



# UPTOWN WHITTIER IMPROVEMENT ASSOCIATION REQUEST FOR PROPOSAL

## SIDEWALK MAINTENANCE CONTRACTOR

RELEASED JUNE 27, 2024 / DUE JULY 29, 2024

### 1. Introduction & Background

The Uptown Whittier Improvement Association (UWIA) is committed to enhancing the Uptown Whittier district through targeted service areas including Sidewalk Operations, District Identity, and Land Use. This RFP is issued to secure a maintenance contractor capable of improving the designated public spaces within the district's boundaries. A map of the district is attached for reference.

### 2. Proposal

#### Key Responsibilities:

- **Maintenance and Cleanliness:** The contractor is expected to maintain cleanliness and order in the public rights of way as detailed in the RFP.
- **Coordination and Reporting:** Regular coordination with the UWIA District Manager, Sidewalk Operations Committee Chair, and the UWIA President as required.
- **Professional Interaction:** Staff must be capable of professionally interacting with all members of the community, including potentially unruly or marginalized individuals.

#### Requirements:

- The contractor must have personnel with the skills necessary to maintain both private and public spaces effectively.
- Adaptability to handle seasonal fluctuations in workload, including the provision of additional personnel during peak times such as the holiday season and special events.

### 3. Overall Objectives

- **Visible Distinction:** Enhance the district's cleanliness to a visibly higher standard compared to surrounding areas.
- **Visible Program:** Ensure maintenance staff are easily recognizable by wearing uniforms in district colors, and consider future branding opportunities on trash receptacles and machinery.
- **Public Interaction:** Empower staff to provide daily assistance and information to visitors, residents, and businesses, fostering positive community interactions.
- **Security Interaction:** Equip maintenance personnel with communication devices to report suspicious activities and coordinate with local security forces, such as the Whittier PD or UWIA Ambassadors.

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- **Public Space Development:** Enhance the utilization of public spaces to allow community members to enjoy Whittier's micro-climate, focusing on significant corner spaces and potential future developments.

#### 4. Budget

- **Contract Duration:** The initial contract will be for a six-month period, with potential for transition to an ongoing annual relationship based on performance evaluations.
- **Negotiation Authority:** The UWIA Board has authorized staff to negotiate contract prices based on the proposed scope of work and the firm's demonstrated experience.
- **Proposal Costs:** The UWIA will not reimburse any direct costs incurred by the firm in preparing and submitting the proposal.

**Project Commencement:** Immediate action will be taken to commence the project following the selection of the successful firm, as authorized by the UWIA Board.

#### Maintenance and Cleaning Services to be Provided – Required

The UWIA is dedicated to fostering a dynamic and attractive urban district in Whittier through high standards of maintenance and cleanliness. The following services are required from the contracted maintenance firm:

1. **Sidewalk and Gutter Sweeping:** Utilize hand or power sweeping equipment to clean sidewalks, gutters, driveways, tree wells, landscaped areas, and alleys, removing all trash, gum, stickers, debris, leaves, and human bio-waste. Cleaning should also include street furniture and trash receptacles, performed uniformly as directed.
2. **Pressure Washing:** Implement a district-wide pressure washing schedule, ensuring that the entire district is cleaned a minimum of twelve times per year, although not every area will be cleaned each time. The process should protect storefront areas and comply with all environmental regulations.
3. **Trash Collection/Removal:** Regularly empty and maintain city and newly placed trash receptacles throughout the district. Clean the exterior surfaces of all receptacles and manage any minor graffiti using appropriate methods.
4. **Graffiti and Poster Removal:** Remove graffiti, stickers, posters, and flyers from public surfaces daily using solutions or pressure washing, ensuring no damage to surfaces. Address graffiti on private property by notifying the owner or relevant city department.
5. **Human Bio-waste and Spill Cleanup:** Address any instances of human bio-waste and other spills promptly by cleaning the area thoroughly with appropriate disinfecting agents, ensuring the maintenance process does not damage public surfaces.
6. **Maintenance of Public Amenities:** Including painting, touch-ups, and washing of trash cans, planters, benches, and light bases as requested. Maintenance personnel may also be required to install and maintain banners, holiday decorations, and other public displays as directed.
7. **Special Events and Seasonal Decorations:** Assist in the setup and maintenance of decorations and signage for special events and seasonal displays. The UWIA will provide at least thirty days' notice for necessary preparations.
8. **Public Infrastructure Maintenance:** Regularly wipe down and clean public infrastructure, including street poles and benches. Report any city maintenance issues through the Whittier365 app.
9. **Landscaping and Weeding:** Perform weeding and trimming as needed to maintain the aesthetic and safety of landscaped areas within the district.

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10. **Public Interaction:** Staff should provide assistance and information to district visitors, residents, and business personnel daily, maintaining courteous and helpful interactions.
11. **Reporting and Communication:** Maintenance personnel should carry communication devices to report to authorities suspicious activities and dangerous conditions to life or property, including crimes. Daily cleaning reports should be maintained and shared with the appropriate UWIA personnel weekly. Reports will include records of all communications and incidents reported to security personnel, code enforcement, police, and other relevant authorities.
12. **Weekly Reporting:** Submit a comprehensive weekly report to the UWIA District Manager, President, and Sidewalk Operations (SOBO) Committee Chair detailing all maintenance activities, issues encountered, and any deviations from the standard procedure.
13. **Managing Public Rights of Way:** Monitor and report any non-compliant installations, like unsecured or improperly placed news racks or items covered with graffiti, to code enforcement or the appropriate party. These reports are to be included in the Weekly Report to UWIA personnel.
14. **Uniforms and Maintenance Carts:** All maintenance personnel must wear UWIA-branded uniforms that are clean, well-maintained, and match the color palette provided by the district. Similarly, all maintenance carts used in the district must be branded with the UWIA logo and color palette, kept clean and in good condition. See Exhibit B as an example..

## Expected Work Hours

- **Saturday, Sunday, and Monday:** Early morning hours to avoid disrupting business.
- **Tuesday:** No maintenance personnel on duty.
- **Wednesday to Friday:** Full day presence of maintenance personnel to ensure comprehensive upkeep and availability for any immediate needs.

Expected work hours are subject to change based on the evolving needs of the UWIA to best accommodate community requirements and operational demands. By fulfilling these services, the contracted firm will play a crucial role in enhancing the quality of life and visual appeal of the Uptown Whittier district, aligning with the UWIA's mission to attract and retain businesses and visitors in a clean, safe, and beautiful environment.

## Proposal Submission Specifications

Proposals must be submitted in accordance with the following specifications to ensure a structured and fair evaluation process by the UWIA. Complete adherence to these specifications is required for consideration.

1. **Format and Delivery:** Proposals must be prepared as a single document in PDF format. This ensures consistency and ease of review by the evaluation committee.
2. **Email Submission:** Completed proposals should be emailed to the designated address: [admin@uwia.org](mailto:admin@uwia.org). Please ensure that the email subject line reads "**Sidewalk Maintenance Contractor - [Your Company Name]**". This will help in quick identification and proper categorization of your submission.
3. **Content Requirements:**
  - **Company Overview:** Brief description of your company, including history, core competencies, and previous experience in similar projects.
  - **Scope of Services:** Detailed outline of the services offered, including how your company plans to meet or exceed the specific maintenance requirements set

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forth in this RFP. Include a comprehensive description of each service area, detailing the methods and tools to be used.

- **Staffing and Deployment:**
    - **Assignment and Scheduling:** Clearly demonstrate how the contractor will assign, schedule, and dispatch staff to cover all service areas. Include a detailed deployment schedule that specifies which teams will handle different zones and tasks.
    - **Training Description:** Describe the training that personnel will undergo to ensure they are fully equipped to perform their roles. This should cover both initial and ongoing training programs.
    - **Performance of Duties:** Explain how personnel will be instructed to perform their jobs, including any specific techniques or standards they must adhere to.
  - **Service Execution:** Clearly define and demonstrate how the services will be accomplished. Provide specific examples of how your company has planned, deployed, executed, evaluated, and refined services in past projects.
  - **Performance Management and Evaluation:**
    - **Accountability Measures:** Detail how your company proposes to be held accountable by UWIA, including how the performance of the program will be measured and demonstrated.
  - **Equipment:**
    - **Additional Equipment:** Include within the proposal any additional equipment that may enhance the services provided by the team members, specifying how this equipment will be used to improve service delivery.
  - **References and Other Pertinent Information:**
    - **References:** Provide at least three references with names and contact information who can attest to the quality and reliability of your services.
4. **Additional Documents:** Any additional documents supporting your proposal such as certifications, references from previous clients, or additional assurances of compliance with local regulations should be included within the main PDF document.
  5. **Deadline:** Proposals must be received no later than **July 29, 2024**. Proposals received after this deadline will not be considered.

By submitting your proposal, you commit to adhering to the terms outlined in this RFP and to working collaboratively with UWIA to enhance the Uptown Whittier district. We look forward to reviewing your innovative solutions and approaches to maintaining our community's high standards of cleanliness and safety.



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