

**Downtown Arlington Texas
AMBASSADOR PROGRAM
REQUEST FOR PROPOSAL**

1. Introduction

The Downtown Arlington Management Corporation (DAMC), located in the City of Arlington in Tarrant County, Texas, is issuing this Request for Proposal (RFP) to solicit proposals from qualified firms for the provision of maintenance and safety ambassador services for the Downtown Arlington Public Improvement District (PID). The vendor selected for the contract will be responsible for the implementation and management of a comprehensive program that enhances Downtown Arlington's appeal as an exceptional place that is safe, beautiful, and welcoming.

2. About DAMC

The PID was created in 2010 by petition of property owners to address the unique needs of Downtown Arlington. The PID has grown to a 93-block area in which DAMC offers a comprehensive program of services including maintenance, beautification, market research, public space management, communications and marketing, and economic development. In 2015, the PID was renewed for a 10-year term.

Purpose: The Downtown Arlington Management Corporation (DAMC) exists to force alliances between property owners, business interests, residents and the City to improve and to enhance the economic vitality and overall environment of the Downtown Arlington area. More information about DAMC and its many programs is available at www.downtownarlington.org.

2. Professional Management and Supervision

The vendor shall provide full-time management and supervisory personnel to hire and manage a group of individuals who will execute the Downtown Ambassador Program according to the general conditions outlined. This manager position will also serve as a working Ambassador.

3. Service Area

The contract service area includes all public right-of-way within the boundary of the PID (see Exhibit A), which spans approximately 455 acres, or .70 square miles. Downtown Arlington is active throughout the day and night, seven days a week. As a result, blocks within the service area exhibit a variety of uses and service needs. It is strongly recommended that all vendors visit and study the PID prior to submitting a proposal. The overall Service Area is organized by implementation level:

- a. **Exhibit A** indicates the general service area for full program implementation and servicing six (6) days a week.
- b. **Exhibit B** indicates the placement of the public trash cans that require regular servicing, including a core area requiring service at least four days/week with the remaining areas serviced a minimum of two (2) days per week.
- c. **Exhibit C** indicates the required scope of work and needed maintenance service for the 101 Center Garage, which is part of the general service area.

4. Scope of Services

The vendor will provide the following Environmental Maintenance Services and fulfill an Ambassador Patrol function in the Service Area. The vendor will also provide a detailed monthly schedule of maintenance services.

The Downtown Arlington Maintenance Ambassadors will serve primarily as a custodial service with a secondary role as a public information resource to district visitors, workers, shoppers and residents, and to serve as eyes and ears. Unless otherwise specified, areas of responsibility for the Maintenance and Safety Ambassadors include all pedestrian public rights of way, the sidewalks from the building line to the curb and alleys adjoining benefiting properties of the District Area from the building line to the opposing building line. Services will be provided six (6) days a week and continue throughout the year, including inclement weather. Duties of the Ambassadors may include:

- **Manual Removal of Litter And Debris** - Removal of litter, trash, and debris, and extending a distance of 18 inches beyond the curb into the street or alley, by mechanical or manual means, including: all types of paper, cigarette packages and butts, leaves, gravel or rocks, cans, cardboard, boxes, plastic refuse, bottles, broken glass, beverage spills, urine, feces, vomit, and any dead animals.
- **Weed Control** - Killing and removal of weeds and grass. Contractor shall spray weeds as needed with chemicals meeting all Federal, State and Municipal laws and regulations. Contractor shall meet all licensing requirements imposed by Federal, State, or local authorities.
- **Pressure Washing** – Regular pressure washing associated with the 101 Center Garage maintenance, and demand/response service in other areas of the downtown on a needed basis to respond to spills, stains, etc.
- **Handbill Removal** - Removal of handbills, stickers, posters and similar items from utility poles, mailboxes, courier boxes, newspaper or magazine boxes and kiosks, public telephones, parking meters and other fixtures, including the removal of all tape materials left behind.
- **Graffiti Removal** - Remove or cover graffiti from the first floor of buildings facing or visible from public rights of way, and from utility poles, mailboxes, courier boxes, newspaper or magazine boxes and kiosks, public telephones, parking meters and other fixtures, (subject to consent of the owner of any private property), using the least intrusive means available and approved by the property owner. Contractor will not perform graffiti removal on private property until the consent of the owner has been obtained.

- **Special Projects** - Carry out a wide variety of special projects mutually agreed upon by the DAMC and the vendor. Such special projects include painting of fixtures (benches, light posts, etc.), power washing or any other project not requiring 'technical' expertise that can be carried out within reasonable methods or means by existing maintenance ambassador members.
 - **Hospitality Services** - Ambassadors will interact with pedestrians in a friendly and professional manner to share information and make recommendations within the service district.
 - **Reporting and Data Collection** – Capture the interactions with the public, stakeholders, services provided, property conditions, and ambassador performance.
 - **Safety Services** - Ambassadors will help serve as eyes and ears as they provide services throughout the district and within the public garage, providing reports and data on quality-of-life issues affecting the downtown experience. Ambassadors will work with local social service agencies and/or Arlington Police Department to lessen the impacts of homelessness on downtown properties while making those experiencing homelessness aware of local resources and ordinances.
5. **Uniforms** – The vendor shall provide all components of weather and safety appropriate Downtown-branded uniforms and equipment that comply with DAMC’s design and branding requirements. Downtown branded equipment is preferred to vendor branding. Vendor must always insure clean uniforms and the neat appearance of the Ambassadors.
 6. **Facilities** - DAMC will provide a workspace and Wi-Fi access within our offices for the Ambassador’s Supervisory personnel to work on a day-to-day basis. Meeting and training space can be provided on a case-by-case basis, depending on meeting room availability. No storage space will be available within the DAMC offices; a small fenced storage area will be located within the 101 Center Garage in a mutually agreeable location, to store equipment and supplies. These facilities will be provided to the vendor at no additional cost to the vendor. Vendor shall supply all needed equipment, computers, phones, etc. to be operational and independent within our physical offices. NOTE: Vendor shall be responsible for the transport and disposal of all trash and debris collected in the public right of way at no additional cost.
 7. **Equipment** – Vendor shall provide all appropriate materials, supplies and equipment necessary for the efficient and effective operation of the Ambassador program. At a minimum, the vendor will provide one pick-up truck, pressure washing equipment, and other equipment as needed to address the scope of services needed. Vendor will:
 - Procure and maintain all insurance needed for the responsible and legal operation of all program equipment.
 - Ensure that all employees authorized to operate program equipment are properly trained in safety and operating procedures.

- Properly secure all program equipment when not in use; and
- Properly maintain and update all program equipment in a manner to minimize interruptions to the provision of Ambassador services in the Service Area.

8. Budget

The proposed annual costs for these services shall not exceed \$206,000. DAMC intends to compensate vendor by full-loaded service hour. The proposal shall provide the hourly rate for the relevant positions to provide the services sought, understanding that the actual level of service and locations for service may change over time.

9. Qualifications to Bid

DAMC prefers vendors with a minimum of five (5) years' experience operating maintenance and ambassador programs in a Public or Business Improvement District, airport, shopping mall, or campus used by the general public. Vendor must be prepared to assume contract responsibilities and be fully operational by November 1, 2023.

10. One Contract/Joint Venture Partnership

DAMC shall award one contract for management and oversight of all functions. Vendors must have direct experience with functions or may choose to partner with another firm that offers complementary services in order to provide the full spectrum of services required. If a partnership is established, one vendor must be named as the primary contracting entity (Vendor) and designate the other as a subcontractor.

11. Submittal Deadline and Selection Schedule

Proposals must be submitted to DAMC electronically in PDF format on or before **3:00 p.m. CST Thursday, September 7, 2023.** It is anticipated that a contract will be awarded by **September 15, 2023,** and that the contract term will commence **October 1, 2023.**

Please submit proposal via email to:

Downtown Arlington Management Corporation

Attention: Maggie Campbell

maggie@downtownarlington.org

500 E. Front Street, Suite 140

Arlington, Texas 76013

12. Transparency/Texas Public Information Act

All data and information submitted by vendor firms in response to this RFP may become public information, as provided by the Texas Public Information Act, Texas Government Code Sections 552.001 – 552.026. DAMC is contractually obligated to comply with this Act.

13. Selection Criteria

DAMC will select the vendor, which, in its sole judgment, successfully demonstrates the qualities and capabilities necessary to provide the desired services and meet the goals of DAMC. Scoring criteria shall be based upon, but not limited to, the following:

A. EXPERIENCE (Up to 25 points):

- Number of years the vendor has been providing these types of services for similar place management organizations and/or public settings.
- Vendor references.
- Corporate and financial stability.
- Ability to assume contract responsibilities and to be **fully operational by November 1, 2023**.

B. CAPABILITIES AND SKILLS (Up to 20 points):

- Demonstrated ability in public, outdoor-space hospitality and maintenance service provision, Innovative or creative approaches for provision of services, application of resources, and reporting metrics, including software and proprietary systems for reporting and data management.
- Demonstrated ability and history of working with City departments and the local business community.
- Ability to generate detailed data/metrics and to provide timely reports to DAMC detailing services performed and outcomes to be achieved.
- Any unique abilities, qualifications, software, etc. that should be considered.

C. COST (Up to 20 points):

- Personnel wages and benefits structure.
- Minority-owned and women-owned businesses will receive **additional 10% in scoring evaluation**.
- Scalability and flexibility of service levels to accommodate the dynamic needs of Downtown Arlington and the PID.

D. SERVICES TO BE PROVIDED (Up to 35 points):

- Concise description of the services to be provided as it relates to the scope of work outlined herein.
- Understanding of the services needed, and an understanding of the client and its needs.
- Proposed methods for responding to DAMC concerns and ability to resolve issues quickly, efficiently, and effectively.
- including coordinating, scheduling, managing, monitoring, reporting, and attention to detail.
- Demonstrated ability to coordinate and work closely with public and private sector entities involved in safety, hospitality, maintenance social service provision, and other business activities in Downtown Arlington.

14. Mandatory Pre-Bid Meeting

All vendors must have a representative attend the mandatory pre-bid meeting scheduled for Thursday, August 31, 2023, at 1:00pm at 500 E. Front Street, Suite 140, in Arlington, Texas.

15. Interviews

DAMC may request interviews to determine the most qualified vendor; these interviews, if needed, will be conducted via zoom. DAMC will notify vendor(s) to schedule interviews if necessary and will provide additional instructions in advance of any needed interview prior to contract award.

16. Review and Award

A vendor will be selected at the sole discretion of DAMC. DAMC will negotiate a contract with the selected vendor, and the specific services, standards, frequencies, schedules, and costs will be defined at that time.

17. Submission of Questions/No-contact Period

All questions must be submitted to Maggie Campbell via email (maggie@downtownarlington.org) by 3:00 p.m. FRIDAY AUGUST 29, 2023. Responses will be sent via email. Vendors may not contact any DAMC board, advisory board or staff member, or city staff outside the parameters stated above, from the date this RFP is released through September 16, 2023.

18. Rejection/Contractual Information

DAMC reserves the right to reject any and all proposals received in response to this request. DAMC is not obligated to award a contract based solely on this request or to pay for information solicited. Information received will be considered contractual in nature and will be used in validation and evaluation of qualifications, and in any subsequent contractual agreement.

19. Contract Term & Renewals

The contract term will be October 1, 2023, through September 30, 2024, with one, one-year renewal option. The Vendor's proposal shall include terms to extend the contract for FY25. Renewals will be based upon the Vendor's performance, cost, and other factors at the sole discretion of DAMC.

20. Proposal Requirements – Checklist

Proposals must include the following information presented in the order below.

A. Company Information

- Name, address, telephone numbers, and URL
- Primary contact name, position, telephone number, and email address
- Name of parent company (if applicable)
- Number of years in business
- Federal ID number
- Legal structure, incorporation, and corporate structure
- Most recent audited financial statement and last quarterly financial statement

- List of commercial general liability insurance policies held in conjunction with current contracts similar to that which is proposed herein
- If the proposal involves a partnership (see Section 5) include all above company information for the second party

B. Experience and References

- Description of all relevant company experience, management team profiles and experience, and their roles and responsibilities carrying out this contract. Include an organizational chart identifying this program, a list of three references (with contact info), and a list of other current vendor contracts.

C. Performance Plans, Methods, and Schedules

- Description of how vendor intends to accomplish each of the desired objectives and functions described in the Scope of Work. Identify proposed methods, innovative approaches, staffing levels, schedules, supervision, and management.

D. Employment Standards, Recruitment, Job Descriptions & Qualifications

- Methods and procedures for recruiting, hiring, and training of staff and managers; policies for hiring people with barriers to employment, staff appearance, behavior, disciplinary action; wages, benefits, reward system, and incentives; methods and procedures to ensure employee accountability.

E. Orientation, Training, Certifications, and Licenses

- Description of orientation and training requirements, including ongoing training and cross-training requirements for all positions and job functions. Identify all positions or functions that require special certifications or licenses.

F. Equipment, Tools, Supplies & Facilities

- Description of equipment, tools, and supplies needed to accomplish the scope of work. Include all technological and communications equipment. Describe policies and plans for repair/replacement of major equipment and guaranteed turn-around time to replace down equipment.

G. Office and Storage Space

- Description of office and storage methods and types of data collected, reports provided, customization opportunities, metrics, and measurements. Include sampled reports from similar contracts.

H. Internal and External Communications

- Description of internal and external communications methods and processes among staff and management, and external communications with DAMC and other key agencies, partners, and stakeholders.

I. Branding

- Description of all branding opportunities of associate programs with DAMC. Include photos or schematic design examples from other contracts.

J. Insurance

- Vendor shall be required to carry the following insurance provided by an insurance company authorized to do business in the State of Texas with no less than an A-rating in Best Insurance Guide and acceptable to DAMC. All coverages should be written in the amounts indicated below and in place for the duration of the Agreement and any warranty period provided under this contract. Any sub-contractors utilized by Vendor during duration of the Agreement or warranty period must provide the same coverages, provisions, and amounts listed below.
- **Commercial General Liability Insurance**, including Independent Contractor's Liability, Completed operations and Contractual Liability, covering but not limited to the indemnification provisions of this Contract which shall include bodily injury, including death, property damage or personal injury to employees of CITY and third parties. Coverage shall be a minimum of \$1,000,000 per occurrence and \$2,000,000 aggregate.
- **Automobile Liability Insurance** coverage with a minimum of \$1,000,000 each accident combined single limit. Coverage shall be provided for owned, hired, and non-owned vehicles.
- **Workers' Compensation Insurance**, as provided by law. Policy shall provide statutory limits with Employers' Liability of not less than \$1,000,000 per accident, \$1,000,000 disease each employee, and \$1,000,000 disease policy limit.

Other Requirements:

- DAMC and the CITY shall be named as an additional insurer on the General Liability and Automobile policies. The Additional insured for General Liability shall extend to premises/operations and products/completed operations coverage. A waiver of subrogation in favor of the CITY and DAMC shall be provided on every applicable insurance policy. The DAMC hereby waives subrogation rights for loss or damage to the extent same are covered by insurance. Insurers shall have no right of recovery or subrogation against the CITY or DAMC.
- The term "CITY" shall include all authorities, boards, bureaus, commissions, divisions, departments and office of the CITY, and the individual members, employees, and agents in their official capacities.
- Thirty (30) days written notice is required before any insurance is altered, cancelled, or non-renewed.
- **Copies, Endorsements, Proof of Insurance** - DAMC and City of Arlington shall be entitled, upon request and without expense, to receive certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon the parties hereto or the underwriter of such policies.

DAMC and City of Arlington both reserve the right to review the insurance agreements set forth during the effective period of this contract and make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by those parties upon changes in statutory law, court decisions, the claims history of the industry or financial concern of the insurance industry as well as the Contractor.

21. Invoicing and Payment Processes

Vendor will submit itemized invoices to DAMC by the 15th day of each month for services provided in the prior calendar month. DAMC will pay net 30. The invoicing format will be agreed upon at the time a contract is negotiated.

Exhibit A

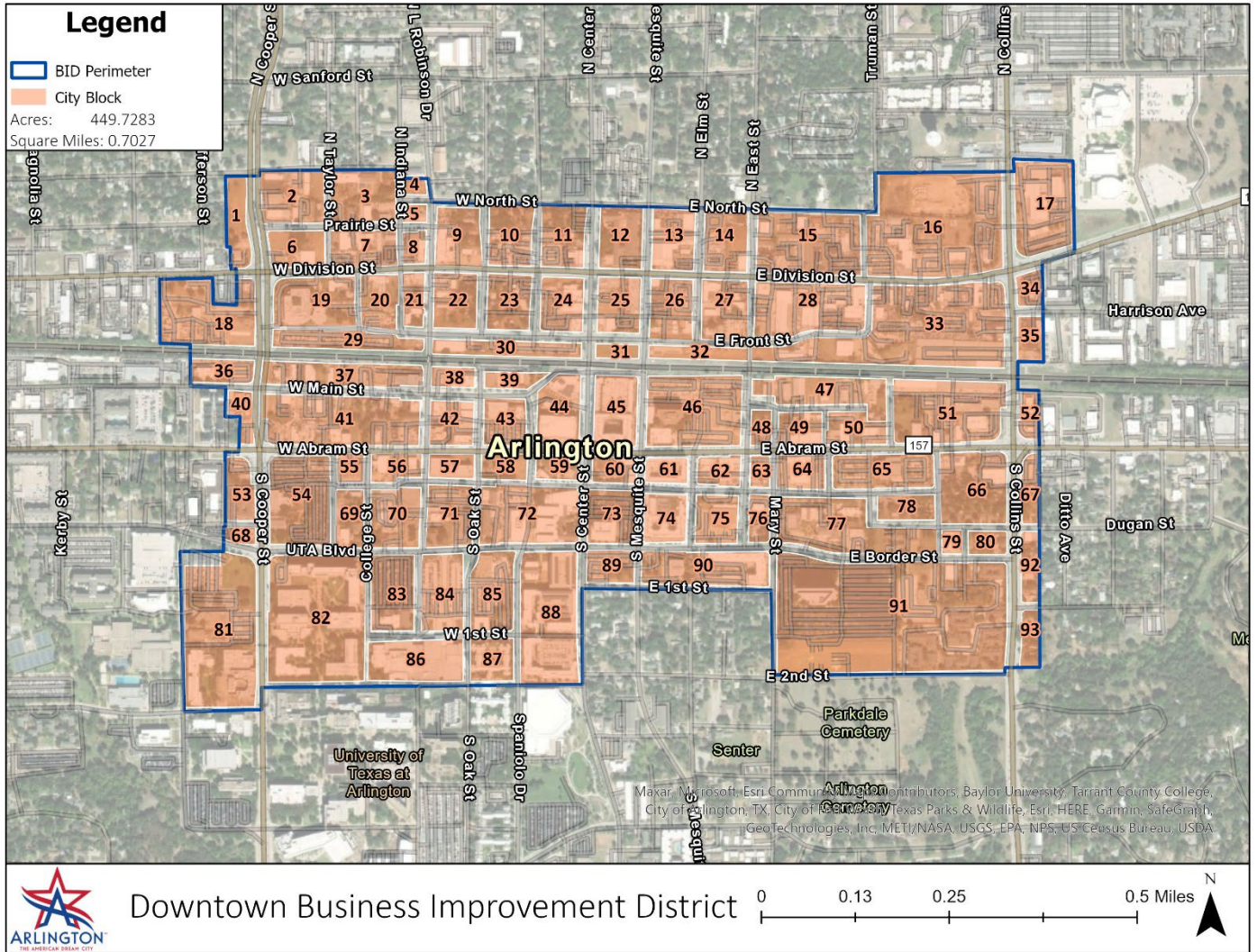


Exhibit B – Total 71 cans

Highlighted area is core service area. The color of markers is irrelevant.

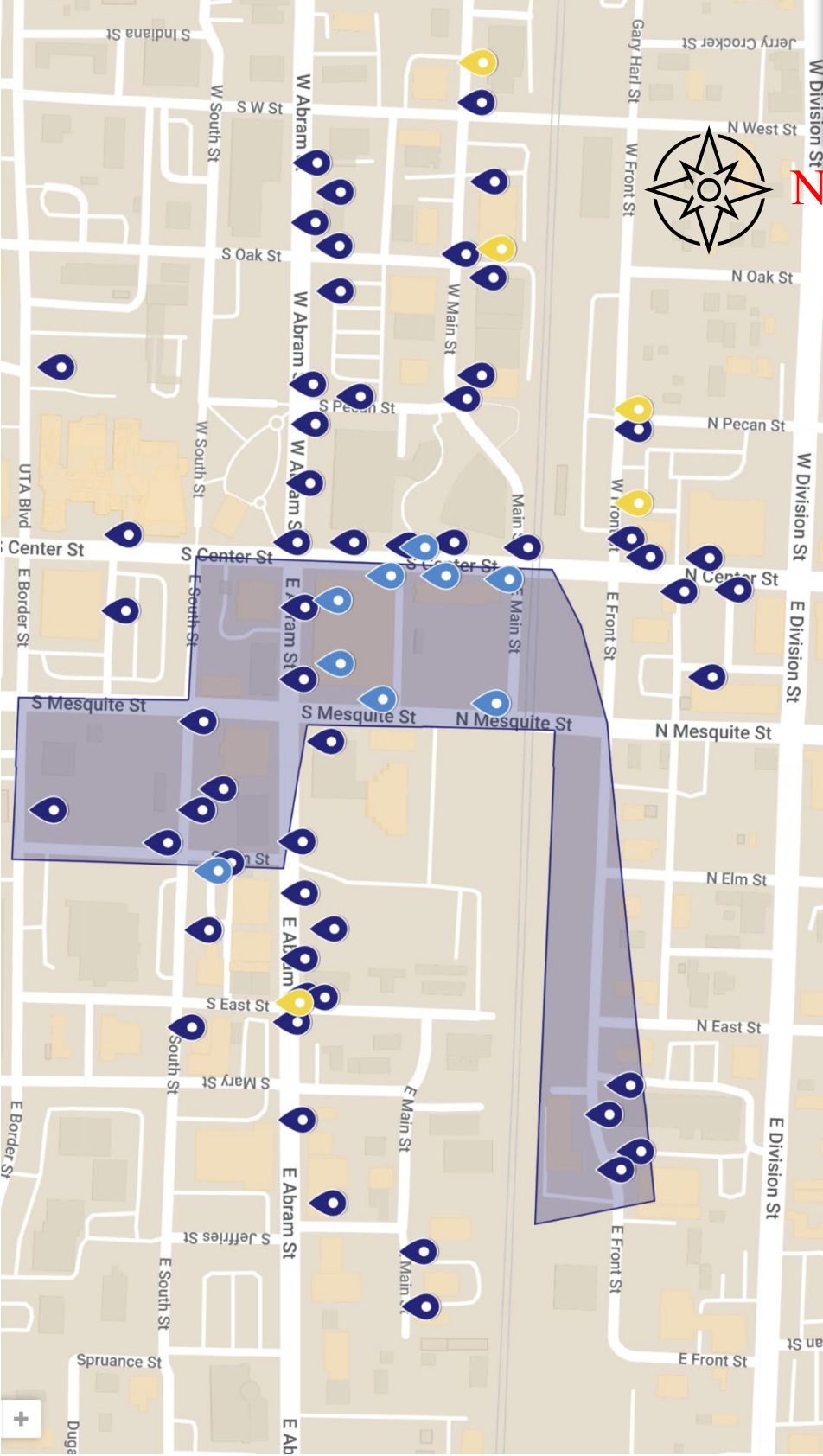


EXHIBIT C
Scope of Services for the 101 Center Garage

The following describes the general delivery of services related to the 101 Center downtown parking facility, in association with the Request for Proposal for Maintenance and Safety Ambassadors:

- Daily portering of the public areas of the parking facility and entrances to remove loose trash and address other cleaning concerns in the public areas (ramps and common areas) along with sidewalks and landscaping located around the facility.
- A secondary benefit is the Ambassadors would help serve as eyes and ears during their regular patrols, enhancing visibility for safety purposes in the garage, along with reporting any activity that appears to be out of the ordinary to police, public works, or other departments.
- 24 hours of monthly power washing to tend to public areas of the parking facility to remove the visible grime, dust and soiling. A degreaser application would be applied on a monthly basis to treat visible staining and to improve the appearance over time.
- Regular monitoring and reporting of conditions related to the private trash receptable areas and operations adjacent to and within the 101 Center Garage, assisting the ownership and the City with ensuring clean and safe standards are upheld in the overall daily operations of the garage and its environs.