

REQUEST FOR PROPOSALS
SIDEWALK CLEANING, PUBLIC SPACE MAINTENANCE & PRESSURE WASHING
FOR THE DOWNTOWN OXNARD BUSINESS IMPROVEMENT DISTRICT

Released Monday, October 28, 2024

Proposals Due Tuesday, November 26, 2024, 5:00 p.m.

I. Introduction and Background

The Downtown Oxnard Improvement Association (DOIA) is the nonprofit agency that oversees the property & business improvement district (District) encompassing approximately 32 blocks in the [City of Oxnard, California](#). The DOIA represents the District property and business owners and uses a portion of the revenues from assessments to maintain a “clean & safe” area for its stakeholders and the public.

The DOIA is seeking responses to this Request for Proposals (RFP) for vendors (Contractor) providing sidewalk cleaning, pressure washing, and ambassador services to designated public spaces within the District boundaries (see attached map). This contract is anticipated to commence on January 1st, 2025, or as soon thereafter as possible, and run for one (1) year with annual options for renewal for a total of five (5) years.

The DOIA requires that the Contractor 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 the members of the DOIA, the public, and have the skills and abilities necessary in dealing with antisocial or marginalized persons in urban environments.

The DOIA will work closely with the Oxnard Police Department and Oxnard Public Works Department. The DOIA employees must meet a standard of professionalism and excellence to maintain a healthy relationship with the City of Oxnard staff and the community.

II. Not to Exceed Contract Amount:

The Contractor shall provide a *not-to-exceed* price with a thorough breakdown of the wages provided for each work position, basic employment costs, the proposed hours and days for each work position, and the overhead and administrative costs including a description of benefits provided to personnel, and any additional administrative cost. Proposals shall not exceed \$ 230,000 in total costs for the first year of operation.

III. Overall Objectives

Through the retention of a maintenance Contractor, the DOIA seeks to accomplish the following:

1. **Visible Distinction** - To create a visible distinction within the District when compared to the surrounding parts insofar as standards of cleanliness are concerned.
2. **Visible Program** - To provide visible evidence that the DOIA-funded maintenance program is working on a day-to-day basis with DOIA branding on uniforms and equipment.

3. **Public Interaction** - To provide assistance and information, when requested, to visitors, residents, property owners, business owners, and their employees in the District and be willing to and capable of interacting with these individuals and businesses daily.
4. **Interaction** - Each employee will be required to carry one handheld radio or cell phone to communicate with the Contractor Operations Manager and/or DOIA Executive Director as directed, and other maintenance co-workers.

IV. Maintenance and Cleaning Services to be Provided:

1. **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. Uniformly perform duties based upon directed frequency while attending to areas with high pedestrian concentration as many times as possible per day

Contractor shall be able to provide special cleaning, if needed, before and after events as directed by the Contractor Operations Manager and/or Downtown Oxnard Executive Director.

Sidewalk Pressure Washing – Every linear foot of sidewalk within the entire District will be pressure washed no less than two times per year. Hot spots and high traffic areas are to be pressure washed at an increased frequency and on an as-needed and on-call basis. The pressure washing schedule shall be posted on the respective websites so businesses, property owners, managers, and residents can check on when their next rotation will occur.

Pressure washing should be done at a time of day convenient for business and property owners and not after 10 AM. The Contractor shall have the capability to provide their water source if needed or arrangements shall be made to use public or private sources. It is the responsibility of the Contractor and not the DOIA to ensure that the pressure washing conforms to all applicable governing laws and regulations, including state and local laws governing stormwater disposal. Appropriate safety measures shall be taken at all times.

3. Trash Collection/Removal - There are approximately 110 City-maintained trash and recycle receptacles throughout the District. Downtown Oxnard maintenance personnel serve as the backup to City crews for emptying receptacles, as needed, to prevent overflowing and litter between City servicing. Contractor shall be responsible for cleaning the exterior surfaces of all trash receptacles on public rights of way and keep them free of minor graffiti by using appropriate methods that will not harm the receptacle surfaces. Major graffiti and vandalism shall be reported to the Contractor Operations Manager in a manner determined by the Downtown Oxnard Executive Director.

- A. Wipe down trash receptacle covers consistently, frequently mopping or washing the bottoms of the receptacles to remove dog urine, spilled drinks, or other liquids.
- B. Clean and/or pressure wash trash receptacles at a minimum of once monthly or as needed.
- C. Maintain daily cleaning reports to be distributed to Contractor Operations Manager and/or Downtown Oxnard Executive Director, District Manager, as directed to ensure compliance with the contract.

4. 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. All graffiti is to be removed from ground and wall surfaces within 24 hours of the occurrence. All other graffiti, 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 Operations Manager and/or Downtown Oxnard Executive Director or District Manager.

5. 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 the 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 Operations Manager and/or Downtown Oxnard Executive Director.

6. Painting/touch-up/washing – Provide an add-on for the touch-up painting of trashcans, planters, benches, and light bases throughout the District as requested.

7. Weed Abatement – Perform supplemental weed control in sidewalk cracks, landscape beds, tree grates, and around streetscaping using environmentally safe methods including scraping and non-toxic solutions approved for use. Address and/or report tree maintenance issues, particularly those impacting public sidewalk accessibility.

8. Uniforms - All employees, while on duty, shall wear uniforms incorporating the DOIA brand including logo shirts, caps, and jackets. Uniforms shall be neat and presentable at all times. Uniforms shall be replaced as they are worn out.

V. Specifications for Proposal

Contractor is requested to submit its proposal by November 27th, 2024 with the following format requirements:

1. Introduction - Summarizing the scope of work to be performed.
2. Scope of Work - List work to be performed, with the accompanying cost proposed for that service. The proposal shall describe the 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 personnel shall be provided not to exceed the budgeted amount for the District.
3. Identification of Personnel and Operating Expenses: The contractor shall provide a list of the number of personnel, equipment, and supplies that will be provided to maintain the District, including but not limited:

- I. Operations supervisor
- II. Cleaning ambassadors' hourly rates, proposed hours and days
- III. Capital equipment, maintenance, gas, and insurance costs
- IV. Consumable supplies (trash bags, gloves, cleaning agents) costs
- V. Uniforms
- VI. Radios and/or Cell Phone
- VII. Overhead factor (if applicable)
- VIII. Other costs considered relevant including contingency

• **Company Background** - Describe your organization/company's background in maintaining public rights of way in other BIDs, including list of owner/principals (if private sector) or Board of Directors (if non-profit) including resumes of key management personnel, length of time company/organization has been in operation, size (annual revenues), and organizational structure (e.g. staff and org chart).

• **Current and Prior Experience** - Provide a comprehensive list of all contracts or work performed during the past two years regarding any/all of the items in the scope of service. The list should include:

1. Job location.
2. Contract Amount.
3. Role in the job (subcontractor or contractor).
4. Equipment/general procedures used on the job.
5. References - past and present including contact information.

• **Public Space Development** - Special consideration will be given to companies who have demonstrated experience in the development of dynamic public spaces in the public rights of way. Development, planning, implementation and maintenance of these public spaces is key to the goals of the DOIA. List any and all relevant examples of public space development in similar areas. *Experience with placement of holiday or seasonal decorations is important.*

VI. Contractor's Employees

• All employees shall be U.S. citizens or be legal residents of the United States with supporting documentation.

• Personnel shall have good communications and public relations skills to effectively interact with visitors, business and property owners in the DISTRICT. Contractor will ensure that personnel understand that public relations and public assistance are a primary part of their duties and are willing to assist in survey, distribute community information, provide directions, and assist the public as needed.

- Daytime personnel must be able to speak, write and understand the English Language to interact with the public, property and business owners, and DOIA staff. Bilingual capabilities are preferred. Provide list of language skills in proposal.

VII. Management, Supervision and Training

- Contractor shall assign one responsible management level person or an Operations Director to meet with the DOIA District Manager on an as-needed basis. This Operations Director shall attend all appropriate Committee and Board meetings.
- All shifts must be supervised by an individual who monitors cleaning personnel, makes client calls, contacts city departments to correct area maintenance problems, makes route inspections, makes graffiti lists, maintains service reports, reports suspicious/nuisance activity and homeless/vagrant issues to the Oxnard PD.
- 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 necessary. Contractor understands that the DOIA will have the right to request that any employee receive remedial training or be removed from the project upon request.

VIII. Equipment

Personnel shall be equipped with all necessary equipment to perform the essential functions of this proposal.

IX. Insurance

The successful contractor shall be required to carry insurance policies naming the Downtown Oxnard Business Improvement District, its Board members, Directors and Officers as well as the City of Oxnard as additionally insured, as described below and consistent with City of Oxnard requirements. Insurance companies and limits shall meet the standards of the DOIA and the City and shall be provided in forms acceptable to DOIA and City.

- **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 \$3,000,000 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 Downtown Oxnard Improvement Association and the City of Oxnard shall be named as additional insured on all policies.

X. Other

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

XI. Submittal of Proposals

Bids should be submitted in a sealed envelope marked "Maintenance Program Bid" - **No later than 5:00 p.m. on Tuesday, November 26, 2024.** Please ensure that all bids are addressed to:

**Downtown Oxnard Improvement Association
519 South C Street, Oxnard, CA 93030**

RFP Responses may also be emailed to: media@downtownoxnard.org by the listed due date and time.

XII. Contractor's Representations

The Contractor, by submitting a bid, represents that:

- a. The Contractor has/have read and understands the contents of the RFP information pack and the bid is made herewith.
- b. 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.

XIII. Award of Contract

The award date of the contract is anticipated to be no later than December 13, 2024. The term of the contract will be for 1 year, with the option for extensions of up to 5 years. The selected contractor shall be expected to set up a base for operations, acquire all equipment, and be ready to implement services on or around January 1, 2025.

XIV. Conclusion

Applicants should carefully consider the nature of the maintenance requirements of the DOIA. 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 downtown public space. This area of maintenance and placemaking is in a constant state of evolution. "Outside-the-box" thinking is a critical component of the management process. Vendors and/or sub-contractors should expect that the contract will be challenging and will involve a very "hands-on" customer service dimension.

The DOIA Board reserves the right to accept, amend, reject, or completely alter the use of a private contractor in this RFP process. The DOIA may also determine that it is most cost-effective to provide such services with in-house DOIA employees. The responses to this RFP will determine that course.

OXNARD DOWNTOWN MANAGEMENT DISTRICT BOUNDARY



MAP NOT TO SCALE