

X Request for Bids X



LPCBD Hospitality Ambassador Program (“HAP”)

Bidding Period Opens: September 1, 2021 (9 AM PST)

Bidding Period Closes: September 15, 2021 (5 PM PST)

PLEASE READ THIS DOCUMENT CLOSELY AND NOTE THAT A SITE VISIT IS STRONGLY ENCOURAGED BEFORE YOU SUBMIT YOUR BID.

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Statement of Purpose

By and through this public Request for Bids (hereinafter “RFB”), the Lower Polk Community Benefit District (hereinafter “LPCBD”), a 501(c) not-for-profit corporation, seeks bids for the following Project:

“Hospitality Ambassador Program (“HAP”) For The Lower Polk Community Benefit District.”

Background Information

Founded in 2015, the LPCBD is a 501(c)3 Community Benefit District (“CBD”) that works to improve the lives of all people in our District.

A CBD is a special assessment district that provides for the levy and collection of assessments on properties within a geographically defined area. Assessment revenue collected from the benefitting properties pays the costs associated with the improvements, services, and activities provided to the CBD area. In San Francisco the legislation that allows for the establishment of a CBD, is the California Streets and Highway Code Sections 36600 et seq. (“1994 Act”) augmented by the Business Improvement District Procedure, Article 15 of the San Francisco Business and Tax Regulations Code. The 1994 Act, as modified by Article 15, allows for the levy of special assessments on both properties and/or businesses. CBD’s are also referred to as Business or Property Improvement Districts (“BIDs”) in some areas of San Francisco.

For more detailed information about the LPCBD, including our District boundaries, we urge you to closely review <https://oewd.org/lower-polk>, along with the official documents that are linked on that page, including our *Management Plan*.

Project Deliverables

Objectives

Grantee shall provide services for our new Hospitality Ambassador Program (“HAP”). The goal of HAP is to provide a consistent, welcoming atmosphere for existing neighborhood residents and returning workers, tourists, and storefront businesses — all of which are key drivers to our economic recovery. This new program will increase the presence of HAP ambassadors in high-visibility locations. The role of HAP will thus be to implement general hospitality/wayfinding, address safety issues, address conditions of public space, and perform referrals to social services.

Service Outline

Specifically, deliverables will include the following services:

Ambassadors will:

1. tour the District to serve as a reassuring presence for our neighbors, workers, visitors, and merchants;
2. engage with residents, workers, property owners, and visitors providing hospitality/wayfinding;
3. engage with people in need, address safety issues, and make referrals;
4. work within the boundaries of the LPCBD with an emphasis on bus stops, other transit hubs, tourist areas, alleyways, and specific streets and blocks;
5. be expected to provide a friendly welcome to visitors and commuters/workers returning to the office, offer directions and wayfinding, transit questions, or answer general questions about the neighborhood, including key tourist attractions;
6. be expected to help create a vibrant environment for visitors and workers by reporting negative street behavior, such as littering and public urination/defecation to appropriate parties;
7. distribute informational materials to visitors, residents and workers as needed;
8. work alongside partner ambassadors and team members from other entities; and
9. interact with merchants to share safety related information and/or learn about merchant concerns. Relay this information to LPCBD management.

Grantee will:

1. recruit, train and hire Hospitality Ambassadors to begin October 1 (hiring may be in phases);
2. will provide a means for daily tracking of program and community needs;
3. will provide a daily reporting mechanism to the LPCBD; and
4. will complement our existing Ambassador program and will closely coordinate with it.

Please note that the above tasks are the minimum tasks that we will require for this contract. In your Bid, you are strongly encouraged to suggest additional tasks.

The winning bidder will manage and implement the above HAP program, ensuring Ambassadors are trained and supported, with a particular focus on providing strong hospitality services. They will also maintain flexibility to shift crews according to changing needs, special events, and other considerations (i.e., weekdays v. weekends). All HAP ambassadors will wear similar uniforms/branding and will be trained together by City agencies, including training in de-escalation practices. The HAP community lead will facilitate training, and oversee daily operations with support from City and community partners.

Additional Project Deliverables

To help us gauge the ever-changing needs of our community, and to therefore modify our programs and service offerings as required, and to help maintain accountability for all parties, we will require copies of log sheets on a weekly basis. These log sheets should be emailed to us as digital files, and would contain, at minimum, the following information:

- Responding HAP Ambassador.
- Time and date.
- Location.
- Outcome information and notes.
- Total number of calls.

A sample log sheet is attached as **APPENDIX D: WEEKLY TALLY SHEET**

Bidder Qualifications

Qualified organizations placing bids will share the following characteristics:

- 1) The company or organization will be organized as a not-for-profit Corporation, a C-Corporation, a Public Benefit Corporation (“B-Corp”), an S-Corporation, or a Limited Liability Corporation.
- 2) The company or organization will be demonstrably culturally sensitive to the unique challenges that confront our unhoused populations.
- 3) The company or organization will be able to demonstrate a sincere commitment to equity.
- 4) The company or organization, and its workers, will have a documented history of receiving conflict de-escalation training, or will be able to demonstrate plans for such training.
- 5) The company or organization will have a history and policy of working to provide meaningful employment opportunities to people who have been systematically denied employment.
- 6) The company or organization will comply with all local, state, and federal ordinances.
- 7) The company or organization will comply with Article 33 of the San Francisco Police Code, which prohibits discrimination based on race, color, ancestry, national origin, place of birth, sex, age, religion, creed, disability, sexual orientation, gender identity, weight, or height.
- 8) The company or organization will be able to demonstrate a successful history of operating similar projects.
- 9) The company or organization will be able to demonstrate a commitment to the use of technology in order to increase productivity and program effectiveness.
- 10) The company or organization will be able to demonstrate the fiscal and operational capacity to successfully and sustainably fulfill this contract.

Term of Contract, FTE Hours, and Payment

The term of this contract shall be for an initial term of 9 months. We will require the equivalent of two (2) FTE employees 8 hours per day, 7 (seven) days per week, for a total of 112 hours per week. The contract term will be from October 1, 2021 through June 30, 2022 (273 days, inclusive of start and end dates).

Please base your payroll calculations on the above numbers.

Payment for services rendered shall generally be on a monthly basis and shall be disbursed only after (1) the services have been rendered, and (2) after the LPCBD has been reimbursed by the City for said services.

Requirements for Bid Preparation and Submittal

Bidders will be required to submit, and their bids will contain:

1. Signed Bid Cover Sheet (**APPENDIX A**)
2. Board of Directors List, only if applicable (**APPENDIX B**)
3. Project Budget Worksheet (**APPENDIX C**)
4. Resumes of all managers who will be working on this project.
5. Project Narrative. **The Project Narrative should be informed by, and should contain information relevant to, the section above entitled “Bidder Qualifications.”**
 - a. *Suggested* format for Project Narrative:
 - i. **INTRODUCTION**
 1. Please give us a broad overview of your company, and a summary of how it will deliver the above services.
 - ii. **YOUR ORGANIZATIONAL HISTORY**
 1. Please outline your corporate history.
 - iii. **ORGANIZATIONAL QUALIFICATIONS**
 1. Please outline the qualities that make your organization the best choice for this project.
 - iv. **CASE STUDIES OF SIMILAR PROJECTS THAT YOUR COMPANY HAS PERFORMED, OR INFORMATION REGARDING RELATED EXPERIENCE**
 - v. **STAFFING PLAN FOR THIS PROJECT**
 1. Describe how your HAP staff will be recruited and trained.
 2. Please also generally outline the personnel policies that will be in place.
 - vi. **MANAGEMENT PLAN FOR THIS PROJECT**
 1. If applicable, describe how local management will be recruited and trained
 2. Please outline your personnel policies by describing:
 - a. how your local management will work with our management;
 - b. how you will schedule your employees;

- c. how you will handle payroll;
 - d. how you will comply with pertinent San Francisco ordinances including the Health Care Security Ordinance, if applicable; and
 - e. how you will ensure COVID-19-related safety for your employees and the general public.
- vii. **UNIFORMS**
 - 1. Provide a description of uniforms that you supply and the laundry schedule for those uniforms.
 - viii. **EQUIPMENT**
 - 1. List the durable equipment that you will supply (e.g., flashlights, radios, etc.). Please outline your plans to maintain the equipment.
 - ix. **REPLENISHABLES**
 - 1. List the replenishables you will supply (nylon gloves, N95 masks, etc.)
 - x. **SUGGESTED METRICS TO MEASURE SUCCESS**
 - 1. Explain how your performance will be measured.
 - xi. **ADDITIONAL NOTES**
 - 1. Please add any additional notes that you think will help us evaluate your bid.
- 6. Your Articles of Incorporation, including all amendments.
 - 7. Your Corporate By-Laws, including all amendments.
 - 8. If applicable, evidence of your Federal Tax Exempt 501(c)(3) status.
 - 9. Evidence of General Liability Insurance, Automobile Insurance, Worker's Compensation Insurance, and Professional Liability Coverage. These policies should have a policy value of at least \$1,000,000 each. In lieu of Evidence of Insurance, we reserve the right to accept a temporary indemnification agreement. However, no work will be performed, and no payment will be rendered, until we are in possession of the above-mentioned Insurance certificates. Note that the winning bidder will be required to add "Lower Polk Community Benefit District" as a named insured to the above policies.

Bidders are required to submit the above nine (9) items to us, on or before September 15, 2021 at 5 PM. Please note that we reserve the right to extend this date past September 15, 2021.

Bids shall be emailed, or otherwise electronically transmitted to Chris Schulman at cschulman@lowerpolkcbd.org as a single merged PDF document. Paper submissions will not be accepted.

This public RFP is online at <https://lowerpolkcbd.org/RFB> and https://docs.google.com/document/d/1lrF0-Ota2-cGvc2Az9Vpi9Z_VcKxVjRG8-QyH2s4Efg/edit?usp=s_haring and bidders are encouraged to download this electronic version and use it to create an outline for their responsive bid.

Pre-Bid Site Visit

Due to the unique nature of our District, and the specific requirements as set forth herein, we strongly recommend that your company conduct a pre-bid site visit. During the visit, we will tour our facilities, show you our existing hardware and supply inventory, walk the District, and discuss personnel issues. You may ask clarifying questions about this RFB during this site visit. If your company has printed brochures or other sales materials that you wish us to have, you may leave them with us at that time.

Evaluation and Award Process

Bids shall be emailed, or otherwise electronically transmitted to Chris Schulman at cschulman@lowerpolkcbd.org as a single merged PDF document. Paper submissions will not be accepted.

Submitted bids will be evaluated based on the following weighted criteria:

1. Cost effectiveness and bid transparency (20 percent).
2. Organizational sustainability, capacity, history, and familiarity with San Francisco and our District (20 percent).
3. Whether the organization or its managers have successfully operated related projects in San Francisco or similar cities (20 percent).
4. Pay rate of your employees (20 percent).
 - a. Please note that strong preference will be given to bidders who pay a living wage and who are demonstrably aware of the high cost of living in San Francisco.
5. Employee benefits, training, and other means of retention (10 percent).
6. Project Narrative and the existence, completeness, and suitability of all Required Documents (10 percent).

In addition to the above special attention will be paid to bidders who are able to demonstrate a commitment to the use of technology in order to increase productivity and program effectiveness.

The LPCBD will evaluate bids on a rolling basis, and we hereby reserve the following rights:

1. We reserve the right to award a bid before the closing bid date.
2. We reserve the right to change this public RFB at any time, and without notice. The most current version will be located here: <https://lowerpolkcbd.org/RFB> and here: https://docs.google.com/document/d/1lrF0-Ota2-cGvc2Az9Vpi9Z_VcKxVjRG8-QyH2s4Efg/edit?usp=sharing
3. We reserve the right to waive any of the above or below bid qualifications and/or bidding procedures.
4. We reserve the right to add new and/or change existing bid qualifications and/or bidding procedures.
5. We reserve all other rights to the fullest extent of the law.

Please note that you are strongly encouraged to ask clarifying questions:

1. Via email before the site visit

2. Orally during the site visit
3. Via email after the site visit

Answers to these questions will be posted at **Appendix E: Answers to RFB Questions**.

Organizations that do not win this particular bid will be placed in a pool to be considered for future opportunities to perform contract work with the LPCBD.

Contacts

Questions about this RFB may be submitted to Chris Schulman at cschulman@lowerpolkcbd.org.

Bids shall be emailed, or otherwise electronically transmitted to Chris Schulman at cschulman@lowerpolkcbd.org as a single merged PDF document. Paper submissions will not be accepted.

BID CHECKLIST

- Signed Bid Cover Sheet (**APPENDIX A**)
- Board of Directors List (**APPENDIX B**) (if applicable)
- Project Budget Worksheet (**APPENDIX C**)
- Resumes of all managers.
- Project Narrative, not to exceed fifteen pages.
- Your Articles of Incorporation, including all amendments.
- Your Organizational By-Laws, including all amendments.
- Evidence of your Federal Tax Exempt 501(c)(3) status (if applicable).
- Evidence of General Liability Insurance, Automobile Insurance, and Worker's Compensation Insurance.

Bids shall be emailed, or otherwise electronically transmitted to Chris Schulman at cschulman@lowerpolkcbd.org as a single merged PDF document. Paper submissions will not be accepted.

APPENDIX A: BID COVER SHEET

Company Name: _____

Street Address: _____ City: _____

State: _____ Zip Code: _____

Company Phone: _____ Company Email: _____

Principal / CEO: _____

Phone: _____ Email: _____

Primary Contact Person (if different): _____

Phone: _____ Email: _____

I hereby warrant, agree, and affirm that I have included all items listed in the **BID CHECKLIST**.

I warrant, agree, and affirm that the information provided in this application is true.

I hereby warrant, agree, and affirm that I am authorized to sign this bid.

I hereby warrant, agree, and affirm that I understand that merely being awarded this Project does not bind the Lower Polk CBD unless and until both parties sign a duly-negotiated Project Contract.

I hereby warrant, agree, and affirm that, should my organization be awarded this project, that this Request for Bid, and my responsive bid, may be incorporated by reference into any contracts that are negotiated among the parties.

I hereby warrant, agree, and affirm that the LPCBD Management Plan, located at https://d26kkimnzwvcse.cloudfront.net/wp-content/uploads/2019/07/702-Lower-Polk-CBD_Management-Plan.pdf may be incorporated by reference into any contracts that are negotiated among the parties.

Name / Title: _____

Signature: _____

Date: _____

APPENDIX B: BOARD OF DIRECTORS (IF APPLICABLE)

Name	Years on Board	Job or Relevant Experience

APPENDIX C: PROJECT BUDGET WORKSHEET

A: Total 10 month **worker** hours _____ @ billed hourly rate \$ _____ = \$ _____

B: Total 10 month **worker** benefits \$ _____

C: Total 10 month **manager** hours / fee _____ @ billed hourly rate \$ _____ = \$ _____

D: Total 10 month **manager** benefits (if applicable) \$ _____

E: Total 10 month supplies \$ _____ (specify below)

F: Total 10 month other expenses \$ _____ (specify below)

SUM of A-F = \$ _____

(E) Describe the supplies and equipment you will purchase:

(F) Describe other expenses not otherwise outlined above:

(G) Total “turn-key” dollar amount for this bid for 10 month period:

\$ _____

APPENDIX E: ANSWERS TO RFB QUESTIONS