2022 REQUEST FOR PROPOSALS - CBID STREET MAINTENANCE
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, maintenance, and beautification services within the public right-of-way. Since its founding in 1989, the BID has worked hard to build a dynamic and inclusive community along the Colfax corridor through a number of programs, including maintaining cleaner and safer streets. The selected 2022 contractor will provide 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). The RFP packet may be obtained on or after January 10, 2022 at: www.bidnetdirect.com/colorado/colfaxavebusinessimprovement
Proposals will be accepted until 5:00 PM Mountain Time (MT) on February 4, 2022 and must be submitted electronically.

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 roughly Grant Street to Josephine Street, and between 14th and 16th Avenues (See blue area in Appendix). The organization is governed by a volunteer board of directors representing a diverse mix of area businesses and property owners.

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, working to help curb homelessness, the BID developed a “work first” approach that utilized street maintenance to provide opportunities to those who may not be given the chance otherwise. The 2022 contractor will not be required to provide this workforce development component, but the BID does aspire to again implement this “work first” approach. The contracted service will require comprehensive professional street maintenance throughout the entire district, including Colfax Avenue and all intersecting and side streets.

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 Friday, February 4, 2022.** 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, Maintenance Committee, and 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, with the possibility of streetscape feature installation 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 on **Friday, April 1, 2022;**
- 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 is highly recommended;
- 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, e.g. the use of “RoundUp” and other dangerous herbicides are prohibited;
- Ample office space to support personnel;
- Warehouse and storage space to house equipment, and supplies necessary to fulfill the provisions of this proposal;
- The possibility to store CBID property, including, the following: light pole fixtures, benches, trash receptacles, spare parts, bike racks, holiday decorations, and banners;
- Detailed costs for the provision of services.

Applicants may present questions concerning this RFP from January 10, 2022 through January 25, 2022 to Mitch Freund, CBID Operations Manager, through BidNet® only. All questions must include the applicant’s name, telephone number, email address, and the name of the organization(s) being represented. Questions will be answered on a rolling basis at: [www.bidnetdirect.com/colorado/colfaxavebusinessimprovement](http://www.bidnetdirect.com/colorado/colfaxavebusinessimprovement) through January 25, 2022.
Finalists may be invited to interview with the selection committee. If needed, interviews will be conducted between **February 14-25, 2022**. Notification of the contract award is expected to be completed by **Tuesday, March 1, 2022**.

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

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***

<table>
<thead>
<tr>
<th>Event</th>
<th>Date/Time</th>
</tr>
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<tbody>
<tr>
<td>RFP Issued</td>
<td>January 10, 2022</td>
</tr>
<tr>
<td>Pre-Proposal Meeting via Zoom</td>
<td>10:00 AM MT January 18, 2022</td>
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<tr>
<td>Deadline to Submit Questions</td>
<td>January 25, 2022</td>
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<tr>
<td>Completed Proposals Due</td>
<td>5:00 PM MT February 4, 2022</td>
</tr>
<tr>
<td>Anticipated timeframe for interviews of shortlisted candidates</td>
<td>February 14-25, 2022</td>
</tr>
<tr>
<td>Firm Selected; Negotiate Contract; Prepare for Implementation</td>
<td>March 2022</td>
</tr>
<tr>
<td>Program Launch</td>
<td>5:00 AM MT April 1, 2022</td>
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*Note: All dates are tentative and subject to change.

The final proposal package must be complete and submitted by **5:00 PM MT on Friday, February 4, 2022**. Proposal packages must be submitted at [www.bidnetdirect.com/colorado/colfaxavebusinessimprovement](http://www.bidnetdirect.com/colorado/colfaxavebusinessimprovement). If you have technical difficulties with using the online form, please contact Mitch Freund, CBID Operations Manager at [mitch@colfaxave.com](mailto:mitch@colfaxave.com) or (303) 832-2086 x3 for further instructions.
SCOPE OF SERVICES
(NOTE: Listed in order of importance)

1. **Requirements**
   a. The Contractor will provide all labor, supervision, materials, tools, equipment, and vehicles necessary for the proposed service - including, the appropriate pan and brooms for sweeping sidewalks and curbs, trash bags, trash pickers, graffiti and sticker removal solvents and scrapers, dumpsters for trash disposal, and 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 while working in the District.
   c. Crews must always be overseen by a Supervisor/Project Manager in the field that is experienced and seasoned in 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. Shift scheduling should provide a visible, uniformed presence throughout the district during high-traffic times of the day.
   e. Establish after-hours protocols for emergent incidents (e.g. offensive graffiti) and non-emergent requests (e.g. an overflowing trash receptacle).
   f. Crew uniforms and vehicles must be branded with the CBID brand and colors; e.g. magnets on both sides and rear of all vehicles servicing the district.
   g. Train and educate crew members about resources available for people experiencing homelessness and mental health issues and how to access said 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 and committee meetings as necessary or as requested to report progress, outline setbacks, and explore opportunities for the program.

2. **Daily Cleaning and Sanitation**
   a. **Public Right-of-Way Cleaning** (i.e. public sidewalks, tree grates, tree lawns, and curbs from property line to curb line)
      i. Safely patrol on foot and by vehicle, inspect, and clean street infrastructure by providing pan-and-broom service, picking up and disposing of litter, leaves, and debris, and sanitizing high-touch surfaces.
ii. **NOTE:** Use of “leaf blowers” is strongly discouraged; gas-powered “leaf blowers” or “weed whackers” are prohibited

iii. Mobile pressure washing equipment with the ability to provide monthly full-block washings of Colfax sidewalks; as well as “spot wash” or “deep clean” as needed throughout the district

iv. Biohazards, such as body fluids and contaminated items (e.g. “sharps”), should be removed immediately when found, or within 24 hours of notification from CBID Staff, using environmentally safe products and OSHA-approved safety standards (e.g. OSHA standard 1910.1030 - Bloodborne pathogens)

v. Proactively weed sidewalks and curbs using environmentally safe products and abiding by OSHA-approved Safety and Technical Data Sheets

vi. Removal and disposal of fallen tree branches and limbs, or other obstructions and trip hazards

vii. Monitor and report damaged trees to the CBID Operations Manager

viii. Report sidewalk repair needs and other tripping hazards to the CBID Operations Manager

**b. Trash Receptacles**

i. Utilizing Contractor’s own vehicle and dumpster, provide daily retrieval and disposal of full trash bags from CBID trash receptacles before 9:00 AM

ii. Simultaneously wipe down trash receptacle lids using environmentally safe products and abiding by OSHA-approved Safety and Technical Data Sheets

iii. Monitor and periodically clean underneath and the outside of the receptacles, including all attached hardware

iv. Report repair needs or missing receptacles, lids, or other hardware to the CBID Operations Manager

v. Provide storage for all extra trash receptacles, liners, and hardware not currently in use

**c. Graffiti Abatement**

i. Conduct graffiti abatement in a timely manner from all public right-of-way surfaces (i.e. parking meters, utility boxes, benches, bike racks, light poles, etc.) using environmentally safe products and abiding by OSHA-approved Safety and Technical Data Sheets

ii. Report hard-to-remove graffiti and graffiti on private property to the CBID Operations Manager to arrange removal

iii. Offensive and hate-speech graffiti on public property should be removed immediately when found, or within 24 hours of notification from CBID Staff
iv. Offensive and hate-speech graffiti on private property should only be removed after receiving authorization from CBID Staff or the private property owner or its delegates

d. Street Amenities and Public Art
   i. Monitor and clean CBID-owned benches, pedestrian light poles, utility boxes, and bike racks daily
   ii. CBID-commissioned public art also requires daily monitoring and cleaning
   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 the CBID Operations Manager

3. Street Decor and Beautification
   a. Installation and removal of banners on pedestrian light poles up to 4 times per year as instructed by CBID
   b. Inventory stored banners, store banners either rolled or flat (never folded or creased), and clean banners as needed
   c. Repairs and adjustments to banners and banner rungs as necessary
   d. Installation, maintenance, and removal of Holiday lights on pedestrian light poles
   e. Installation, maintenance, and removal of “Valentine’s Day hearts” on select 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, as well as throughout the entire district. Therefore, the Contractor shall provide services throughout the year, seven days a week, including holidays within BID boundaries on Colfax Avenue proper (aka “the Colfax Corridor”). Intersecting blocks and side streets within district boundaries (aka “the Outer District”), including the north side of 14th Avenue and the south side of 16th Avenue, should also receive services; but, frequency will be determined between the chosen Contractor and the CBID.

Compliance will be monitored on a regular basis by the CBID Operations Manager. The Contractor will meet with the Operations Manager as necessary to discuss compliance, priorities, and emerging issues. Monthly written reports documenting quantitative and qualitative results are due on the first day of each month for the BID’s Board of Directors, stakeholders, community members, and city leaders.
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 (e.g. Standard Operating Procedures).
- Provide processes for after-hours emergency calls.
- 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 appropriately 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. Ownership and organizational structure with position descriptions
   c. Primary contact person for proposal and contact information
   d. Statement of firm’s qualifications applicable to this project, along with testimonial promotional materials or up to three letters of reference
   e. Description of experience implementing similar projects
   f. Brief overview of experience with BIDs and/or publicly accessible, large area cleaning and maintenance services
   g. Have a local office and warehouse space; if needed, the CBID can help make local connections.
   h. Description of maintenance experience in the Denver/Front Range region
   i. Acknowledgement of official start of services on Friday, April 1, 2022

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. Team structure and anticipated resources that will be assigned to this project (e.g. management team, division of field duties)
   b. Project management approach with BID staff
c. Experience with and use of a field reporting software (i.e. Map To Track, Eponic, TrackTik, etc.)
d. Equipment available to fulfill this contract
e. Use of low/no-carbon emission equipment and environmentally conscious products
f. Proposed schedule of duties that provides coverage for the Colfax Corridor and the Outer District during heavily trafficked times of the day
g. Deployment strategy and quality control program
h. Onboarding and continual training program description
   i. **Highly Recommended, but not Required:** A workforce development component that provides a “work first” path to stability and independence for people experiencing or emerging from homelessness and incarceration, are differently abled, or are otherwise disadvantaged. *Note:* In the coming years, CBID will be working with the selected Contractor to make this a reality and a requirement.

4. **Budget**
   a. Estimated total compensation for services for a twelve-month service agreement
   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 additional services beyond the “Scope of Services” including labor and equipment; e.g. snow removal, tree pruning, bulk item removal, extra day-porter service, private property graffiti removal, additional pressure washing, and other special projects as requested

PROPOSAL SUBMISSION

Proposal must be received no later than 5:00 PM MT on Friday, February 4, 2022. All proposal documents, including attachments, shall be submitted in either Word or PDF format, and must be submitted electronically at: www.bidnetdirect.com/colorado/colfaxavebusinessimprovement, on or before the date and time indicated above. Proposals not submitted through Bidnet® by the due date, and as instructed, will not be considered.

For more information about the Colfax Ave Business Improvement District, please our website at www.colfaxave.com.
APPENDIX. Map of Service Area