested.
  - Provide presence at other events as requested and appropriate.
Deliver materials, such as DGRI produced collateral, to businesses and buildings as requested.

- **Hospitality**
  - Dress in designated DGRI approved uniforms, to be provided by the contractor.
  - Provide a positive, welcoming and customer service-oriented attitude when approached.
  - Providing information, directions and answering questions from a variety of members of the public, including downtown stakeholders, to the best of their ability.
  - Have a broad understanding of basic downtown information (for example knowing where parking is available).

- **Safety**
  - Report suspicious activity to Grand Rapids Police Department.
  - Attend trainings as requested through Grand Rapids Police Department.
  - Provide uniformed presence throughout district.
  - Work with DGRI to address safety concerns reported by stakeholders throughout the district.
  - Address low level unwanted behavior throughout the district.

- **Social Service Connections**
  - Ambassadors should have a broad understanding of services available in the downtown and be able to connect people to services they may need.

- **Reporting**
  - Report violations to the nuisance code through the city 311 reporting system and to designated DGRI staff.
  - Collect data on activities performed throughout the shift.
  - The program manager/supervisor will report activities and statistics to DGRI designated staff on at a minimum of monthly or additionally as requested.
  - Grant designated DGRI staff access to any programs or applications used to gather data.

**Delivery of Service**
The contractor will provide a team of individuals capable of delivering the scope of work outlined above. The contractor will propose a schedule and hours worked for the team however they should meet the following minimum expectations:
- Provide services 7 days per week with staffing adequate to meet the needs of the downtown district.
• There will be flexibility in the schedule to allow for assistance with special events.

Regarding personnel hired the contractor will also be responsible for the following:
• Responsible for all pre-employment processes to properly vet potential employees.
• Providing staff with a living and competitive wage. We believe the base wage should start at or around $13 per hour.
• Providing staff with all needed equipment and uniforms for properly performing the outlined scope of work.
• Make considerable efforts to hire as many staff as possible from the downtown and surrounding neighborhoods.

Contract and Payment
The contract shall be for 1 year beginning July 1st, 2020 with options for extensions and exit to be determined in the contract. Invoices will be paid monthly by DGRI.

Budget
Applicants should prepare the budget based on implementing the scope of services for a 12 month contract. Cost is one of the items that will be used to evaluate the proposals.

Contractor Qualifications
Any applicant must have been established as a company/organization performing outdoor maintenance for a period of at least two years prior to the date of this bid and have a functioning operation of sufficient size to satisfactorily execute this contract.

Project Evaluation
The following criteria will be used in the consideration of proposals:
- Previous experience implementing similar programs in urban settings
- Project understanding and approach
- Proposed schedule and scope of services
- Budget; overall cost in detail
- Quality, clarity, and completeness of the submittal

Project Timeline
• RFQ Issued – January 29th, 2020
• Responses Due – February 26th by 4:00pm Eastern Time
• Interviews – The week of March 9th, as needed
• Notice of Selection – March 30th, 2020
• Program Start Date – July 1st, 2020
Proposal Submission

Proposals must be received in full at Downtown Grand Rapids Inc offices no later than **4:00pm Eastern Time on February 26th, 2019**. Proposal not received by the deadline will not be considered.

Digital submissions in PDF format are preferred and should be emailed to Melvin Eledge Jr at meledge@downtowngr.org.

Hard copy submittals, if used, may be mailed or delivered to:
Downtown Grand Rapids Inc
29 Pearl Street NW
Suite 1
Grand Rapids, MI 49503
Attention: Melvin Eledge

If submitting a hard copy, please include a digital file in the form of a PDF with the submittal.

Once submitted, the proposals become the property of DGRI and will not be returned.
ATTACHMENT B
ATTACHMENT D

DGRI Owned Equipment

2019 Ford F-150 Truck (1)
Snow Blowers (2)
Hot Pressure Washer Trailer (1)
Rototiller (1)