# REQUEST FOR PROPOSAL
# SIDEWALK CLEANING AND MAINTENANCE MAINTENANCE/PRESSURE WASHING PROGRAM FOR THE DOWNTOWN HAYWARD IMPROVEMENT ASSOCIATION – February 23rd, 2022

# RESPONSES DUE BY Wednesday, March 9th, 2022

## I. Introduction and Background

The Downtown Hayward Improvement Association (DHIA) is seeking responses to this Request for Proposals ("RFP") for vendors providing sidewalk cleaning, pressure washing services and minor landscaping services to designated public spaces in the boundaries of the Downtown Hayward CBD (see attached map). The personnel assigned to those varied functions may come from one vendor or a combination of vendors that specialize in the various needs of Downtown Hayward. This contract is anticipated to commence on approximately April 1st, 2022 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 District Manager or Executive Director of the CBD, as may apply.

The DHIA's mission is a challenge and not every maintenance company will have the ability to meet the demand. The DHIA requires that the Contractor(s) provide sufficient personnel to staff a maintenance program, who have the requisite skills to maintain public rights of way and who can professionally interact with the members of DHIA, the public and have the skills and abilities necessary in dealing with unruly or disruptive persons.

The DHIA may experience seasonal fluctuations and may require the contractor(s) to periodically supply additional personnel to the regular roster of maintenance and landscaping attendants. The seasonal fluctuations primarily occur over the holiday season and when special events occur throughout the year.

The DHIA will work closely with the Hayward Police Department. The Contractor(s) must be capable of sustaining the DHIA with support in the event of a major natural disaster. The DHIA employees must

meet a standard of professionalism and excellence to maintain a healthy relationship with the City of Hayward staff and the community.

## 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 and landscaping proposals shall not exceed $ 280,000 for the first year of operation. Separate budget allocations are made available for supplies as well as landscaping-related expenses.

## III. Overall Objectives

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

1. **Visible Distinction** - To create a visible distinction within the Downtown Hayward 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 DHIA 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 Hayward area and be willing to and capable of interacting with these individuals and businesses on a daily basis.
4. **Interaction** - Each individual employee will be required to carry one handheld radio or cell phones to communicate with the Contractor(s) Operations Manager and/or Downtown Hayward District Manager as directed, and other maintenance co-workers. The selected contractor is responsible to provide and maintain all radios for maintenance personnel.

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

The mission of the DHIA is to create a dynamic downtown Hayward district 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 practices 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.
2. **Personnel schedules, services, route frequency should be as follows:**

   **A. Sidewalk Pressure Washing frequency:**
   To be determined, however the core (and select peripheries) of the district will be pressured washed no less than 6 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 DHIA 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. Pressure washing 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.

   A. Sweep/Rake/Remove trash from all bus stops and areas with high pedestrian concentration as many times as possible per day.

   B. Contractor(s) shall be able to provide special maintenance services, if needed, to and after special events as instructed by the Contractor(s) Operations Manager and/or Downtown Hayward District Manager.

**3. Trash Collection/Removal** - There are multiple City-maintained trash receptacles which are located throughout the district. Downtown Hayward maintenance personnel may be responsible for maintaining 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 Contractor(s) Operations Manager in a manner determined by the Downtown Hayward District Manager.

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

**4. Graffiti Removal** – Clean with solution or pressure wash graffiti, stickers and unauthorized or illegal signs from pavements, trees, poles, planters, street furniture, news racks, bus stops,

utility bases and any other relevant surfaces each day. Such removal shall be done in a manner not to damage the surface of the receptacle, pavement or public street furniture. All graffiti is to be removed from ground and wall surfaces within 24 hours of the occurrence. All other graffiti, 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 Hayward Executive Director or District Manager.

5. **Human Bio-waste** – Remove all human bio-waste, by sprinkling kitty litter, or the equivalent 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 Hayward Executive Director or District Manager.
6. **Painting/touch-up/washing** – Provide an ad-on for touch-up painting of trashcans, planters, benches and light bases throughout the DHIA as requested.
7. **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 Hayward 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.
8. **Uniforms -** The DHIA 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 Hayward 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. <u>Specifications for Proposal</u>

Contractor is requested to submit four (4) copies of its proposal by March 9th, 2022 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 DHIA, not to exceed the budgeted amount for the district.*

- **Identification of Personnel and Equipment for the District:** The contractor shall provide a list of the number of personnel that will be provided to maintain the Downtown Hayward for a 12-month period commencing April 2022 (or earlier) and ending on March 31st, 2023. 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 manager/supervisor.
  ii. Annual cost of vehicle, maintenance, gas, and insurance (included in response).
  iii. Supplies and equipment.
  iv. Water trailer, supplies, etc. (included in RFP)
  v. Monthly supplies for operations.
  vi. Uniforms or special apparel in addition to those provided by the DHIA.
  vii. Radio and communications system.
  viii. Graffiti removal supplies and equipment.
  ix. Steam clean costs on a quarterly basis
  x. Maintenance employees' hourly rates, proposed hours and days.
  xi. Overhead factor (if applicable)
  xii. Other costs considered relevant including contingency.
  xiii. Any start-up funding required to acquire equipment and supplies related to this contract.

- **Company Background** - Describe your organization/company's background in maintaining public rights of way in other CBD/BIDs, including list of owner/principals (if private sector) or Board of Directors (if non-profit) including resumes of key management personnel, length of time company/organization has been in operation, size (annual revenues), and organizational structure (e.g. staff and org chart).

- **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 DHIA. List any and all relevant examples of public space development in similar areas. *Experience with placement of holiday or seasonal decorations is important.*

## VI. <u>Contractor's Employees</u>

- 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 DHIA. Contractor will ensure 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 DHIA staff. Bilingual capabilities are preferred. Provide list of language skills in proposal.

## VII. Management, Supervision and Training

- Contractor shall assign one responsible management level person or an Operations Director to meet with the DHIA 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 Hayward 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 DHIA 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 Hayward Improvement Association, its Board members, Directors and Officers as well as the City of Hayward, its elected and appointed officials, officers, agents and employees are named as additionally insured. Insurance companies and limits shall meet the standards of the DHIA and the City and shall be provided in forms acceptable to DHIA 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 Hayward and the Downtown Hayward Community Benefit District, 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 $2,000,000 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 Downtown Hayward Improvement Association (DHIA) and the City of Hayward 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 Hayward Business license.

## XI. Submittal of Proposals

**Four** copies of all bids should be submitted in a sealed envelope marked "Maintenance Program Bid" - **No later than 5:00 p.m. on Wednesday, March 9th, 2022.** Please ensure that all bids are addressed to:

**The Downtown Hayward Improvement Association**
**c/o Dominic Li Mandri**
**District Manager to the DHIA**
**22654 Main Street, Hayward CA. 94541**

**RFP Responses may also be e-mailed to: dominic@newcityamerica.com by the listed due date and time.**

## XII. Contractor's Representations

The Contractor(s), by submitting a bid, represents that:

a. The Contractor(s) has/have read and understands the contents of the RFP information pack and the bid is made herewith.

b. The Contractor, before submitting a proposal, understands that the Contractor must:
1. examine the RFP information pack and exhibits.
2. visit the site and become familiar with all local conditions which may in any manner effect the cost, progress or performance of the services; and,
3. become familiar with all applicable Federal State and local laws, ordinances, codes, rules and regulations that may in any way effect the cost, progress or performance of the services.

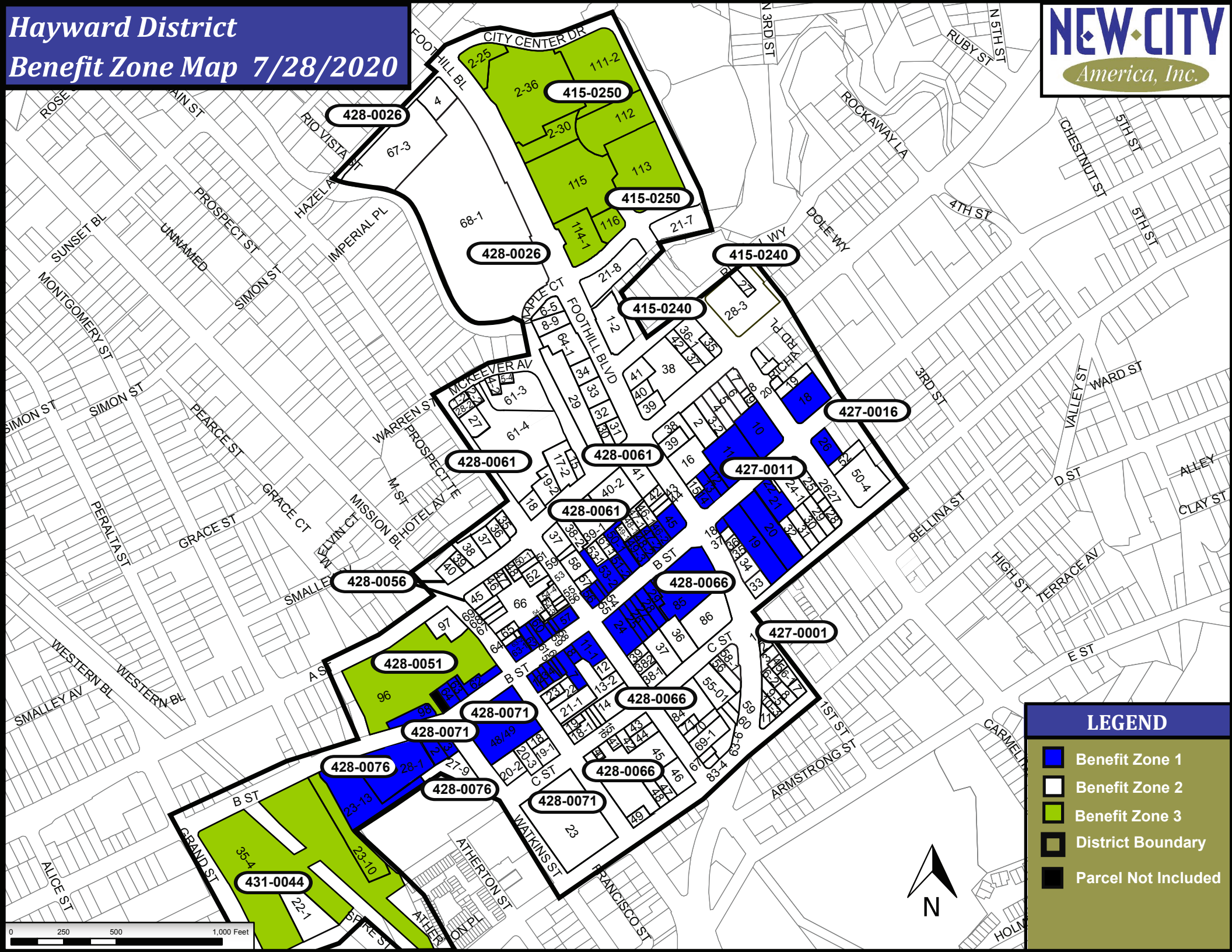
## XIII. Award of Contract

The award date of the contract is anticipated to be no later than April 1st, 2022. The term of the contract will be for 1 year, with the option for extensions of up to 3 years. 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, 2022.

## XIV. Conclusion

Applicants should carefully consider the nature of the maintenance requirements of the DHIA. This RFP is not designated for traditional maintenance or janitorial companies. The awarded vendor must demonstrate the ability to provide staff that can perform and thrive in the Downtown Hayward 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 Downtown Hayward district. Vendors and/or sub-contractors should expect that the contract will be challenging and will involve a very "hands-on" customer service dimension.

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

# Hayward District
# Benefit Zone Map 7/28/2020

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