



RiNo Art District

REQUEST FOR PROPOSALS: Clean Team Ambassadors

Funded by the RiNo Art District's:

Business Improvement District (BID) & General Improvement District (GID)

RFP Issue Date: Monday, March 11, 2024

RFP Response Deadline: Monday, March 25, 2024, 12:00pm

Potential Interview Date: Wednesday, March 27, 2024, at
10:45am – 11:45am & 3:30 – 4:30pm

Please send proposals to sarah@rinoartdistrict.org



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BACKGROUND

Purpose

The RiNo Art District is seeking proposals from highly qualified vendors to operate public space Clean Team Ambassadors within the boundaries of RiNo's BID and GID. RiNo's Ambassadors will perform cleaning and maintenance services intended to enhance the appearance and attractiveness of public spaces that primarily include walkways and amenity zones (curb and gutter to building line), major pedestrian and bicyclist connections, and a park.

The efforts of the Clean Team are consistent with RiNo's philosophy that positive perceptions of the district as a clean, safe, and inviting place to work, live, and visit depend on several factors. These include continuous attention to maintenance activities (i.e., litter removal, graffiti removal, servicing trash and recycling bins, weed removal, power washing surfaces, etc.) as well as creating and maintaining a safe, pedestrian-friendly atmosphere.

In addition to possessing professional skills to perform necessary work, Clean Team Ambassadors must be dependable, trustworthy, enthusiastic, and personable. Clean Team Ambassadors perform their work in public areas, where they are seen and observed by hundreds of people every day. As representatives of RiNo, Ambassadors interact with a wide range of diverse people, and must be able to communicate and perform their duties in a clear and friendly manner.

About the RiNo Art District

Located just northeast of downtown Denver, RiNo includes a remarkable concentration of creative businesses, including architects, art galleries, designers, furniture makers, illustrators, painters, media artists, photographers, sculptors, and an array of studio spaces. RiNo is "Where Art Is Made" in Denver. As a former industrial hub, the RiNo Art District is part of the four historic neighborhoods of Five Points, Cole, Globeville, and Elyria-Swansea. During the turn of the last century, the area was home to foundries, pattern shops and industrial uses that helped drive the economic success of Denver. As industry moved out of the city's core in the late 80s and 90s, the corridor was left with several vacant warehouses and failing infrastructure. During this time, artists began to populate the area as prices were very affordable and the area was a fertile ground for arts, artists, and creatives. In 2004, local neighborhood leaders and the City and County of Denver began work on the River North Plan to consider ways to revitalize the area. In 2005, local artists Tracy Weil and Jill Hadley-Hooper joined forces and created the River North (RiNo) Art District, with the desire to form a creative community that would connect the artists that made the area their home.

Over the last decade, the Business Improvement District, General Improvement District, and the Keep RiNo Wild nonprofit 501(c)(3) were formed. The RiNo Art District nonprofit 501(c)(6) ensures cohesion across all entities and the delivery of initiatives in an equitable and community-driven manner. Together, the RiNo Art District family of organizations fund and support our community through advocacy, public realm and infrastructure improvements, artist support, community programming, business support, and events.



A map of the RiNo Art District in Denver, Colorado, showing various boundaries and surrounding neighborhoods. The map includes a legend in the top left corner with the following items:

- RiNo Art District Boundary* (Orange line)
- RiNo BID Boundary (Blue line)
- RiNo Denver GID Boundary (Yellow line)
- Brighton Blvd Assessment (Green line)

The map shows the following neighborhoods and landmarks:

- NEIGHBORHOODS:** GLOBEVILLE, COLE, FIVE POINTS, ELVIA SWANSEA.
- STREETS:** PARK AVE W, FOX ST, E 47TH AVE, E 45TH AVE, E 44TH AVE, E 43RD AVE, E 37TH AVE, E 36TH AVE, E 35TH AVE, E 34TH AVE, E 33RD AVE, E 31ST AVE, E 30TH AVE, E 29TH AVE, E 28TH AVE, E 27TH AVE, W 43RD AVE, W 42ND AVE, W 41ST AVE, W 40TH AVE, W 39TH AVE, W 38TH AVE, W 37TH AVE, W 36TH AVE, W 35TH AVE, W 34TH AVE, W 33RD AVE, W 32ND AVE, W 31ST AVE, W 30TH AVE, W 29TH AVE, W 28TH AVE, W 27TH AVE, W 26TH AVE, W 25TH AVE, W 24TH AVE, W 23RD AVE, W 22ND AVE, W 21ST AVE, W 20TH AVE, W 19TH AVE, W 18TH AVE, W 17TH AVE, W 16TH AVE, W 15TH AVE, W 14TH AVE, W 13TH AVE, W 12TH AVE, W 11TH AVE, W 10TH AVE, W 9TH AVE, W 8TH AVE, W 7TH AVE, W 6TH AVE, W 5TH AVE, W 4TH AVE, W 3RD AVE, W 2ND AVE, W 1ST AVE, W 0TH AVE.
- LANDMARKS:** Argo Park, Pepsi Building, George Morrison Sr. Park.
- Other Labels:** RiNo ART DISTRICT, RiNo BID, RiNo Denver GID, Brighton Blvd Assessment.

* Satellite member locations do exist outside the RiNo Art District boundaries (supporters prior to the Certified Creative District boundary)



SCOPE OF WORK

Service Areas

The selected Vendor will provide the maintenance services outlined in this RFP in primarily high-use commercial areas within the BID and GID boundaries. The area is generally bounded by the South Platte River, Broadway, Larimer Street, N Downing Street, 38th Street, and Brighton Boulevard to 44th Street. Please reference Image 2 for a map of the service areas for illustrative purposes only. Certain geographic areas are excluded from the contract since they aren't considered dense commercial corridors/areas.

Below is a description of the main service areas:

- Larimer Street from Broadway to N Downing Street
- Walnut Street from Broadway to intersection of E 40th Avenue & Franklin Street
- Blake Street from Broadway to intersection of E 40th Avenue & Franklin Street
- All cross streets between Larimer Street and Blake Street from Broadway to the intersection of Blake Street and Franklin Street (note: Larimer Street ends at N Downing Street, so only cross streets connecting Walnut Street and Blake Street from N Downing Street and the intersection of Blake Street and Franklin Street will be serviced)
- Broadway Underpass
- Brighton Boulevard from Broadway to 44th Street
- 38th Street from Blake Street to Arkins Court
- 35th Street pedestrian bridge and landings
- Wazee Street from 35th Street to 36th Street
- 35th Street from Wazee Street to Chestnut Place
- 36th Street from Wazee Street to Chestnut Place
- Wynkoop Street from 35th Street to 38th Street
- Delgany Street from Festival Street to 38th Street
- Chestnut Place from 35th Street to 38th Street
- 31st Street from Brighton Boulevard to Arkins Court
- RiNo Art Park (see scope of work)

Image 2: Illustrative Map of Service Areas





Clean Team Ambassador Service Needs

The RiNo Art District seeks proposals from qualified firms to provide cleaning and maintenance services as necessary. Duties shall include, but not be limited to, the following:

Trash & Recycling Bin Service

- Remove waste from RiNo's trash and recycling bins located throughout the district, and ensure waste is properly disposed of (e.g., do not commingle trash and recycling).
- Inspect bins for maintenance needs (e.g., identify need for new bin liners or logos).

Surface Cleaning & Sanitation

- Walk, inspect, and clean district surfaces, providing pan and broom service picking up litter, debris, and large items.
- Spot wash as necessary for specific, isolated spills or stains.
- Remove weeds.
- Wipe down public amenities and trash and recycling bins.
- Remove biohazard waste.

Pressure Washing

- Pressure wash ground surface areas as needed.

Graffiti & Poster Removal

- Remove graffiti from public ground surfaces, signage and wayfinding, public amenities, and trash and recycling bins.
- Remove graffiti from murals on buildings, as requested.
- Remove graffiti that is necessary to remove urgently, such as graffiti that indicates gang-related activity, promotes violence, or is threatening.*
- As needed, remove old/irrelevant posters and signs from light posts and public amenities.

*Note: For non-urgent graffiti tags, property/business owners are encouraged to report them to the City and County of Denver by calling 311, and filling out a [graffiti removal authorization form](#) to authorize the City to remove graffiti free of charge.

Alley Service

- As needed, remove litter, debris, large items, and weeds from alleys.*

*Note: Maintenance of alleys is the responsibility of the property/business owner. However, there may be a need to clean and maintain certain alleys to ensure they are up to the district's standards, or in preparation for an event.

ArtPark Maintenance

- As needed, perform the above applicable services at the ArtPark (landscape maintenance is not needed).*

*Note: The City maintains the park, but the Vendor will be expected to provide additional maintenance to comply with the district's standards, such as litter and graffiti removal.



Miscellaneous Maintenance & Safety

- Identify and report trip hazards and fix minor trip hazards such as uneven tree grates.
- Identify and report access issues that impede pedestrian mobility.
- Conduct weekly light and public amenity audits, and report items in need of service.

Event Services

- Availability to provide pre- and/or post-event cleaning services for district and non-district events.*

*Note: The cost of these services will be accommodated through district and non-district event budgets, and the cost should not be reflected in the fee proposal.

Reporting & Information Sharing

- Track all activity and reports in a system (i.e., software program or app) that can be shared with RiNo staff to measure productivity and develop reports.

Optional Services

The service needs listed below may not be necessary but could be an additional need that would contribute to a welcoming environment.

- Outreach Services: Ambassadors who are trained to engage vulnerable members of our population to determine what needs might be fulfilled and encourage a connection with known service providers in our community. Engage social service partners to understand their services, engagement processes, and challenges they face in helping the local street population.
- Hospitality and Safety Services: Ambassadors who are trained to assist with events by greeting and interacting with attendees, providing information, and being a point of contact for issues/concerns during an event.

Clean Team Ambassador Service Frequency

The RiNo Art District understands the frequency of service will be dependent on needs and may vary depending on service area location.

One-Time Deep Clean Service

- Conduct an initial deep clean of all service areas so they are up to the district's standards.

Recurring Maintenance Service

- Recurring maintenance services will start once the district has approved the finish of the initial deep clean.
- Vendors are encouraged to propose the frequency of recurring maintenance services depending on the budget and anticipated needs.

On-Call Service

- Ambassadors should be available to address reports that require immediate service, such as biohazard removal, as well as be available before/during/after certain events to provide cleaning services as needed.



Vendor Expectations

- Provide services year-round, seven days a week, with coverage to fulfill the service frequency needs.
- Adjust staffing levels seasonally to address service needs and weather.
- Have a visible and recognizable presence in the community by conducting work during the day.
- Clean Team Ambassadors will wear distinctive, easily recognizable uniforms with the district's approved branding. The Vendor will supply all components of the uniforms at its cost and uniforms shall be approved by the district. The Vendor will be responsible for ensuring the cleanliness of uniforms and the neat appearance of Ambassadors. Vendor may not use the district logo or name except as authorized by the district.
- Clean Team Ambassadors should be equipped with devices to communicate activities in real-time and to track personnel logistics and activity, with the understanding that a flexible approach will be warranted to enable the Ambassadors to deal with existing conditions.
- Clean Team Management will introduce Ambassadors to the district staff when they are hired.
- Clean Team Ambassadors will receive ongoing training from Vendor.
- The district's branding will be used on Vendor vehicles (and equipment if possible).
- Supply all necessary materials, equipment, and vehicles to perform the services outlined in this RFP.
- Clean Team Manager will frequently interact with the district staff and Board of Directors.
- All Vendor employees are employed by and are the sole responsibility of the Vendor. However, Ambassadors provide services on behalf of and are representatives of the district.
- Ambassadors should be approachable, friendly, knowledgeable, and proactive to assist the community and engage business owners, employees, residents, visitors, etc.

Employment Goals for Ambassadors

Vendor should provide employment opportunities and support by partnering with local social enterprises or workforce development organizations to hire Ambassadors. The district is flexible with the Vendor's approach to employment of Ambassadors, but the RFP response should include an explanation of this approach and how the Vendor employs returning citizens, at-risk individuals, people living with disabilities, people who have experienced or are experiencing homelessness, etc.

Vendor Reporting

- The Vendor should utilize and maintain an electronic online data and work order system that is easy to use and capable of generating reports and analyzing data statistically, spatially, and in real-time. This system should serve as a dispatch where the district can upload issues that need attention, as well as have the opportunity for community members to report issues. The system should show completed routes that may be monitored by the Vendor and the district.
- Any condition related to sanitation that needs to be addressed immediately will promptly be reported to the district and noted on weekly reports recording the date, time, and name of the staff person making the report.
- Vendor shall maintain accurate daily records of time worked by each employee, including areas serviced and tasks completed. These records shall be produced to the district upon request.



- Vendor will provide weekly digital reports to the district that will contain information as requested by the district, including items and their location (if applicable) such as:
 - Illegal use of waste bins.
 - Short dumping – trash set out illegally, at the wrong times for pickup.
 - Vandalism, such as window breakage on storefronts or cars.
 - Posters on visible surfaces.
 - Daily/weekly bag count that was swept up by the Ambassadors.
 - Waste bins that were serviced and frequency of service.
 - Map of power washing progress.
 - Listing of hours not worked due to inclement weather or other circumstances.
 - List of graffiti on surfaces that was removed.
 - List of non-urgent graffiti tags that are the responsibility of the property/business owner.
 - List of any persistent unclean or unsightly conditions outside of the scope of the Vendor's services.
 - Persistent vagrancy, aggressive panhandling, or persons in need of social service referrals.
 - Any other information pertinent to the Vendor's services and duties as required by the district.

Term

The agreement for the Vendor's services shall have an initial term of one (1) year, with annual renewal rights. Renewal terms will be agreed upon by the district and the Vendor with the understanding that the scope of services, service areas, and budget may change depending on the district's needs.

Budget

The estimated budget for the initial term of one (1) year is \$270,000. RFP responses should clearly state what scope of services may be achieved within the budget.



PROPOSAL GUIDELINES

Instructions and Requirements for Proposals

Please provide a written response to this request that includes the following:

- **Company Name**
- **Clean Team Manager Name(s)** – individuals responsible for providing/managing contracted services.
- **Contact Information** – address, phone number, email addresses.
- **Firm Description**
- **Firm Qualifications & Experience** – please include reference names and contact information related to work experience.
- **Insurance** – provide proof of all relevant insurance.
- **Scope of services** – describe in detail what and how the services will be achieved.
- **Staffing** – describe policies for how staff are recruited, hired, and trained.
- **Social Services & Workforce Development** – describe your firm’s relationship with social services and workforce development organizations.
- **Equipment & Uniforms** – provide a complete list of necessary equipment, proposed uniforms, and how they will be maintained.
- **Waste Removal** – describe the methods/equipment for removing waste from the district.
- **Timeline** – show the sequence of steps from award notification date to the deployment of Ambassadors.
- **Budget** – provide budget figures for a three-year period (separate figures for each year). Include a detailed breakdown of the budget for the initial year for things such as personnel costs (including hourly rates), equipment costs, training costs, uniform costs, overhead, and profit.
- **Accountability for Performance** – explain how you propose to communicate your activities, results, and hours worked to the district and how performance will be measured and demonstrated.

Note: Respondents are encouraged to not limit their responses to the scope of the RFP. Responses may include ideas or proposals beyond the scope outlined in the RFP or, with appropriate explanation, may choose to decline to respond to a specific item in the RFP.

Selection Criteria

Proposals will be evaluated based on, but not limited to, the following criteria:

- Proven experience in general and public outdoor space cleaning and maintenance, with the possibility of streetscape furnishings installation and maintenance; including coordinating, scheduling, management, monitoring, reporting, utilization of proper equipment, and attention to detail.
- Ability to assume contract responsibilities and perform them in a timely and cost-effective manner, including full operational ability within a quick timeframe after contract completion.
- Demonstrated commitment to incorporate job training, workforce development, and partnering with social service or at-risk assistance programs.



- Expertise incorporating eco-friendly practices into the execution of services.
- Ability to provide and store all equipment and supplies.
- A fair and reasonable fee to achieve the proposal.

Disclaimer

On its sole discretion, the district reserves the right to (1) withdraw or modify this RFP without prior notice; (2) accept or reject any or all proposals; and (3) accept proposals that deviate from the RFP, as the district deems appropriate and in its best interests. The information in this RFP is for guidance only and does not constitute any part or all an agreement. The district reserves the right to negotiate with any, all, or none of the applicants responding to the RFP. Following the submission of a proposal, the applicant agrees to deliver such further details, information, and assurances relating to the purpose and the applicant. All costs and expenses associated with the preparation of any report or statement in response to the RFP shall be the applicant's responsibility. Neither the district nor its board members shall have any obligation or liability with respect to this RFP and this selection and award process or whether any award will be made. The district has the right to interview, or not interview, any or all the applicants. Any recipient of this RFP who responds hereto fully acknowledges all the provisions of this disclaimer and agrees to be bound by the terms hereof.

RFP Process & Selection

All dates below are proposed dates and may be subject to change with appropriate notice.

RFP Issue Date

- Monday, March 11, 2024

Applicant Questions

- All applicant questions are due by Tuesday, March 19, 2024
- For informational purposes only, the applicant may schedule a site visit with district staff between March 19 – 22.

RFP Response Deadline

- Applicants are asked to respond to the information in this request on or before 12:00pm on Monday, March 25, 2024, by email to sarah@rinoartdistrict.org. All information shall be in written form.

Interview Date

- If the district deems necessary, they will conduct interviews on Wednesday, March 27, 2024, from 10:45-11:45am and 3:30-4:30pm to assist with the selection process. If you submit a proposal, please reserve these times for a potential interview that can be in-person or virtual.

Selection & Award Notification

- Award notification is anticipated to occur by Friday, March 29, 2024, via email.