Special Assessment Service District

Public Space Cleaning and Maintenance Services
2023

REISSUED/REVISED 10.26.2023
PUBLIC NOTICE
REQUEST FOR PROPOSALS

Venture Richmond
Service District

Sidewalk Cleaning & Public Space Maintenance Services
RFP 2023

Venture Richmond, Inc. is a 501 (c) 3 non-profit company whose mission is to engage business and community leaders, in partnership with the City, to ensure the economic vitality of the City of Richmond, Virginia, particularly Downtown, through economic development, marketing, promotion, advocacy and events.

Notice is hereby given that a Request for Proposals for Sidewalk Cleaning & Public Space Maintenance Services will be received by Venture Richmond located at 200 S. 3rd Street, Richmond, Virginia 23219, until December 8, 2023, at 3pm, eastern standard time.

For more information, send name, address, phone number, and email address to: Anedra Bourne, Deputy Executive Director, at abourne@venturerichmond.com.

Venture Richmond reserves the right to accept or reject all items or portions of items received.

Anedra Bourne
Deputy Executive Director
**Introduction**
Venture Richmond, Inc. (Venture Richmond) manages the Downtown Richmond Special Service and Assessment Districts (Service District) known in many communities as Business Improvement Districts (BIDs), and recently expanded service to include Manchester, south of the James River. The primary district is the General District which encompasses Downtown on both sides of the river. Venture Richmond is soliciting proposals from well-established maintenance companies to provide the services necessary to ensure a clean and attractive appearance in the public space within the District.

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The Service District was formed in 1990 and it was the first such district established in the Commonwealth of Virginia. The Service District began providing Clean and Safe Services in 1999. The Clean and Safe program has evolved over the years and today the program’s focus is sidewalk cleaning, litter patrol, leaf collection and weed eradication, as well as some minor graffiti removal. We previously provided safety ambassadors many years ago and replaced it with a beautification program; but we currently contract with another company for those services.

The objective of this contract is to provide a clean and high-quality public environment and ensure ever improving service delivery and programs to maintain this standard daily. These services are intended to maintain the presentation of the Service District’s public rights-of-way and benefit the property owners, businesses, and residents living within downtown Richmond.

The Service District area includes 440 block faces north of the river and more than 370 block faces south of the River in the Manchester neighborhood. The successful contractor will be able to manage the environment by responding to the daily needs of the area as well as recognizing and responding to rapidly changing and unanticipated conditions and needs.

**Venture Richmond’s mission is significant and not every maintenance company will have the ability to meet the demand. Venture Richmond 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 both Venture Richmond and City staff, the public, and have the skills and abilities necessary in dealing with unruly or disruptive persons.**

The Venture Richmond website ([www.venturerichmond.com](http://www.venturerichmond.com)) provides a valuable introduction to Venture Richmond and its programs. A link to the legal description of the Service District including: a link to the specific agreement with the City of Richmond (VA) regarding the district boundaries. Attached as Appendix B is a map of the General District followed by Appendixes C,
which details service areas both north and south of the James River. Appendix D includes a sample of what your daily log could look like to note staff duties, hours worked, etc.

The contract period is proposed to begin March 1, 2024 and would continue for 2 years with the option to renew or reapply for a future, multi-year contract.

Overall Objectives
Through the retention of a private maintenance contractor(s), Venture Richmond seeks to accomplish the following:

1. Visible Distinction – To create a visible distinction within the Downtown Richmond Service District when compared to the surrounding parts of the City insofar as standards of cleanliness are concerned.

2. Visible Program & Results – To provide visible evidence that the Venture Richmond funded maintenance program is working on a day-to-day basis by making personnel visible as evidenced by branded uniforms and machinery.

3. Public Interaction – To aid and provide information when requested to visitors, residents, property owners and their employees in the Venture Richmond Service District and be willing and capable of acting as an ambassador for these individuals daily.

Scope of Work

We would like to have the service schedule and frequency broken out for the service district areas located both NORTH and SOUTH of the James River as reflected by the district boundaries. This will ensure that we have pricing for both the Downtown and Manchester areas respectively and includes 440 block faces north of the river and more than 370 block faces blocks south of the River in the Manchester neighborhood.

The contractor is responsible for providing the following services:

1. Service Area Maintenance – Please describe how you would recommend keeping each area – North and South of the River (two (2) separate areas) clean, weed free, and clear of seasonal leaves including frequency of service.

2. Scheduling: Please prepare a daily recommended deployment schedule to achieve a clean environment. NOTE: We would like the contractor to reference the capability of dynamic scheduling among the team members. We would like to be able to adjust the staffing schedules and levels based upon factors such as pedestrian volume, weather, or special events.

3. Sidewalk/Gutter Sweeping: Daily cleaning of the public space, from property line to property line, or building line to building line, to maintain as litter-free an environment as possible while pedestrians are using the streets and sidewalks. This includes daily cleaning of sidewalks, curb lines and gutters of all accumulated matter including litter,
trash, dirt, leaves, weeds, sand, mud, and gravel. We look to you for expertise regarding appropriate machinery and equipment for the job. The use of an All-Terrain Litter Vacuum (ATLV) or similar machinery to clean curbs, and sidewalks where feasible is an acceptable method.

4. Pressure washing homeless hot spots.

5. Weekly removal of graffiti and unauthorized posters, signs, stickers, and placards from buildings, fixtures, bike racks and public space. This includes removal of the materials from public and private building walls and/or facades as directed by Venture Richmond management.

6. The reporting of any conditions that would detract from the enjoyment or safety of the streetscape within the Service District boundaries through a work order reporting and tracking system. See Appendix D for a SAMPLE Work Order Reporting and Tracking specifics.

7. Immediate reporting and/or removal of illegally dumped or accidentally spilled materials as needed.

8. Thorough sidewalk cleaning program within the Service District boundaries to be approved by the Service District management.

9. Operation must be flexible and able to address Special Projects as they may come up within the Service District boundaries, and completion of Special Projects as determined by Venture Richmond management in collaboration with the contractor.

10. Must provide a schedule and plan to complete seasonal jobs including collection and removal of leaves and a licensed weed eradication program and weed removal.

11. Coordination of all services provided by the contractor and contract employees with Venture Richmond management; and, when necessary, with the City of Richmond departments.

12. Providing and replacing all branded contractor employee uniforms so they are always in presentable/professional condition, and all equipment and supplies necessary to perform its obligations, including but not limited to cleaning tools, push carts and power equipment; and providing for the regular care and maintenance of the same.

13. The contractor will be responsible for ownership and/or leasing, repairs, and maintenance of all equipment.

14. The contractor will work with Venture Richmond to brand any and/or all newly purchased equipment.

15. Training, supervising, and directing all contract employees with respect to the performance of the services required within this scope.

16. Performing all maintenance services in a manner that advances the Venture Richmond objectives about cleanliness and maintenance of the area within the District boundaries which creates and environment conducive to tourists, residents, and lawful social and business activity.

17. The proposal MAY include options for Electric Vehicle or equipment options.

18. Additional services may be added from time to time, subject to negotiation or arrangement.

19. The contractor is responsible for the removal and disposal of the bagged waste and other debris.
20. The contractor MUST have a location for the operation and storage of equipment and vehicles, preferably, but not required, to be in the Service District.

21. Contractors will implement industry best practices and continue to keep current, required licensures and certifications as needed for all work to be performed.

**Communication and Reporting Requirements**

1. Contractor management will be accessible (within one hour) daily to respond to Venture Richmond questions or concerns.

2. Contractor management will be responsible for the contractor’s compliance with all applicable City of Richmond and Commonwealth of Virginia laws.

3. Weekly inspection of the Service District area by contractor management, and submission of a weekly report is required. The weekly report will contain the following:
   a. A state of the summary of work for the preceding week.
   b. Submission of trouble spots or potential problem areas for the upcoming week.
   c. Cleaning objectives for the upcoming week.
   d. Plans for special projects, special events and/or areas requiring more extensive cleaning or additional work.
   e. A summary of all work orders, open and completed, generated during the reporting period.
   f. Notes regarding any repairs needed that required other vendors and/or the attention of City Departments (i.e., damaged lamp posts, broken bricks, tripping hazards, etc.)

**Term of Contract**

The term of the contract is for two years. The contract may be terminated by either party by providing written notice of 60 days in advance of contract termination. The option to renew before the end of the contract year may be exercised by Venture Richmond at its sole discretion.

**Contract will be signed on March 1, 2024.**

**Training Requirements**

The contractor will provide employees who are well trained in cleaning and maintenance techniques. These employees should be capable of representing the District and interacting with the public in an informed, courteous, and professional manner.

**Equipment Ownership and Maintenance**

- The contractor will own, maintain, and provide all vehicles and equipment used within the Service District boundaries. Equipment shall include, but is not limited to trucks, ATLVs, mechanical equipment, machines and hand and power tools.
- The contractor will be responsible for the repair, maintenance, and replacement of all vehicles, mechanical equipment, machines and hand and power tools.
• All equipment used within the Service District boundaries is to be maintained in a clean and serviceable condition and repaired or replaced as needed and when needed. These repairs will be made in a timely manner. Broken, damaged, defective, dull, or dirty equipment is not to be used on the Service District site. All vehicles will be maintained in a manner that reflects a positive image of Venture Richmond. The contractor will cause all vehicles and relevant equipment to be branded with the Clean & Safe brand designs approved by Venture Richmond.

**Pre-qualification Process**
The pre-qualification process shall address, but shall not be limited to, the following characteristics of a prospective bidder:

1. The type of business or organization and its history.
2. The resumes of and professional qualifications of the business or organization’s staff, including relevant professional licenses, affiliations, and specialties.
3. **Contractor must currently have or will apply for valid City of Richmond and Commonwealth of Virginia business licenses.**
4. Information attesting to financial capability, including financial statements.
5. A summary of similar contracts awarded to the bidder and the bidder’s performance of those contracts.
6. A statement attesting to compliance with wage, hours, workplace safety, and other standards of labor laws.
7. a statement attesting to compliance with Federal and State equal employment opportunity law.
8. Information about pending lawsuits or investigations or judgements, indictments, or convictions against the bidder or its proprietors, partners, directors, officers or managers.
9. Documentation regarding business designations and professional memberships.
10. Is this business minority-owned or does it have a Small Women-owned and Minority-owned business (SWAM) designation?

**Proposal Requirements**
Venture Richmond requests that each bidder submit a technical proposal that outlines in detail how the bidder intends to meet the requirements of the contract.

The technical proposal must include:
- A statement of qualifications which details the organization’s experience and success in providing comparable services.
- A management plan that explains how the project will be managed and supervised. The management plan must contain the resumes of all proposed project supervisors and proposed project managers.
- An operational plan that explains how the services will be provided. This plan must respond to each of the items of the Scope of Work.
- At least three (3) professional references.
• At least two (2) financial references from a Banking Institution including State Corporation Commission (SCC) registration and authorization to do business in the Commonwealth of Virginia.

Each bidder must submit a cost proposal that includes a schedule of direct and indirect costs detailing:

• Breakout costs for the service areas both NORTH and SOUTH (Manchester) of the James River.
• Proposed staffing schedule including number, type (i.e., driver, repair person, etc.) that enables the contractor to meet the Scope of Work. See the SAMPLE sheet in Appendix D as a template – or provide your own – to demonstrate proposed wages and hours for all employees (part-time, hourly and non-hourly employees).
• Equipment and vehicle list and costs.
• All applicable overhead and profit costs.
• Costs for both disposable and durable, reusable supplies such as bags, brooms, shovels, tools, and uniforms.
• Costs and type of reporting/task management software and/or hardware.
• Sample of work order and reporting.
• Evidence that the organization can maintain insurance in the following amounts consistent with the City of Richmond and Commonwealth of Virginia laws.
  o Comprehensive commercial general liability with a combined limit of not less than $2 million.
  o Automotive liability insurance with a combined limit of not less than $1 million per occurrence.
  o Statutory Worker’s Compensation Coverage and Employers’ Liability Insurance with the Alternate Employer Endorsement WC 000301.
  o The terms of all such policies shall be subject to approval by Venture Richmond and the contractor shall provide Venture Richmond and the City of Richmond with certificates of insurance evidencing each covering and naming Venture Richmond, the City of Richmond, and its officers and employees as additional insureds and that the insurance shall not be cancelled unless Venture Richmond receives ninety (90) days prior written notice.

All bidders will agree to provide a waiver of subrogation by the insurer against Venture Richmond.

**Evaluation of Proposals**

The proposals will be evaluated on these criteria:

1. Response to the prequalification criteria
2. Responsiveness to each item in the Scope of Work and Request for Proposal
3. Cost of services
4. References that address:
   - Experience and demonstrated ability to provide high quality services, reliability, and consistency.
   - Knowledge and ability to handle specialized conditions.
   - The proven ability to be flexible and adaptable to changing conditions.
   - Demonstrated capability and experience of management team.
   - Work collaboratively as a team player with the client.

5. Preferences will be given to CBE/certified DBE businesses.

Notwithstanding the above, Venture Richmond reserves the right to waive irregularities and the right to reject any or all proposals at any point during the selection process, or to terminate the RFP process without selection of a vendor.

Proposal Submission
Proposals are due at 3pm, Friday, December 8, 2023. Proposals should be submitted via email to Anedra Bourne, abourne@venturerichmond.com.

Questions about this RFP should be directed to Anedra Bourne, Deputy Executive Director, at 804.788.6474 or abourne@venturerichmond.com.
Appendix A

Legal Definition of the Service District Boundary Area including the Manchester Expansion

Reference

Appendix C – NORTH of the James River
Appendix C – SOUTH of the James River
### Appendix D

#### Proposed Hours by type

**SAMPLE**

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