COLFAX AVE

2021 REQUEST FOR PROPOSALS - COLFAX WORKS PROGRAM

Colfax Ave Business Improvement District in Denver, CO

The Colfax Ave Business Improvement District (CBID or BID) in Denver, CO is soliciting proposals from qualified contractors to perform cleaning and maintenance services within the public right-of-way of the BID. For the past two years, the BID's *Colfax Works* program has combined street maintenance services with workforce development opportunities for people experiencing homelessness or emerging from incarceration. The selected 2021 contractor will be required to provide a similar workforce development component, along with sole oversight of all program operations, including, but not limited to, hiring, managing, training, and advancing employees, and maintaining on-going communication with the CBID and its designated representative(s). **Proposals will be accepted until 5:00 pm Mountain Time (MT) on October 14, 2020 at https://form.jotform.com/202588378899177**.

BACKGROUND

The Colfax Ave BID promotes economic vitality, implements a clean and safe street program, and advocates on behalf of area businesses among public and private partners. The BID is funded by a tax on commercial property located within the CBID's boundaries (East Colfax Avenue from the alley west of Grant Street to the alley east of Josephine Street, and between 14th and 16th Avenues). Founded in 1989, the organization is governed by a volunteer board of directors representing a diverse mix of area businesses and property owners who are appointed by the Mayor of Denver.

Colfax Avenue is a place where all are welcome. It is also a place where a dense residential and commercial population intersect with many positive and negative quality of life issues. In 2017, the BID expressed the desire to further invest in the community by providing opportunities to those who may not be given the chance otherwise. The *Colfax Works* program was developed to proactively help curb the cycles of homelessness through a "work first" approach that utilizes street maintenance throughout the BID.

For 2021, the contracted service requires seven days per week of comprehensive professional street maintenance (including holidays), combined with a solid workforce development component for marginalized populations.

Thank you for your interest,

Mitch Freund, Operations Manager
Colfax Avenue Business Improvement District
mitch@colfaxave.com / (303) 832-2086 x3

PROPOSAL GUIDELINES

This Request for Proposals (RFP) represents the requirements for an open and competitive process. **Proposals will be accepted until 5:00 pm MT Wednesday, October 14, 2020**. Any proposals received after this date and time will not be considered. Please review the following sections of the RFP for items required for submission.

A selection team of four (4) members, made up of representatives from the CBID Board of Directors and CBID staff, will evaluate each of the proposals based on, but not limited to the following criteria:

- Proven track record in general and public outdoor space cleaning and maintenance; including coordinating, scheduling, management, monitoring, reporting, utilization of proper equipment, and attention to detail;
- Ability to assume contract responsibilities and perform them in a timely and cost-effective manner; including full operational ability at 5:00 AM MT beginning on January 1, 2021;
- Background knowledge, demonstrated ability, and experience in the management of employees to fulfill the scope of work;
- Demonstrated commitment to incorporate job training, workforce development, and at-risk assistance programs;
- Expertise incorporating eco-friendly practices into the execution of services; such as, but not limited to, waste diversion from drains, sewers and waterways, dust suppression, water reduction, and the use of biodegradable cleaners and chemicals, eg. the use of "Round Up" and other dangerous herbicides will be prohibited;
- Ample office, warehouse, and storage space to house personnel, equipment, and supplies necessary to fulfill the provisions of this proposal; CBID property to be stored includes but is not limited to the following: light fixtures, benches, trash receptacles, spare parts, wayfinding kiosks, bike racks, holiday decorations, and banners;
- Detailed costs for the provision of services.

Questions regarding the RFP may be submitted by email by the end of the business day, Wednesday, September 30, 2020. Submit questions by email to Mitch Freund, CBID Operations Manager at **mitch@colfaxave.com** with the Subject line: “Question - Colfax Works RFP.” All questions and answers will be posted on our website at **www.colfaxave.com/rfp** on a rolling basis.

Finalists may be invited to interview with the selection committee. If needed, interviews will be conducted via Zoom the week of October 26, 2020. Notification of contract award is expected to be completed by Friday, November 6, 2020.

It is highly recommended that all interested contractors tour the CBID to determine the high standards of service needed prior to submitting a proposal. Please be advised that the CBID Board of Directors reserves the right to reject any and all proposals.

Contract terms and conditions will be negotiated upon selection of the winning bidder. All contractual terms and conditions will be subject to review by the CBID's legal counsel and will include scope, budget, schedule, standard operating procedures, and other necessary items pertaining to the project.

Selection Schedule*	
RFP Issued	September 16, 2020
Pre-Proposal Meeting (**via Zoom - click to register**)	10:00 AM September 23, 2020
Deadline to Submit Questions	September 30, 2020
Completed Proposals Due 5:00 p.m. MT	**October 14, 2020**
Evaluation of Proposals	October 15-23, 2020
Short Listed Firms and Schedule Interviews (via Zoom)	October 26-30, 2020
Firm Selected & Notified	November 6, 2020
Negotiate Contract	November 9-13, 2020
Provide Logistics, Standard Operating Procedures, Uniforms, Signage etc. to BID	November 30, 2020
Program Launch	**5:00 AM January 1, 2021**

***Note:** All dates are tentative and subject to change.

The final proposal package must be complete and submitted by 5:00 PM MT on Wednesday, October 14, 2020. Proposal packages must be submitted at **https://form.jotform.com/202588378899177**. If you have technical difficulties with using the online form, please contact Mitch Freund, CBID Operations Manager at **mitch@colfaxave.com** or (303) 832-2086 x3 for further instructions.

DETAILED SCOPE OF SERVICES

1. **Requirements**
   a. The Contractor will provide all labor, supervision, materials, tools, equipment, and vehicles necessary for the proposed program - including, the appropriate pan and brooms for sweeping walkways and curbs, trash bags, trash pickers, graffiti and sticker removal solvents and scrapers, and basic tools for minor repairs
   b. The Contractor affirms a zero tolerance policy for its employees using, being under the influence of and/or testing positive for any drug that is illegal pursuant to any federal and/or state law
   c. Crews must always be overseen by a Supervisor/Project Manager that is experienced and seasoned in business improvement district maintenance operations, with sound decision-making ability, strong problem-solving skills, and an open, honest communication style who will work closely and cooperatively with BID representatives
   d. Crews will include 2-3 members daily from a partnering non-profit, workforce development provider; e.g. Ready To Work/Bridge House Aurora, Bayaud Enterprises, etc.
   e. Shift scheduling must provide a visible, uniformed presence throughout the commercial properties within the CBID's boundaries (East Colfax Avenue from the alley west of Grant Street to the alley east of Josephine Street, and between 14th and 16th Avenues) during high-traffic times of the day
   f. Crew uniforms and vehicles must be branded with the CBID brand and colors; e.g. magnets for vehicles on both sides and rear of all vehicles servicing the CBID
   g. Furnish crew members with "resource information cards" instructing people experiencing homelessness and mental health issues how to access services
   h. Utilize an accessible data collection app (BID-provided or contractor-provided) to monitor and report the qualitative and quantitative progress of the program, and to identify any issues in need of attention
   i. The Contractor will attend BID board meetings as necessary or as requested to report progress, outline setbacks, and explore opportunities for the program

2. **Daily Cleaning and Maintenance**
   a. Public Right-of-Way (e.g. public sidewalks, tree grates, tree lawns, curbs, etc.)
      i. Removal of all litter, leaves, and other debris - NOTE: use of "leaf blowers" is strongly discouraged
      ii. Removal of spots, spills, stains, gum, and other substances
      iii. Mobile pressure washing equipment with the ability to "spot wash" and "deep clean" as needed

iv. Immediate removal of biohazards, bodily fluids, and other organic matter using environmentally safe products and OSHA-approved safety standards and procedures
v. Weeding of sidewalks and curbs as needed with proper certifications as required by law using environmentally safe products and OSHA-approved safety standards and procedures
vi. Removal and disposal of fallen tree branches and limbs
vii. Monitor and report damaged trees to CBID Operations Manager
viii. Report sidewalk repair needs and other tripping hazards to CBID Operations Manager

b. Trash Receptacles
    i. Daily cleaning and scrubbing of all CBID trash receptacles using environmentally safe products and OSHA-approved safety standards and procedures
    ii. Retrieval and disposal of full trash bags should be completed daily before 9:00 AM MT
    iii. Report repair needs or missing receptacles, their lids, or other parts to the CBID Operations Manager

c. Graffiti Abatement
    i. Conduct graffiti removal from all public surfaces using environmentally safe products and OSHA-approved safety standards
    ii. Report hard-to-remove graffiti and graffiti on private property to the CBID Operations Manager

d. Street Amenities and Public Art
    i. CBID-owned benches, pedestrian light poles, utility boxes, wayfinding kiosks, and bike racks require daily monitoring and cleaning
    ii. CBID-commissioned public art also requires daily monitoring and cleaning using environmentally safe products and OSHA-approved safety standards and procedures
    iii. Painting and minimal repair of street amenities as needed and or requested by the CBID
    iv. Report any repair needs, missing items, or damaged public art or street furniture to CBID Operations Manager

e. Colfax Avenue Street Decor
    i. Installation and removal of banners on pedestrian light poles up to 4 times per year as instructed by CBID
    ii. Inventory stored banners, store banners either rolled or flat (never folded or creased), and clean banners as needed

iii. Repair and/or adjustment of banners and rungs as necessary
iv. Installation and removal of Holiday lights on pedestrian light poles
v. Installation and removal of "Valentine's Day hearts" on pedestrian light poles

PERFORMANCE STANDARDS & QUALITY CONTROL

The Colfax Ave BID is dedicated to cultivating a clean, safe, and friendly environment along the heavily traveled corridor of East Colfax Avenue. The Contractor shall provide said services within the public right-of-way throughout the year, seven days a week, including holidays.

Compliance will be monitored on a regular basis by the CBID Operations Manager. The Contractor will meet with the Operations Manager as necessary to monitor and discuss compliance and priorities. Monthly written reports documenting quantitative and qualitative results for the BID's Board of Directors, stakeholders, community members, and city leaders will also be expected.

The Contractor must be able to perform quality control for all contracted services. A copy of the Contractor's quality control program is required to be submitted with your proposal and should include the following:

- How the Contractor intends to ensure that the work is done to the Contract specifications (with Standard Operating Procedures).

- How the Contractor will remedy deficient work or lack of work being performed.

- In the case of deficient work, the CBID reserves the right to hire external contractors to complete said deficient work and charge back to the Contractor.

It is expected that the Contractor will employ and train team members to be customer service oriented, independent, trustworthy, friendly, and willing and able to interact and converse with the general public. Supervisors must have experience overseeing crews, demonstrate excellent problem-solving skills, and be knowledgeable of the BID service area.

PROPOSAL CONTENTS

Applicants wishing to have their proposal considered for this project shall submit the following:

1. **Firm's Qualifications**
    a. Company name, address, mission statement, history
    b. Primary contact person for proposal and contact information
    c. Statement of firm's qualifications applicable to this project, along with testimonial promotional materials or up to three letters of reference
    d. Description of experience implementing similar projects
    e. Brief overview of experience with BIDs and/or publicly accessible, large area cleaning and maintenance services
    f. Location of main office and company warehouse/storage yard
    g. Description of experience in the Denver/Front Range region for maintenance, and with integrating workforce development programs
    h. Ability to track and articulate professional and personal development of crew members emerging from homelessness, incarceration, etc. and "graduating" or being promoted to different positions
    i. Acknowledgement of official start of services at 5:00 AM MTJanuary 1, 2021

2. **Insurance and Licensing**
    a. Affirmative statement of compliance to indemnify, hold harmless, and defend the BID, its officers, agents, and employees from any and all liability including claims, demands, losses, costs, damages and expenses of every kind and description, or damage to persons or property arising out of or in connection with or occurring during the course of the contract
    b. Maintain worker's compensation insurance as required by Colorado statutes for all employees engaged in the work
    c. Contractor will maintain a comprehensive general liability policy with limits of not less than one million dollars ($1,000,000.00) for bodily injury and one million dollars ($1,000,000.00) for property damage per occurrence
    d. The BID reserves the right to require higher or lower limits where warranted
    e. Coverage shall include premises liability, products liability, and completed operations liability
    f. Contractor will supply the BID with Certificate of Insurance verifying these coverages and naming the BID and the City and County of Denver as co-insured

3. **Implementation Plan**
    a. All proposals must include a solid component that supports workforce development for marginalized populations (without homes, formerly incarcerated, differently abled, etc.)
    b. Team structure and anticipated resources that will be assigned to this project (i.e. management team, division of field duties)
    c. Project management approach with BID staff
    d. Experience with field reporting software such as Map To Track or Eponic
    e. Equipment available to fulfill this contract
    f. Use of carbon-reducing equipment and environmentally conscious products
    g. Proposed schedule of duties that provides 7-days a week coverage during the busiest and heavily trafficked times of the day; vehicular and pedestrian
    h. Deployment strategy and a copy of the quality control program
    i. Onboarding and continual training program description

4. **Budget**
    a. Estimated total compensation for services for 2021 not to exceed $200,000.00
    b. Itemized costs should include equipment, supplies, and salary range for each position
    c. If any work is to be outsourced, identify those organizations and associated costs in proposed budget
    d. Provide rates for special projects beyond the "Detailed Scope of Services" including labor and equipment; e.g snow removal, tree pruning, etc.