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Oakland Chinatown
Improvement Council

REQUEST FOR PROPOSAL

Chinatown Clean and Safe Ambassador Program: Community Safety, Relationship Building, and Cleanliness/Pressure Washing

RFP ISSUED: Tuesday, May 17, 2022

RESPONSES DUE: Thursday, June 9, 2022 by 5:00 PM (PST)

Direct all questions and submit one electronic proposal (via email) to OCIC sole contact for this contract:

Jennifer Li
Executive Director
Oakland Chinatown Improvement Council
638 Webster St Suite 220
Oakland, CA 94607
(510) 833-1467
Jennifer.Li@ChinatownOakland.org
www.ChinatownOakland.org

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Introduction and Background

The Oakland Chinatown Improvement Council (OCIC) is seeking responses to this Request for Proposals ("RFP") for vendors that can provide community safety, sidewalk cleaning, and minor other public space maintenance services to designated public and public facing spaces within the boundaries of the Oakland Chinatown CBD (see attached map, Exhibit 1). The personnel assigned to those varied functions may come from one vendor or a combination of vendors that specialize in the various needs of Oakland Chinatown. This contract is anticipated to commence on an initial basis on or around approximately July 1, 2022, and ramp up as staff and geographic coverage increase over the first three months. At the end of the sixth month, the vendor should be operating at full capacity. The initial contract period will be one (12) months with annual options for renewal. The selected contractor will interface with the Executive Director and/ or Clean and Safe Program Coordinator of the OCIC, as may apply.

The OCIC requires that the Vendor(s) provide sufficient personnel to staff an Ambassador and maintenance program, who have the requisite skills to maintain public rights of way and who can professionally interact with the members of OCIC, the general public, and City of Oakland staff, and have the skills and abilities necessary to prevent problems and de-escalate situations before they become problems that require police intervention. The OCIC and its Vendor(s) will occasionally need to work collaboratively with the Oakland Police Department and the Department of Public Works, and City contractors like Waste Management. Therefore, OCIC employees and Vendor(s) must meet a standard of professionalism and excellence to maintain productive and friendly relationships with the City of Oakland staff and the community.

Positive, environmental change in a community can only come about as a result of properly trained personnel who have a clear understanding of the services we are contractually obligated to provide to the property and business owners who are funding these CBDs. The vendor must clearly understand this dynamic and perform as a strong advocate for the CBDs and the goals of its various entities. The CBDs are not public agencies, although they do engage in public safety and community services.

OCIC programming may experience seasonal fluctuations and may require the Vendor(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 during special events throughout the year, such as Lunar New Year, Mid-Autumn Moon Festival, and others. The Vendor(s) must be capable of sustaining the OCIC Chinatown Ambassador Program with support in the event of a major natural disaster. A more detailed scope of activities is outlined below in Section IV.

Not to Exceed Contract Amount:

Contractor(s) shall provide a detailed work plan with a thorough breakdown of:

1. Wages and employment costs and benefits like health, holidays, vacations, sick pay, benefits, etc. provided for each work position, including for the supervisor/ operations manager; and
2. Proposed hours and days for each work position; and
3. All equipment and supplies provided by vendor, as outlined in the subsequent section, are to be included.
4. Overhead and administrative costs including a description of other benefits provided to personnel. For example: training, equipment, and other program management costs should be included.

The total cost of the work shall not exceed \$425,000 for the first year of operation. The vendors for the Civil Sidewalks Clean and Safe program may interact with security contractors hired by the OCIC and must interact with community members.

The Oakland Chinatown Improvement Council has an annual budget of \$525,850.00 for our clean and safe ambassador program.

Schedule of Solicitation and Awards:

OCIC reserves the right to change this schedule for any reason.

OCIC may make a courtesy effort to contact interested parties that this schedule has changed, but interested parties are ultimately responsible for being aware of changes to this RFP by regularly checking the appropriate RFP folder on the **OCIC** website at www.chinatownoakland.org

Solicitation or Contract Event	Date
Request for Proposals Issued	May 17 th
Pre-bid meeting with CS Committee and ED	June 14 th
Proposal Deadline	June 9 th
Notice of Intent to Award Issued (<i>anticipated</i>)	June 24 th
Presentation to Full Board	June 23 rd
Contract Effective Date	July 1 st

A mandatory pre-bid meeting will be conducted on **Tuesday, June 14th, 2022 at 4:30pm, at 638 Webster St Suite 220, Oakland, CA 94607**. Please designate a representative from your organization to attend this meeting. Executive Director will be present to answer questions about RFP, the selection process, or to provide any additional information about CBDs. We ask that you RSVP to this meeting via email to Jennifer Li, Jennifer.Li@chinatownoakland.org.

In addition to the pre-bid meeting, selected finalists will be invited for a presentation on **Thursday, June 16th 6:30pm at 638 Webster St Suite 220, Oakland, CA 94607**. The presentation will be given to a panel composed of members of the Oakland Chinatown Improvement Council Board.

Overall Safety / Cleanliness Objectives

Through the retention of one or multiple private Ambassador Contractor(s), the OCIC seeks to accomplish the following:

1. **Visible Program** - To provide visible evidence that the OCIC- funded maintenance program is working on a day-to-day basis by making personnel visible with district colors on high visibility uniforms. Branding may be added with the district colors and logos on trash receptacles and machinery.
2. **Visible Safety Presence** - Create a visible presence of safety within the boundaries of the District in order to improve the perception of public safety in the area.
3. **Decrease Crime** - Achieve a measurable decrease in all crimes committed within the boundaries of the District. Specifically:
 - i. Deter solicitation, de-escalate conflicts, and other anti-social behavior in the District.
 - ii. Provide resource information to all persons in need or who are currently experiencing homelessness, including resources such as shelter, food, social programs, and drug rehabilitation services in the community.
 - iii. Participate in community meetings with social service providers and existing Oakland volunteer groups to promote communication and collaboration on issues of mutual concern of community members in the District.
 - iv. Provide safety escorts on foot for residents and community members feeling unsafe.
4. **Visible Cleanliness Distinction** - To create a visible standard of cleanliness distinction within the Chinatown Oakland area when compared to the surrounding parts of the larger Downtown district.
5. **Public Interaction** - To provide assistance and information when requested to visitors, residents, property owners, business owners and their employees, as well as houseless individuals in the Downtown Oakland area and develop relationships with these parties through consistent daily interactions.
6. **Team Interaction** - Each individual employee will be required to carry one handheld radio and/or cell phone to communicate with the Contractor's Operations Manager and/or OCIC staff as directed, and other Ambassador co-workers. The selected contractor is responsible to provide and maintain all radios for maintenance personnel.
7. **A Safer Chinatown** – By carrying out the above functions at a consistently high level, the result will be a cleaner and safer Chinatown. All people, but especially seniors and young children will feel more secure and cared for as they go about their daily lives and business in the neighborhood. Visitors will feel welcome and seen. Merchants and residents will see preventative measures taken to help deter crime, assist and actively engage with community members and merchants, direct unhoused individuals and others in need of assistance to the appropriate resources, maintain clean sidewalks and public recreation areas, and other actions that will foster a clean and safe community in Oakland Chinatown.

Ambassador Safety, Cleaning, and Community Building Services– Required:

The mission of the OCIC is to build relationships between Chinatown stakeholders by creating a clean and safe Oakland Chinatown urban district that will retain existing businesses, support a pleasant living environment for residents, attract visitors, and competently connect those in need to assistance. This shall be accomplished through the use of designated Ambassadors who will consistently and preventatively address urban issues.

Safety and Relationship Building Scope of Services:

- Clean and Safe Ambassadors must be capable of learning basic foot patrol skills. Clean and Safe Ambassadors are trained to be additional eyes and ears for the police and fire department. Our goal is to be visible, mobile, and responsive. We do not respond to felony police calls; however, we may, from time to time, find ourselves assisting the local police with a felony crime scene investigation as witnesses. We expect Clean and Safe Ambassadors to understand the basic philosophy of community-based Safety and possess exemplary customer service skills. Clean and Safe Ambassadors will interact daily with merchants, police, and the public and must possess the skills and ability to diffuse and deescalate problems and negotiate with people when possible (loud noises, illegal dumping, graffiti, etc.) Otherwise, contact medical and emergency services.
- Safe passage escort to and from destinations within Chinatown for residents and community members feeling unsafe, directions/wayfinding, and general assistance.
- Periodically, Clean and Safe Ambassadors will use their knowledge of traffic law when undertaking preliminary investigations of drunk/drugged driving. Ambassadors will also have to exercise Welfare and Institution Code knowledge in handling juveniles and the mentally ill.
- Clean and Safe Ambassadors will be required to perform many tasks that include, but are not limited to the following:
 - Crime prevention via foot patrols throughout the CBDs
 - Clear communications with local business, other Safety managers in various buildings, other Chinatown volunteer safety patrol groups, visitors, and CBD stakeholders
 - Interviews of persons and witnesses
 - Basic and comprehensive report writing that documents Clean and Safe Ambassadors' actions and meets the CBDs' requirements
 - Response to specific plans and directions that are tied to crime reduction plans adopted by CBD management
 - Participation in training for de-escalation techniques, mental health, crisis response, trauma informed care interventions, and social service safety net referrals.
 - A professional relationship with the Oakland Police Department, Oakland Department of Transportation, Oakland Fire Department, BART Police, Alameda County Sheriff's Department, the District Attorney's Office and local merchants in their districts

- Evaluation of persons for the presence of mental illness or drug abuse and the arrangement of the appropriate response from nearby service providers
 - Ability to use a 2-way radio in a professional manner and basic computer word-processing programs for report writing
 - Ability to work in small teams on rotating shifts that include "swing" hours
 - Maintain sensitivity to "quality of life" conditions such as graffiti, trash, human waste and arrange for appropriate action to be taken and the ability to work with other vendors to achieve the CBDs' maintenance goals
 - Supervision to be provided by the Vendor
- **Shift Supervisor** - Supervises Ambassadors and ensures compliance with company policy, district policies, and ensures the proper preparation of incident reports. Must have demonstrated good judgment and leadership skills.
- **Clean and Safe Foot Patrol Ambassadors** - Must be energetic and in excellent physical condition to patrol. Daily contact and incident reports are required.
- **Dispatch** - Please explain how you will receive calls requesting safety services and how the dispatch of Ambassadors will occur. Bidder may suggest alternate management/supervision structure that would maximize clean and safe ambassador coverage while providing effective supervision and communication.
- **Reporting** - It is a requirement of this contract that the vendor be able to provide monthly reporting to CBD Management staff. Reports will need to identify key issues within the CBD boundaries, highlight agreed upon stats that demonstrate the work being done in the CBD boundaries, and truly give CBD management staff a usable tool for advocating on behalf of the districts.

Cleanliness and Maintenance Scope of Services:

- **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, and bus stops in the public right of way. Perform duties in a uniform fashion based upon directed frequency. Ambassadors shall be courteous and helpful to district merchants, residents, visitors, pedestrians, and City personnel.
- **Personnel schedules, services, route frequency should be as follows:**
 - Sidewalk Pressure Washing frequency: To be determined. It is likely that more highly trafficked areas (and in particular, those blocks with large numbers of restaurants or markets) within the district will need to have pressure washing more frequently. However, every sidewalk within the entire district will be pressure washed no less than two times per year, and may require more as requested. If water rationing requirements interrupt this schedule, please immediately inform the OCIC Executive Director and Program Coordinator.
 - Sidewalk Pressure Washing Protocols: Pressure washing should be done at a time of day that is convenient for business and property owners. 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 OCIC to ensure that the pressure washing conforms to all applicable governing laws and regulations, including state and local laws governing storm water disposal. This is the responsibility of the vendor. The pressure washing is to be conducted following tree and planter watering, as may be done, to remove soiled runoff. Appropriate safety measures shall be taken at all times. Pressure washing spot cleaning will be done, as necessary.

The minimum schedule should be as follows:

- Pressure washing must occur throughout the CBDs based on an agreed upon hotspot list;
- Spot cleaning will be done as necessary weekly or daily as needed;
- The steam clean and pressure washing schedule shall be posted on the CBD websites so business, property owners/managers, and residents can check on when their next rotation will occur;
- Vendor must be able to quickly and effectively focus resources on post protest vandalism to remove blight from buildings and objects in the public rights of way to instill a sense of normalcy as quickly as possible.
- Sweep/Rake/Remove trash from all bus stops and areas with high pedestrian concentration as many times as possible per day.
- Ambassadors 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 OCIC staff.
- **Trash Collection/Removal** - There are multiple City-maintained trash receptacles which are located throughout the district. Ambassadors 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. Ambassadors 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 OCIC staff.
 - 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.
 - Clean and/or pressure wash trash receptacles at a minimum of once monthly or as needed.
 - Maintain daily cleaning reports to be distributed to Contractor(s) Operations Manager and/or OCIC staff, District Manager or District management company as directed to ensure compliance with contract.
 - OCIC staff may direct Contractor to engage with City Department of Public Works or Waste Management to handle bulky dumping.
 - Contractor will also assist OCIC in upstream trash management, observing if households or businesses are regularly dumping in public trash receptacles, causing them to overflow, and then engaging with the offenders to correct the behavior.
 - Vendor may be engaged to assist in management of secured dumpster for the neighborhood. The dumpster costs may be included as a Civil Sidewalks Program cost for OCIC.

- **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. Graffiti is to be removed from ground and wall surfaces within 72 hours of being reported to the contractor, at the direction of the OCIC Executive Director or Program Coordinator. OCIC may direct Contractor to work with private property owners in high visibility locations to remove graffiti. Provide and maintain access forms signed by property owners granting us permission to paint out graffiti on private property; be in receipt of paint, to be stored by the affected business or property owner, in order to color match when requested.
- **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 OCIC staff.
- **Painting/touch-up/washing** – Provide touch-up painting of trashcans, planters, benches and light bases throughout the OCIC as requested. However this service should be a part of the Maintenance Ambassadors' daily routine.
- **Special Events, Holiday Decorations, Banners and Planter Watering** - Ambassadors may be called upon to install staff events, banners, holiday decorations, pedestrian way-finding systems and maintain those amenities as long as they are displayed in the boundaries of the District. OCIC staff 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 and shall not be considered a supplemental service of the regular maintenance crew.
- **Uniforms** – The Contractor shall provide Ambassadors with an appropriate number of customized shirts, caps, windbreakers, and vests. Branding, logo graphics, and colors shall be provided by the OCIC. It shall be the responsibility of the contractor(s) and their employees to care for and maintain all uniform apparel. All employees shall be in uniform during their work shifts. Uniforms shall be neat and presentable at all times. Uniforms shall be replaced as they are worn out. The uniform costs may be included as a Civil Sidewalks Program cost for OCIC.
- **Data Collection** – Ambassadors should be trained to use the City of Oakland See Click Fix app to accurately report issues to be addressed by Public Works. Ambassadors may be assigned to information gathering, survey administration, or data entry as assigned by OCIC staff. Contractor shall provide written monthly reports on data/information that is agreed to by OCIC and Contractor, which may include hours per week of community Ambassador coverage,

pounds of garbage removed, number of graffiti spots abated, Community stakeholder and City agency feedback, See Click Fix reports closed out, incidents or events of note during Ambassador work hours, etc.

Community Building Scope of Services:

- **Coordination and relationship building with other Chinatown volunteer groups** -In coordination with the OCIC Program Coordinator or Executive Director, have regular meetings and interactions with existing Oakland volunteer groups like the Toishan Benevolent Association Chinatown Patrol Team, Blue Angels Patrol Team, Compassion in Oakland, and others. Good faith and honest efforts to build relationships and mutual understanding between the Ambassadors and the different groups, promote communication and collaboration on cleaning issues, patrol schedules, and foster an environment of mutual respect amongst all Chinatown stakeholders, understanding that there may be cultural and linguistic barriers that all groups need to work through. **Special attention will be given to this section of your proposal.** We want to see how you intend to deploy resources, communication and bridge building, and an emotional willingness and professional openness to work with these other Chinatown groups with good intention in a non-dismissive manner. A clear outline for your current and future practices building and maintaining this connection you intend to deploy if selected.
- **Build Individual Community Relationships** – Ambassadors shall get to know merchants, workers, residents (both housed and un-housed), regular visitors, and City staff (Public Works, Fire, Police, etc). Relationship building activities provided by Ambassadors could include:
 1. Safe passage escort to and from destinations within Chinatown, directions/wayfinding, and general assistance
 2. Address non-criminal complaints and de-escalate when possible (loud noises, illegal dumping, graffiti, etc.) Otherwise, contact medical and emergency services.
 3. Conduct wellness checks of individuals in need, provide linkages and referrals to social services.
 4. Provide local workforce development opportunities
 5. Foster multiracial and intergenerational relationships to deepen and widen investment, care, and connection to Chinatown. Some Multi-lingual staff (especially in Cantonese/Mandarin/Vietnamese) required. Multi-lingual staff should be paid extra for language capabilities if used on the job.
 6. Engage, and integrate volunteers who want to be trained in beautification, patrolling, de-escalation, data collection, and relationship building with local residents and merchants. Oakland Chinatown is fortunate to have many volunteer groups. OCIC's Ambassador program will seek to build cooperative and accountable relationships with those groups, and to leverage and coordinate their efforts. An example of this would be to develop a regular calendar for volunteer groups, so that their efforts are not concentrated or overly relied upon, but instead are spread throughout the month so that there is a steady and sustainable effort by volunteers. Lead Ambassadors could also develop protocols and procedures for common occurrences that they or volunteers encounter to ensure fair, consistent, and ethical treatment of all people in the neighborhood.

Reporting Requirements - All reporting must be done through a computerized software or document that CBD management can have access to. Below are the minimum daily tasks that each staff must track and report:

- **Daily Activity Reports to include but not limited to:**
 - Provide number of public and merchant contacts
 - Times and detailed descriptions of foot patrol routes
 - Suspicious Activities not resulting in an incident
 - Status of equipment, i.e., radios, cell phones, etc.
 - Trash or hazardous conditions in the public rights of way
 - Safety escorts given
 - Trash collected, both the total number of bags and weight
 - Graffiti removed by location
 - Any landscaping projects or maintenance carried out on our projects
- **Incident Reporting** - to be provided for any and all incidents which Ambassadors respond to or are notified of occurring within the boundaries of the District. Incident Reports shall include, but not be limited to the following:
 - Medical Emergencies
 - Injuries
 - Robberies / Thefts
 - Violent Crimes
 - Trespassing
 - Engagement with any members of the community that required specific help or support services
 - Any and all communication with law enforcement agencies
 - Potential and Current Safety Hazards
 - Property Damage / Graffiti

Specifications for Proposal

Contractor is requested to submit four (4) copies of its proposal by the response date listed above, and should include the following sections and format requirements:

1. **Executive Summary:** Summary introduction of firm, summary of scope of work, and point of contact.
2. **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 maintenance personnel shall be provided within the district boundaries, not to exceed the budgeted amount.*

3. **Identification of Personnel and Equipment for the OCIC:** The contractor shall provide a list of the number of personnel that will be provided to maintain the OCIC for a 12-month period commencing on or around July 1, 2022. The contract may be extended by mutual agreement of both parties. *The contractor shall provide the number and estimated cost of the following personnel or sub-contracts including, but not limited to:*
 1. Operations manager/supervisor.
 2. Annual cost of vehicle, maintenance, gas, and insurance.
 3. Supplies and equipment.
 4. Water trailer, supplies, etc. (included in RFP)
 5. Monthly supplies for operations.
 6. Uniforms or special apparel.
 7. Radio and communications system.
 8. Graffiti removal supplies and equipment.
 9. Sidewalk pressure washing costs with an estimate of service frequency.
 10. Ambassador employees' hourly rates, proposed hours and days.
 11. Overhead factor (if applicable)
 12. Space rental (if applicable)
 13. Other costs considered relevant including contingency.
 14. Any start-up funding required to acquire equipment and supplies related to this contract.
 15. Staff training expenses.

4. **Company Background:** Describe your organization/company's background in maintaining public spaces or functioning for a Business Improvement District or Community Benefits District. Include a list of owner/principals (if private sector) or Executive Management staff (if nonprofit) including resumes of key management personnel, the length of time company/organization has been in operation, size (annual revenues), and organizational structure (e.g. staff and org chart). Describe any experience working in, providing services to, or connection to Oakland Chinatown.

5. **Community Safety and Public Space Maintenance:** Special consideration will be given to companies who have demonstrated experience in the development of community programs that improve community safety and maintain public space. Also desirable is a company that can demonstrate a history of connecting to and building relationships with many different stakeholders in a neighborhood – merchants, residents, public agencies, nonprofit organizations, and volunteer groups. Please list any and all relevant examples of this type of programming in similar areas.

Contractor's Employees

All employees shall be able to verify their eligibility to work in the United States.

Personnel shall have good communications and public relations skills to effectively interact with visitors, merchants, and residents in Oakland Chinatown. Contractor will ensure that personnel understand that public relationships and public assistance are a primary part of their duties and that Ambassadors are willing to assist in surveys, distribute community information, provide directions, and assist the public as needed.

Daytime personnel must have some multilingual staff, especially those who speak Cantonese/Mandarin to interact with merchants and residents in Chinatown. However, OCIC also values native English and Spanish speakers as a way to build bridges to other groups in the neighborhood. Provide a list of language skills in the proposal response.

Personnel

All personnel used by the Contractor or subcontractor(s) under this program will be employees of the Contractor or subcontractor(s) as appropriate. Contractor and subcontractor(s) shall pay all salaries, insurance and expenses, all federal social security taxes, federal and state unemployment taxes, and all other taxes relating to their respective employees. Contractor and subcontractor(s) must comply with legal requirements including, but not limited to, the Federal Fair Labor Standards Act, Equal Opportunity Employment, and Americans with Disabilities Act. The Contractor, the Contractor's employees, and its subcontractors, shall be competent and careful workers skilled in their respective trades. Subcontractors shall be subject to prior approval by OCIC. The Contractor shall not knowingly employ nor contract with any person who engages in misconduct or is incompetent or negligent in due and proper performance of his or her duties and the Contractor must warrant the fitness of all employees.

OCIC shall have the right to require that a background check be completed on and a 10-panel drug test be administered by the Contractor to all personnel, as well as require the Contractor to remove from Contract services any employee who displays misconduct toward the public or public property, or is in any way discourteous or inappropriate to the public. The reserves the right to audit employee payroll records and review testing programs, policies and procedures, the employee handbook, and other written information, and observe training.

Required Certifications - All personnel serving OCIC as Clean and Safe Ambassadors must be in possession of or be:

- First-aid trained and certified
- CPR trained and certified
- De-escalation training certified
- Legal residence status

Management, Supervision and Training

Contractor shall assign one responsible management level person or an Operations Director to meet with the OCIC Executive Director and Program Coordinator on a regular and as needed basis. This Operations Director shall attend all appropriate OCIC Civil Sidewalks Committee and OCIC Board meetings.

All shifts must be supervised by an individual who monitors Ambassador, cleaning and landscaping personnel, makes client calls, contacts city departments to correct area maintenance problems, makes route inspections, makes graffiti lists, maintains service reports, and who can provide guidance on protocols and procedures to staff.

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 well as equipment training and conflict de-escalation training as necessary. Contractor understands that

the OCIC will have the right to request that any employee receive remedial training or be removed from the project.

VIII. Equipment

Contractor shall be responsible for supplying 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 Oakland Chinatown Improvement Council, its Board members, Directors and Officers as well as the City of Oakland as additionally insured. Insurance companies and limits shall meet the standards of the OCIC and the City and shall be provided in forms acceptable to OCIC 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 the approved Management and Disbursement Agreement by and between the City of Oakland and the OCIC, a copy of which will be provided to the Contractor.

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 Oakland Chinatown Improvement Council and the City of Oakland shall be named as additional insured on all policies.

Claims Against The Oakland Chinatown Improvement Council

By responding to this RFP, the respondent waives any claim against property by reason of any or all of the following: the selection process or any part thereof; any informalities or defects in the selection process, award or non-award of the Contract; any statements, representations, acts, or omissions of the Oakland Chinatown Improvement Council, its staff or board in the exercise of any discretion set forth in or concerning any of the foregoing; and any other matters arising out of all or any of the foregoing.

Other

The Contractor(s) must be licensed to do business in the State of California and hold a valid City of Oakland Business license.

Submittal of Proposals

Six paper hard copies of all bids should be submitted in a sealed envelope marked "OCIC Chinatown Ambassador Program Bid" by **no later than 5pm on Thursday, June 9, 2022.** Please ensure that all bids are addressed to:

Oakland Chinatown Improvement Council
c/o Jennifer Li
Civil Sidewalks Committee
638 Webster St. Suite 220
Oakland, CA 94607

Please also email a PDF of your RFP Response to the following recipients by the same deadline:

Ener Chiu, OCIC Civil Sidewalks Co-Chair echiu@ebaldc.org;

Esther Hsu, OCIC Civil Sidewalks Co-Chair esther.hsu@usw.salvationarmy.org

Elaine Peng, OCIC Civil Sidewalks Co-Chair ep@mhacc-usa.org

Jennifer Li, OCIC Executive Director, Jennifer.Li@chinatownoakland.org;

Marco Li Mandri, City Manager Consultant to OCIC, marco@newcityamerica.com

Contractor's Representations

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

1. The Contractor(s) has/have read and understands the contents of the RFP information pack and the bid is made herewith.
2. 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 affect 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 affect the cost, progress, or performance of the services.

Award of Contract

OCIC anticipates interviewing Contractors the week of June 14, 2022. The award date of the contract is anticipated to be the week of June 17, 2022. The term of the contract will be for 1 year, with the option for extensions. The rates established in the initial contract may be adjusted for Cost of Living Adjustments each year. The selected contractor shall be expected to set up a base for operations, acquire all equipment and be ready to begin implementation of services on or around July 1, 2022.

Conclusion

Applicants should carefully consider the nature of the Ambassador program and maintenance requirements of Oakland Chinatown. 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 Oakland Chinatown environment. This area of maintenance and placemaking and relationship building is in a constant state of evolution. "Outside-the-box" thinking is a critical component of the management process for this Community Benefits 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 OCIC Board reserves the right to accept, amend, reject or negotiate the terms presented during the RFP response process. The OCIC may also determine that it is most cost effective to provide such services with in-house OCIC employees. The responses to this RFP will determine that course.