

**REQUEST FOR PROPOSAL
SIDEWALK CLEANING AND PRESSURE WASHING
PROGRAM
DOWNTOWN ONTARIO IMPROVEMENT
ASSOCIATION/COMMUNITY BENEFIT DISTRICT**

RESPONSES DUE BY FRIDAY, FEBRUARY 28th, 2020

I. Introduction and Background

The Downtown Ontario Improvement Association (DOIA) is announcing the release of a Request for Proposals ("RFP") for the providing of maintenance to designated public spaces and cleaning personnel to designated public spaces in the boundaries of the Downtown Ontario district in Ontario (see attached map). The personnel assigned to those varying functions may come from one vendor or a combination of vendors that specialize in the various needs of the Uptown Ontario. This contract will commence on approximately April 1st, 2020 and run for a period of one (1) year with annual options for renewal for a total of three (3) years. The selected contractor will interface with the Operations Manager or Executive Director, as may apply.

The DOIA Board is seeking a private or non-profit contracted maintenance and landscaping company (contractor(s)) to provide cleaning and minor landscaping services in the public rights of way as further designated in this RFP. The DOIA's mission is a challenge and not every maintenance company will have the ability to meet the demand. The DOIA requires that the Contractor(s) provide sufficient personnel to staff a maintenance program, who have the requisite skills to maintain the private and public rights of way and who can professionally interact with the members of DOIA, the public and have the skills and abilities necessary in dealing with unruly or marginalized persons.

The DOIAs' mission is to improve the quality of life in the public rights of way in Downtown Ontario. 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, business owners, their employees, and visitors who are funding these services. The Downtown Ontario Improvement Association is not a public agency; although, it does engage in public safety, cleanliness and community services.

The DOIA 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 DOIA will work closely with the Ontario Police Department. The contractor(s) must be capable of sustaining the DOIA with support in the event of a major natural disaster. The DOIA employees must meet a standard of professionalism and excellence that to maintain a healthy relationship with the City of Ontario staff and the community.

The DOIA Board shall retain the right to terminate this agreement with a 60-day written notice, without cause, to the selected vendor. All outstanding payments to the contractor, as per this agreement, shall be paid within 10 days of the termination of this agreement.

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 and pressure washing of the public rights of way proposals shall not exceed \$220,000.00 for the first year of operation.

III. Overall Objectives

Through the retention of a private maintenance Contractor(s) the DOIA seeks to accomplish the following:

1. **Visible Distinction** - To create a visible distinction within the Downtown Ontario area when compared to the surrounding parts of the District insofar as standards of cleanliness are concerned.
2. **Visible Program** - To provide visible evidence that the DOIA funded maintenance program is working on a day-to-day basis by making personnel visible with district colors on uniforms. In the future, branding may be added with the district colors and logos on trash receptacles and machinery.
3. **Public Interaction** - To provide assistance and information when requested to visitors, residents, property owners, business owners and their employees in the Downtown Ontario area and be willing to and capable of interacting with these individuals and businesses on a daily basis.
4. **Public Space maintenance** - Visitors and employees should be able to enjoy the great micro-climate to be found in Ontario by patronizing public spaces including current and future significant corner public spaces.

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

The mission of the DOIA is to create a dynamic Downtown Ontario 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. This shall be accomplished through the use of designated cleaning and cleaning personnel.

1. **Sidewalk/Gutter Sweeping** - Using hand or power sweeping equipment, clean and remove 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 DOIA seeks a company that can provide presence seven days per week.
2. **Personnel schedules, services, route frequency should be as follows:**
 - A. **Sidewalk Pressure Washing frequency:**
To be determined, however the entire district will be pressured washed no less than two times per year.

B. Sidewalk Pressure Washing:

Pressure washing should 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 DOIA to ensure that the pressure washing conforms to all applicable governing laws and regulations, including state and local laws governing storm water disposal. Appropriate safety measures shall be taken at all times. The minimum schedule should be as follows:

1. Spot cleaning will be done as necessary.
2. The pressure washing schedule shall be posted on the respective websites so businesses, property owners and managers and residents can check on when their next rotation will occur.

3. Trash Collection/Removal - There are multiple City-maintained trash receptacles which are located throughout the district. Downtown Ontario maintenance personnel may be responsible for emptying any new receptacles, once placed, as frequently as is necessary and to repair and replace the receptacles in a timely manner as necessary. Contractor(s) shall be responsible to clean the exterior surfaces of all trash receptacles on public rights of way and keep 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 City.

- 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 Downtown Ontario Executive Director, District Manager or District management company as directed to ensure compliance with contract.

4. 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 Downtown Ontario Executive Director or District Manager.

5. **Painting/touch-up/washing** – Provide an ad-on for touch-up painting of trashcans, planters, benches and light bases throughout the DOIA as requested.
6. **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 as long as they are displayed in the boundaries of the District. The Downtown Ontario 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 shall be considered a standard service of the regular maintenance crew.
9. **Uniforms:**
The DOIA shall provide to the contractor(s) 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 Downtown Ontario 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, at all times, shall be in uniform. Uniforms shall be neat and presentable at all times. Uniforms shall be replaced as they are worn out.

V. Specifications for Proposal

Contractor is requested to submit four (4) copies of its proposal by February 28th, 2020 in accordance with the following format requirements:

- **Introduction** - Summarizing the scope of work to be performed.
- **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 DOIA, not to exceed the budgeted amount for the district.*
- **Identification of Personnel and Equipment for the Downtown Ontario:** The contractor shall provide a list of the number of personnel that will be provided to maintain the Downtown Ontario for a 12-month period commencing on or around March 2020 and ending on March 30th, 2021. 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 vehicle, maintenance, gas, and insurance.
 - iii. Supplies and equipment.
 - iv. Water trailer, supplies, etc.
 - v. Monthly supplies for operations (estimate).
 - vi. Uniforms or special apparel in addition to those provided by the DOIA.
 - vii. Radio and communications system.
 - viii. Steam clean costs on a quarterly basis
 - ix. Maintenance employees' hourly rates, proposed hours and days.

- x. Overhead factor (if applicable)
 - xi. Other costs considered relevant including contingency.
 - xii. Any start-up funding required to acquire equipment and supplies related to this contract.
- **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.
 - **Public Space Development:** Special consideration will be given to companies who have demonstrated experience in the development of dynamic public spaces in the public rights of way. Development, planning, implementation and maintenance of these public spaces is key to the goals of the DOIA. List any and all relevant examples of public space development in similar areas.

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 DOIA. Contractor will assure 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 DOIA staff. Bilingual capabilities are preferred. Provide list of language skills in proposal.

VII. Management, Supervision and Training

- Contractor shall assign one employee responsible management level person or an Operations Director to meet with the DOIA 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 Ontario 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 DOIAs 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 Downtown Ontario Improvement Association, its Board members, Directors and Officers as well as the City of Ontario as an additionally insured. Insurance companies and limits shall meet the standards of the DOIA and the City and shall be provided in forms acceptable to DOIA 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 Ontario and the Downtown Ontario Improvement 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 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 \$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 DOIA Downtown Ontario Improvement 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 Ontario Business license.

XI. Submittal of Proposals

Four copies of all bids should be submitted in a sealed envelope marked “Maintenance and Landscaping Ambassador Program Bid” - **No later than 5:00pm on Friday, February 28th, 2020.** Please ensure that all bids are addressed to:

**The Downtown Ontario Improvement Association
c/o Marco Li Mandri, Interim Director
New City America
2011 W. California Street, San Diego, CA 92110**

RFP Responses may also be e-mailed to: Marco@newcityamerica.com by the listed due date and time. Please call 888 356-2726 if you have any questions about this RFP.

XII. Award of Contract

The award date of the contract is anticipated to be no later than March 15th, 2020, that date should provide for the commencement of services on April 1st, 2019. 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. 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 April 1st, 2020.

Conclusion

Applicants should carefully consider the nature of the maintenance requirements of the DOIA's. This RFP is not designated for traditional maintenance or janitorial companies. The awarded vendor must demonstrate the ability to provide staff that can perform, even thrive, in the DOIA environment. This area of maintenance and placemaking is in a constant state of evolution. "Outside-the-box" thinking is a critical component of the management process for this DOIA. Vendors and/or sub-contractors should expect that the contract will be challenging and will involve a very "hands-on" customer service dimension.

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