

**REQUEST FOR QUALIFICATIONS AND
REQUEST FOR PROPOSAL
FOR DOWNTOWN PUBLIC SPACE
CLEAN, SAFE & ACTIVATION PROGRAMS**

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Table of Contents

1. Introduction and Overview	3
2. Philosophy of Approach	3
3. Mission	3
4. History	4
5. Qualifications to Bid	4
6. Description and Scope of Services:	
a. Clean Team Program	5
b. Existing Labor Agreement	6
c. Street Team Program	6
d. Volunteer Program	7
7. Proposal Guidelines	8
8. Selection Process	9
Appendix A – Downtown Pittsburgh BID Boundaries	11
Appendix B – Equipment List	12

INTRODUCTION AND OVERVIEW

The Pittsburgh Downtown Partnership (PDP), a nonprofit organization that manages the Business Improvement District (BID) in Downtown Pittsburgh, seeks proposals from highly qualified vendors to operate a public space Clean & Safe Program (C&S) within the boundaries of the Downtown Pittsburgh BID. The PDP's "Clean Team" performs cleaning and maintenance services intended to enhance the appearance and attractiveness of "common area" public spaces (primarily sidewalks from curb line to building line, including fixtures such as trash receptacles and utility poles) in Downtown Pittsburgh and provides event support, including set-up and tear down throughout the year. The PDP's "Street Team" provides a range of public safety services geared towards improving the civility of the Downtown environment for Downtown workers, businesses, residents, and visitors. The specially trained Street Team augments existing public safety services by focusing on the management of panhandling and homelessness, engaging local social service providers to ensure access to a range of services is made available and coordination of services is provided. Lastly, a successful proposal will provide a strategy to manage and direct the PDP Volunteer Program. The volunteer efforts of our organization have grown significantly and provide a diverse pool of volunteers with opportunities to clean and green Downtown, expanding the impact of our Clean and Safe program efforts.

PHILOSOPHY OF APPROACH

The combined efforts of the C&S Teams are consistent with the philosophy of the PDP that positive perceptions of Downtown Pittsburgh as a clean, safe, and inviting place to work, live, and visit depend on several factors. Included in that list is continuous attention to maintenance activities (i.e. litter removal, graffiti removal, emptying and cleaning trash receptacles, weed removal etc.), activating public spaces through events, as well as creating and maintaining a safe, pedestrian-friendly atmosphere.

Even more important than possessing cleaning skills, C&S Team members must be dependable, trustworthy, enthusiastic, and personable. C&S Team members perform their work in the public realm, where they are seen and observed by thousands of people every day. As representatives of the PDP working in public spaces, C&S Team members interact with a wide range of people with diverse personalities and backgrounds and must be able to communicate and perform their duties in a clear and friendly manner.

MISSION

To advance initiatives that foster economic vitality and improve Downtown life – for a moment or for a lifetime.

HISTORY

The PDP was founded in 1994 by business leaders, civic organizations, foundations, and residents as a private, nonprofit 501(c) (3) corporation. In 1997, the Downtown Business Improvement District (BID) was established with a five-year BID Renewal clause approved by Pittsburgh City Council. Through the BID, property owners within the Golden Triangle are assessed on total value of land and improvements to support enhanced services provided by the PDP, such as cleaning, safety, marketing, and transportation initiatives. The BID is currently renewed through the end of 2021.

In addition, the PDP secures additional public and private support through foundation grants, a membership program consisting of businesses, individuals, and organizations concerned about the future of Downtown and government support. Resources from grants and membership allow the PDP to provide ongoing Downtown planning and advocacy services in areas such as economic development, programming and special events, and transportation.

For additional information about the PDP, please visit the PDP website: <http://www.downtownpittsburgh.com>.

QUALIFICATIONS TO BID

The PDP seeks a highly qualified independent contractor to provide all of the services required for the C&S Program. To that end, the PDP is soliciting proposals and qualifications from entities that have the ability and BID experience to carry out a highly successful program on behalf of the PDP.

The PDP will consider proposals only from businesses and/or companies that have/are:

- A minimum of five years experience operating a public space cleaning and safety program in a BID
- Public space cleaning and safety experience in at least one U. S. city with a population of at least 200,000 people

The components of the C&S Program are inherently different and firms submitting a proposal must be able to address each program requirement in order to be considered. Complete program descriptions and scope of work statements are provided and interested firms are encouraged to contact the PDP with questions concerning any aspect of either program prior to submitting a proposal.

DESCRIPTION AND SCOPE OF PROGRAM SERVICES

CLEAN TEAM COMPONENT:

- The PDP currently contracts for 19,500 hours of services by cleaners, and we plan to maintain this level of labor. Supervisory and management hours are not included in this number.
- The contract for Clean & Safe services will begin on January 1, 2018.
- The PDP provides outdoor cleaning services year round, seven days a week. We anticipate maintaining the current schedule of two overlapping weekday shifts and one Sunday shift, as follows:
 - Monday-Friday, 6:00AM-9:30PM
 - Saturday, 8:00AM-10:30PM
 - Sunday, 8:00 AM - 4:30PM
- Staffing level is reduced from January 1 through March 31, reflecting inability to perform certain activities such as painting and weeding as well as a significant decrease in outdoor events and activations.
- The Clean Team operates within the Business Improvement District boundaries which encompass the majority of the Downtown Central Business District. The boundaries of the BID can be found in Appendix A. This area encompasses approximately one-half square mile.
- Cleaners will perform activities including, but not limited to, the following:
 - Empty approximately 265 public trash receptacles, as needed
 - Remove litter, leaves, and debris from sidewalks and curbs using pans and brooms and mechanized equipment, see Appendix B for list of equipment inventory
 - Remove graffiti, stickers, and handbills from public space infrastructure (utility poles, trash receptacles, etc.)
 - Power wash sidewalks and trash receptacles
 - Remove weeds from tree grates, sidewalk cracks, etc.
 - Remove snow and ice from curb cuts at intersections
 - Special cleaning projects - as assigned
- Cleaners must be friendly, personable, and approachable.
- In public, cleaners will represent the PDP, not their employer (the vendor).
- The Clean and Safe Manager is required to provide written weekly reports to the PDP's President & CEO regarding all program activities.
- The Clean and Safe Manager will staff monthly meetings of the PDP's Clean and Safe Committee, the committee is composed of board members, key stakeholders and City personnel
- The Clean and Safe Manager will actively participate in bi-monthly meetings with the Bureau of Police and Security Directors from various Downtown stakeholders to discuss current initiatives and address issues occurring in Downtown
- The Clean Team Manager will engage with staff of the PDP on a regular basis, working to address issues related to the services provided by the organization and proactive outreach to our diverse group of stakeholders.

- Clean Team members wear distinctive, easily recognizable uniforms with the PDP brand. Vendor will supply all components of uniform, to be approved by the PDP. Vendor will be responsible for ensuring cleanliness of uniforms and neat appearance of Cleaners.
- Clean Team members carry two-way radios for communicating with supervisors. The PDP owns 12 radios and a repeater.
- The PDP uses approximately 72,000 trash bags annually to line trash receptacles. Vendor will be required to supply all bags necessary for the cleaning program. Bags are opaque yellow polyethylene, 21x19x46x.0015.
- The PDP owns 10 Big Belly solar trash cans, the vendor must supply all bags for these cans, estimated at 2,500 annually.
- Quarterly infrastructure surveys that determine maintenance status of Downtown infrastructure including sidewalks and curb conditions, missing bollards, roadway/ intersection paint, tree pit concerns etc. Relevant issues should be report to the City of Pittsburgh 3-1-1 system and follow-up through resolution should occur.
- The Clean Team operates from basement space at 925 Liberty Avenue, Pittsburgh, PA 15222, below the PDP's fourth-floor offices. The Clean Team space is paid for by the PDP and contains lockers, changing areas, restrooms, kitchen and meal areas, table and chairs, space for a supervisor's desk, and storage. Large equipment is stored at several off-site locations. The Clean and Safe Manager is provided with an office in the business offices of the PDP

The City of Pittsburgh is committed to achieving 100 Percent Renewable Electricity Consumption for Municipal Operations; a citywide Zero Waste Initiative to divert 100 percent of materials from landfills; fifty percent energy consumption reduction city wide and development of a fossil fuel free fleet. Contractors are encouraged to implement programs that assist in meeting these goals, incorporating best practices in daily operations that support green and environmentally friendly practices.

EXISTING LABOR AGREEMENT

The current vendor entered into an agreement with Service Employees International Union Local 3 that expires March 31, 2020. Employment terms and conditions for all current cleaners are specified in the agreement. The new vendor shall be an independent contractor with the exclusive right to hire or discharge employees and to designate the hours of work and classification of work for each employee. The PDP shall not exercise any control over the labor relations or employment policies of the new vendor. The new vendor shall be responsible for compliance with all applicable state and federal laws governing employment and labor relations. Interested bidders should contact the PDP for current information related to existing hourly wage rates.

EVENT SUPPORT SERVICES

PDP regularly presents public facing programming and events, and provides basic support services for events presented by other organizations or entities, which are typically intended to attract crowds and generate more foot traffic than would otherwise occur. To support these efforts, the Clean and Safe team may be required to:

- Empty public trash receptacles more often during and after events
- Remove additional litter, leaves, and debris from sidewalks and curbs
- Erect and breakdown tents
- Set up, tear down and/or relocate tables and chairs
- Transport, unload and load basic event supplies/equipment, some of which may be stored and moved in the PDP Event trailer
- Raise/lower bollards to prevent or provide access by motorized vehicles into Pittsburgh's Market Square public park
- Activate or deactivate centralized power supply in Pittsburgh's Market Square public park
- Facilitate and guide event, vendor or sponsor vehicles accessing an event footprint
- Provide snow removal and/or salt application
- Deploy rubber cones to restrict public street parking in advance of or during PDP events.
- Post "No Parking" or other restrictions signage in advance of PDP events
- Provide some of these services unsupervised for non-PDP events
- Take direction and respond to event managers' instructions
- These efforts may require additional hours and OT as needed

STREET TEAM COMPONENT:

- The PDP envisions a team of 2.5 Street Team members to be supervised by the Clean and Safe Manager. The Street Team members must possess practical, real-life experience providing social service assistance and will be classified nonexempt.
- Street Team members will be deployed year round, six (6) days a week. The PDP and the contractor will determine exact deployment schedules, and schedules may change depending on the needs of the district. Weekday evenings and weekends may be priority times for Street Team members to be on the streets.
- The Street Team operates within the Business Improvement District boundaries, see Appendix A. This area equals approximately one-half square mile.
- The Street Team members will patrol on foot, offering a range of safety and social-management services (with special emphasis placed on the issues of panhandling and homelessness) focused towards Downtown businesses, residents, workers, and visitors. They will supplement the efforts of the

Pittsburgh Police Department and local social service agencies and will work closely with the police to identify and address nuisance crime and quality of life issues.

- Street Team members will be trained in CPR and basic first aid, may distribute guides/maps, will provide directional information, will proactively address nuisance crime issues, and provide social service assistance.
- Street Team members must be friendly, personable, and approachable, yet also be able to handle situations involving conflict.
- Street Team members will wear business casual attire with the PDP logo, name tags, and photo ID. They will carry communications equipment, such as radios or mobile phones, for communicating with each other, as well as with police, social service providers, field reporting, and others as necessary.
- Street Team members will be required to complete daily reports of their activities, detailing items such as pan handling incidents, calls to police, encounters with the homeless, locations of graffiti tags, etc.
- Street Team members will also carry a social service guide to assist the homeless and those who need social service assistance. In addition, maps, brochures, and other informational pieces will be distributed to the public, as needed.
- The Street Team Program will be housed in the lower level of 925 Liberty Avenue, Pittsburgh, PA, 15222.
- Street Team members will look and act as if they are employees of the PDP.

VOLUNTEER PROGRAM

The PDP operates a volunteer program that provides participants with a range of opportunities to clean and green Downtown Pittsburgh. The program provides regularly scheduled volunteer opportunities for participants on Saturdays for up to four hours. In addition, the volunteer program provides projects on an as needed basis to large groups (up to 25+) of students, Downtown stakeholders and corporations). In 2016, the volunteer program provided over 9,815 hours of volunteer service through the work of over 2,690 volunteers. The successful vendor will provide at least .5 FTEs to manage the volunteer program and work to maintain current service levels. The volunteer program manager will work with the PDP staff and partners to recruit participants and provide any needed follow-up to partners regarding volunteer engagements.

PROPOSAL GUIDELINES

Please submit digital proposals by **5:00 p.m. on Tuesday, August 1, 2017** to Jeremy Waldrup at jwaldrup@downtownpittsburgh.com. Proposals should include the following:

1. Company/business information

- Name, address, telephone and fax numbers, email addresses
- History (years in business, how started, etc.)
- Legal structure (privately or publicly held, incorporation information)
- Business unit and individuals to be responsible for providing/managing contracted services, including resumes of individuals. Describe role of individual(s) in managing contract and percentage of time expected to be devoted to contract
- Reference names and contact information for similar BID contracts with other organizations
- Documentation of financial stability and resources, and any applicable licenses and permits
- Documentation of technology utilized by your firm to track and manage Clean and Safe programs (i.e. smart phones, etc.)
- List of commercial general liability insurance policies held in conjunction with current contracts for programs like the PDP's C&S Program. Include details of policy limit amounts, and describe/explain any claims that have been made on any of these policies within the last three (3) years. (The PDP will require successful contractor to carry commercial general liability insurance with the PDP named as additionally insured.)

2. Proposal for providing Clean and Safe Program services

- **Scope of services** – describe in detail *what* and *how* cleaning and safety program-related services will be performed
- **Recruitment** – explain how cleaning staff and supervisors will be recruited and what criteria will be used to recruit staff. Detail your drug-testing, background-screening, grooming, and other personnel policies and practices. Provide complete information about employee benefits.
- **Training** – provide details of proposed training (both initial and ongoing), including topics, instructors, schedule, role of the PDP, etc.
- **Social Services** – describe your firm's relationships with the social service agencies in the areas where you currently/have worked
- **Equipment and uniforms** – provide complete list of any proposed equipment to supplement the PDP's existing equipment (see Appendix B for a complete list of PDP equipment). List and describe proposed uniform elements. Describe how equipment will be maintained and how uniforms will be kept clean.
- **Staff Mobility** – describe the methods/equipment for mobilizing staff in the BID areas you currently/have covered
- **Timeline** – show sequence of steps from award notification (anticipated September 2017) to deployment of cleaners, January 1, 2018.

- **Budget** – provide budget figures for a three-year period (separate figures for each year). Include detailed breakdown of personnel costs, equipment costs, training costs, uniform costs, overhead, and profit. Please provide details on direct labor cost versus overhead associated with the program, including the typical cost of each additional Clean Team Street Team member.
- **Accountability for performance** – Explain how you propose to be held accountable by the PDP and how performance will be measured and demonstrated.

SELECTION PROCESS

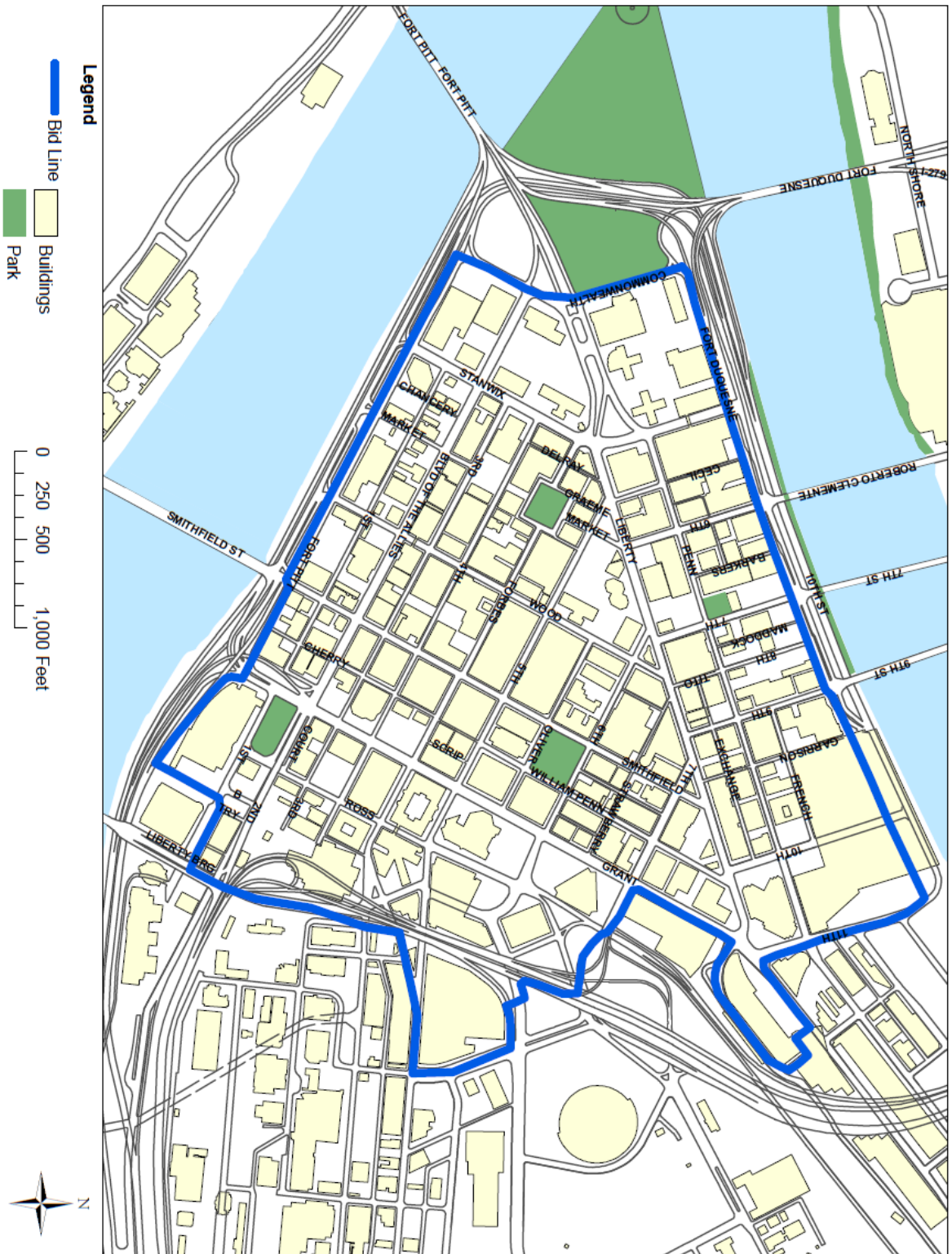
The PDP will review all proposals for completeness; any that are incomplete may be eliminated. In selecting a contractor, the PDP will weigh most heavily:

- The contractor’s experience and demonstrated ability to successfully run a cleaning and safety program for a BID organization like the PDP
- Cost
- Demonstrated responsiveness to client concerns; demonstrated ability to resolve problems quickly and appropriately
- Corporate and financial stability

The PDP will respond to any questions or clarify anything in this RFP/RFQ. Questions regarding the RFP must be received by July 15. Responses to all questions will be shared with all interested bidders, in order to receive responses you must indicate your intention to bid. All interested bidders and RFP questions should notify Jeremy Waldrup at jwaldrup@downtownpittsburgh.com.

After reviewing all submitted proposals, the PDP may select finalists for interviews in Pittsburgh. As part of the PDP’s evaluation, the PDP may schedule site visits to observe programs run by contractors in other cities. The PDP hopes to select a contractor by September. Once a contractor has been selected, a legal contract will be prepared. The PDP anticipates awarding a contract for a three-year period with up to two, one year renewals. The PDP reserves the right to reject any and all proposals.

APPENDIX A – MAP OF DOWNTOWN PITTSBURGH BID BOUNDARIES



APPENDIX B: EQUIPMENT LIST AND RECOMMENDATIONS

	Equipment Piece	Current Status	Comments – Recommendation
1	Blowers (x2)	PDP Owned Operational	Continue in service
2	F-150 Pick-up Truck	BBB Leased Operational	Larger truck needed to support services
3	Moto Trailer Mounted Hot Water Pressure Washer	BBB Owned Operational	Continue in service
4	Tennant ATLV	BBB Leased Operational	Continue in service
5	Billy Goat (x4)	PDP Owned Operational	Continue in service
6	1 Trimmers	BBB Owned Operational	Continue in service
7	Arien Snow Blower 24”	PDP Owned Operational	Continue in service
8	Arien Snow Brush 36”	PDP Owned Operational	Continue in service
9	Mower	PDP Owned Operational	Continue in service
10	Portable high pressure power washer	PDP Owned Operational	Continue in service
11	Events Trailer	PDP Owned Operational	Continue in service
12	Blower/ Vacuum	BBB Owned Operations	Continue in service