

Georgetown Business Improvement District

Request for Proposals

Public Space Cleaning and Maintenance Services

May 25 2018

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Introduction

The Georgetown Business Improvement District (Georgetown BID, or BID) 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 BID.

The Georgetown BID is a 501 (c) 6 not-for-profit company chartered by the District of Columbia to protect and enhance the appearance of the public spaces that abut the commercial areas of Georgetown. Its members include all owners of commercial property within the BID boundaries (see the BID map enclosed) and their tenants. These tenants include all restaurants, hotels, retail and service establishments, as well as professionals working from offices in Georgetown. There are more than 1000 BID members.

The BID, chartered in 1999, works in collaboration with its members and city agencies to achieve and maintain a clean, safe and accessible commercial neighborhood.

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 on a daily basis.

The BID area includes 130 block faces, over 26,000 linear feet of brick sidewalk, over 400 street lamps, 175 tree boxes, and approximately 165 trash receptacles. The successful contractor will be able to manage the environment by responding to daily needs of the area as well as recognize and respond to rapidly changing and unanticipated conditions and needs.

The Georgetown BID website (www.georgetowndc.com) provides a valuable introduction to the BID and its members. A legal description of the BID boundaries is attached as Appendix A. A map of the Georgetown BID is attached as Appendix B.

This procurement is a cost plus – not to exceed price - contract. At the discretion of the BID, it may issue Change Orders within or outside the scope of the contract. These may be for additional services, additional supplies, or additional equipment.

The period of performance is **October 1, 2018 through September 30, 2020.**

Scope of work

The contractor is responsible for providing the following services:

1. 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. Please prepare a daily recommended deployment schedule to achieve a clean environment. [Please refer to Appendix D for a chart of historical pedestrian traffic by hour and by day]. NOTE: We would like the contractor to reference the capability of dynamic scheduling among the team members. We would like to be able adjust the staffing schedules and levels based upon factors such as pedestrian volume, weather or special events.
2. Daily cleaning of sidewalks, curb lines and gutters of all accumulated matter including litter, trash, dirt, leaves, weeds, sand, mud and gravel. The use of an ATLV to clean curbs, alleys and sidewalks where feasible is an approved method.
3. Daily cleaning of public fixture surfaces, including trashcans, light poles, benches, fire hydrants, mailboxes and parking meters.

4. Daily servicing approximately 165 litter cans and 10 recycle cans, to include:
 - a. Emptying twice daily or as needed.
 - b. Providing and replacing plastic trash bags as required.
 - c. Cleaning out the inside and exterior base daily.
 - d. Transporting of bagged waste to designated disposal area(s) daily.
 - e. Replacing missing lids, liners, or base plates as required using BID supplied parts.
 - f. Wiping down exterior surfaces as required.
 - g. Pressure washing at least twice a year or as needed.
5. Daily removal of graffiti and unauthorized posters, signs, stickers, and placards from buildings, fixtures and public space. This includes removal of the aforementioned materials from public and private building walls and/or facades as directed by BID management. See Appendix C for Graffiti Removal Process specifics.
6. The reporting of any conditions, that would detract from the enjoyment or safety of the streetscape within the BID boundaries through a work order reporting and tracking system. See Appendix C for Work Order Reporting and Tracking specifics.
7. Immediate removal of illegally dumped or accidentally spilled materials as needed.
8. Thorough sidewalk cleaning program within the BID boundaries to be approved by BID management. See Appendix C for Sidewalk Cleaning Program specifics.
9. Operation must include at least two full time Special Projects staff members with one being able to perform brick work responsibilities, for repair or replacement of missing or damaged brick(s) in sidewalks within the BID boundaries, and completion of Special Projects as determined by BID management. See Appendix C for Brick Repair and Special Project specifics.
10. On an as-needed basis, treatment and removal of snow and ice on bridges, access ramps at all intersections, sidewalks and any other areas from time to time as specified by BID management.
11. Must provide a schedule to compete seasonal jobs including collection and removal of leaves, weeds and additional landscaping projects.
12. Providing cleaning and waste management support during various Georgetown BID special events. The number of these events will vary.
13. Coordination of all services provided by the contractor and contract employees with the District of Columbia Department of Public Works, other governmental agencies and any other contractors and/or employees retained by the BID or from time to time providing services to or for the benefit of the BID to maximize the effectiveness of all services within the BID boundaries.
14. Providing and replacing all 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 same.
15. The contractor will be responsible for repairs of all equipment.
16. Training, supervising and directing all contract employees with respect to the performance of the services required within this scope.
17. Performing all maintenance services in a manner that advances the BID objectives with regard to cleanliness and maintenance of the area within the BID boundaries and which creates an environment conducive to tourists, residents and lawful social and business activity.
18. Additional services may be added from time-to-time, subject to negotiation or arrangement.

Please note that presently there is no tipping fee or cost for disposal of the bagged waste at any of the designated disposal points.

Communication and reporting requirements

1. Contractor management will be accessible (within one hour) on a daily basis to respond to BID questions and concerns.
2. Contractor management will be responsible for the contractor's compliance with all applicable District of Columbia laws.
3. Weekly inspection of the Georgetown BID area by contractor management, and submission of a weekly report. The weekly report will contain the following :
 - a. A state of the BID summary 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.

Term of the contract

The term of the contract is for two (2) year(s), with one (1) one year option. The contract may be terminated by either party by providing written notice 60 days in advance of contract termination. The option year may be exercised by the Georgetown BID at its sole discretion.

Services are to commence on October 1, 2018.

Training requirements

The contractor will provide employees that are well trained in cleaning and maintenance techniques. These employees should be capable of representing the BID and interacting with the public in a courteous and professional manner.

Equipment ownership and maintenance

The contractor will own, maintain, and provide all vehicles and equipment used within BID boundaries. Equipment shall include, but is not limited to, trucks, mechanical equipment, machines, power tools, hand tools, supplies, materials and uniforms.

The contractor will be responsible for repair, maintenance and replacement of vehicles, mechanical equipment, machines and hand and power tools.

All equipment used within the BID boundaries is to be maintained in a clean and serviceable condition, and repaired or replaced, as needed, 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 BID site. All vehicles will be maintained in a manner that reflects a positive image of the BID. The contractor will cause all vehicles to be BID-branded with designs approved by the BID.

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 and professional qualifications of the business or organization's staff, including relevant professional licenses, affiliations, and specialties.
3. Information attesting to financial capability, including financial statements.
4. A summary of similar contracts awarded to the bidder, and the bidder's performance of those contracts.
5. A statement attesting to compliance with wage, hour, workplace safety, and other standards of labor laws.
6. A statement attesting to compliance with federal and District equal employment opportunity law.
7. Information about pending lawsuits or investigations, and judgments, indictments, or convictions against the bidder or its proprietors, partners, directors, officers, or managers.

Proposal requirements

The BID requests that each bidder submit a technical proposal that outlines in detail how the bidder intends to meet the requirement 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 in the Scope of Work.
- At least three (3) references.
- At least two (2) financial references.

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

- Proposed staffing schedule including number, type (i.e. driver, brick repair person), that enable the contractor to meet the scope of work. Please fill out the charts in Appendix E to provide proposed hours for all employees, and proposed wages for non-hourly employees.
- The BID will provide health insurance and benefit standards to determine final cost of contract.
- 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.
- Evidence that the organization is capable of maintaining insurance in the following amounts consistent with District of Columbia law:
 - Comprehensive commercial general liability- not less than one million dollars (\$1,000,000) per occurrence, two million dollars (\$2,000,000) aggregate.
 - Automobile liability- not less than two million dollars (\$2,000,000) per occurrence.
 - Workers compensation and employers liability- one hundred thousand dollars (\$100,000) each accident; one hundred thousand dollars (\$100,000) disease- each employee; five hundred thousand dollars (\$500,000) disease- policy limit.
 - Excess liability- not less than five million dollars (\$5,000,000) per occurrence and five million dollars (\$5,000,000) aggregate.

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

Evaluation of the proposal

Proposals will be evaluated on these criteria:

1. Response to the prequalification criteria.
2. Responsiveness to each item in the SOW and RFP.
3. Cost of the services.
4. References that address:
 - Experience and demonstrated ability to provide high quality services reliably and consistently.
 - Knowledge and ability to handle specialized conditions.
 - Proven ability to be flexible and adaptable to changing conditions.
 - Demonstrated capability and experience of management team.

Final selection of short-listed proposers will include an on-site interview of selected candidates in Georgetown, and a walking tour of the BID boundary area where services will be provided.

Notwithstanding the above, The Georgetown BID 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 the selection of a vendor.

Proposal submission

All proposals are to be submitted in the following manner:

Three (3) hard copies and one (1) electronic copy, addressed to:

John Wiebenson
Operations Director
Georgetown Business Improvement District
1000 Potomac Street N.W.
Suite 122
Washington, D.C. 20007
jwiebenson@georgetowndc.com

All proposal submissions (hard copy and electronic) must be received by 4 PM on June 29 2018.

**Georgetown BID will award the contract on or about
July 15, 2018**

Hard copies of this proposal package are available at the above referenced address.

Appendix A

Legal Definition of Georgetown BID Boundary Area DC BID Act of 1996

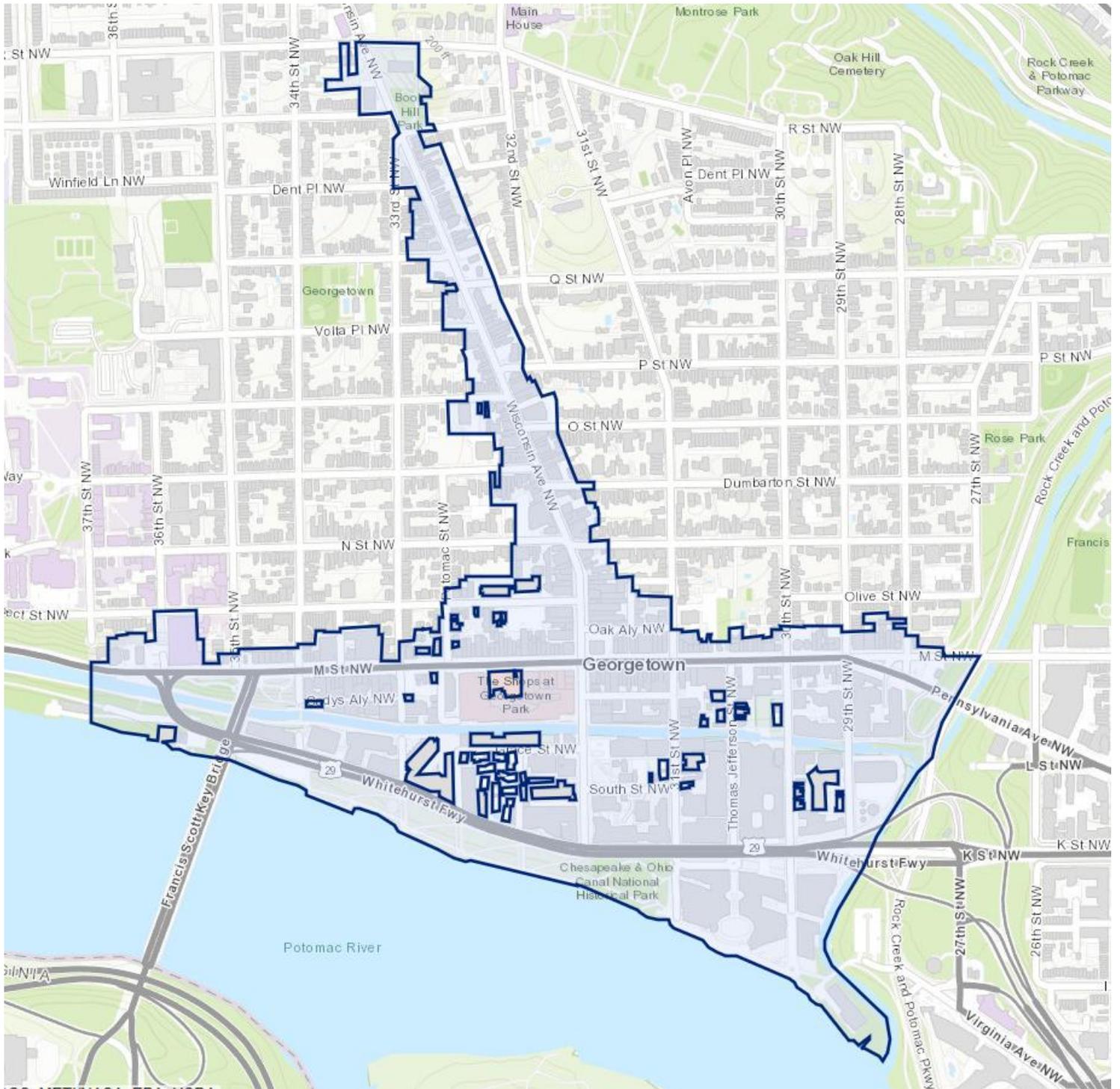
§ 2-1215.53. Georgetown BID.

(a) The formation of the Georgetown BID, which shall include all nonexempt real property zoned C or W under applicable District zoning law within the geographic areas set forth in subsection (b) of this section, is hereby authorized and the BID taxes established in subsection (c) of this section are hereby imposed through the earlier of the expiration date of this subchapter or the termination or dissolution of the BID.

(b) The Georgetown BID shall be comprised of all nonexempt real property zoned C or W under applicable District zoning law within the following areas: along the northern boundary of M Street, N.W., between the western terminus of the Rock Creek bridge on the east and the eastern boundary of Georgetown University on the west; along 28th Street, N.W., between M Street, N.W., and Olive Street, N.W.; along 29th Street, N.W., and 30th Street, N.W., in each instance between the M Street, N.W., and Olive Street, N.W.; along 31st Street, N.W., between M Street N.W., and N Street, N.W.; along Potomac Street, N.W., 33rd Street, N.W., Bank Street, N. W., 34th Street, N.W., and 35th Street, N.W., in each instance between M Street, N.W., and Prospect Street, N.W.; along Prospect Street, N.W., between Wisconsin Avenue, N.W., and Potomac Street, N.W.; along N Street, N. W., between 31st Street, N.W., and Potomac Street, N.W.; along O Street, N.W., between 31st Street, N.W., and Potomac Street, N.W.; along Dumbarton Street, N.W., between 31st Street, N.W., and Wisconsin Avenue, N.W.; along P Street, N.W., between 32nd Street, N.W., and 33rd Street, N.W.; along Volta Street, N.W., between Wisconsin Avenue, N.W., and 33rd Street, N.W.; along Q Street, N.W., between 32nd Street, N.W., and 33rd Street, N.W.; along 33rd Street, N.W., between Dent Place, N.W., and Wisconsin Avenue, N.W.; along Reservoir Road, N.W., between 32nd Street, N.W., and 34th Street, N.W.; along R Street, N.W., between 32nd Street, N.W., and 34th Street, N.W.; along Wisconsin Avenue, N.W., between M Street, N.W., and R Street, N.W., and within the area bounded on the north by the southern boundary of M Street, N.W., on the east by Rock Creek, on the west by Key Bridge, and on the south by the Potomac River, which area also includes that portion of Pennsylvania Avenue, N.W., between 29th Street, N.W., and Rock Creek.

SOURCE: District of Columbia Official Code 2001 Edition Currentness
Division I. Government of District.
Title 2. Government Administration. (Refs & Annos)
Chapter 12. Business and Economic Development.
Subchapter VIII. Business Improvement Districts.
Part A. General.

Appendix B Georgetown BID Boundaries



Appendix C

Work Order Reporting and Tracking

The contractor will provide a work order reporting and tracking system that can be viewed and manipulated by BID management staff. All work orders will contain an exact address pinpointing the location of the documented issue. The work order system must be compatible with the DC311 system.

Sidewalk Cleaning Program

The contractor will develop and manage a program to keep the brick sidewalks and alleys throughout the BID clean – with a focus on the heaviest pedestrian periods of the week, month and year. Pressure or power washing the bricks and other hard surfaces is the current method; however, the BID is open to other methods. The Georgetown BID must approve the final method and schedule of work. This program should include a regular rotation of pre-determined “hotspots” and ability to clean localized trouble spots during normal business hours on an as-needed basis. Additionally, the contractor will be required to develop a schedule to water approximately 40 trees on a weekly basis, as identified by BID management.

Graffiti Removal Program

Small graffiti tags (less than one square-foot) are to be addressed the day they are seen, or no later than 18 hours after they are first reported. Large graffiti tags (one square-foot or more) that are reported in an easily reachable place must be addressed within 24 hours. Hard to reach places must be addressed within 36 hours of being reported. Graffiti on private property that requires permission or a private property owner to remove will be coordinated with the BID Staff to receive needed waiver from the property owner, tenant or agent before the removal process is started. Graffiti west of the 34th Street Bridge may be removed by community service volunteers under the supervision of the BID staff or Contractor, or by the Contractor as directed by the BID. Any graffiti deemed inaccessible will be reported to BID management for forwarding to the appropriate DC agency for removal. During cold weather (below freezing), graffiti which requires removal by water or chemical means will be addressed as soon as conditions permit.

Brick Repair

The contractor will be required to make repairs to brick sidewalk areas that do not exceed approximately one square-foot no later than 24 hours after they are first reported, weather permitting. Larger areas may be temporarily secured or made safe and may take longer to complete. When an area exceeds twenty five square-foot or requires structural rebuilding and/or other extra work, a work order will be submitted and the area evaluated for feasibility of repair by the contractor. A determination will be made jointly by the contractor and BID management. All jobs determined to be done by the contractor will be completed within 48 hours after being assigned. The BID will supply brick, sand and/or mortar as needed for repairs.

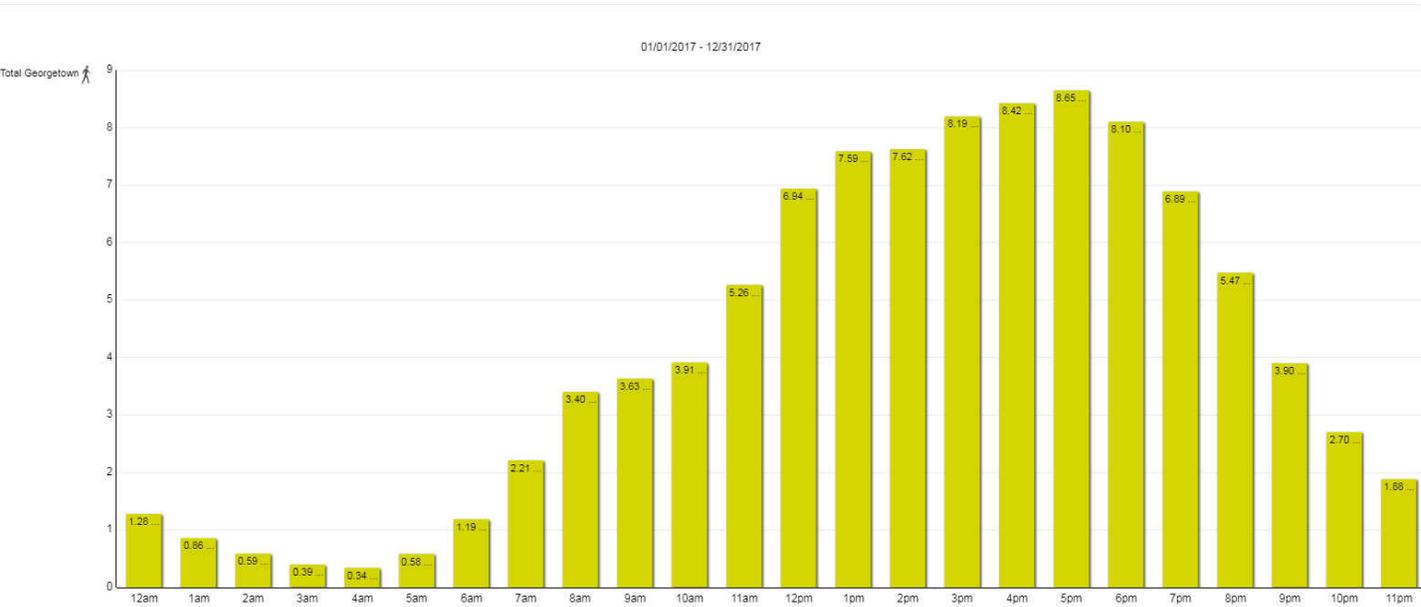
Special Projects

Special Projects will include but are not limited to the following jobs: lamppost painting, tree grate maintenance, graffiti removal, gum removal, special events support, volunteer supervision, bike rack installation and maintenance, street furniture and fixture installation and maintenance, minor landscaping, and other BID program support. Special projects will also include supporting the BID’s rat abatement programs, which include but are not limited to tree box treatments, rodent disposal, and dry ice applications. This work must accommodate flexible scheduling to accommodate projects and events that change throughout the year.

Appendix D

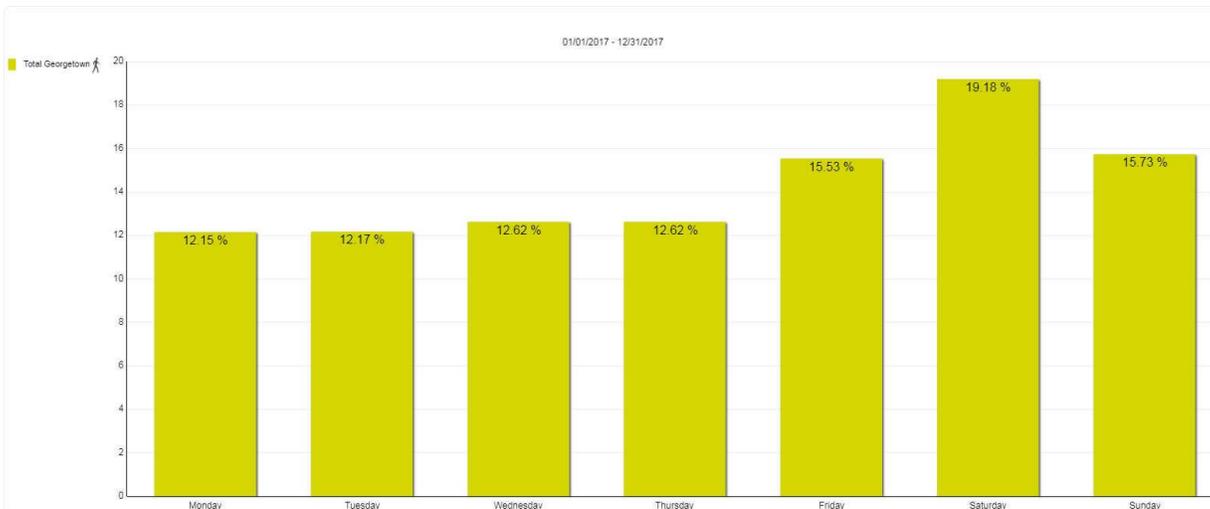
Counts by Hour

40% of pedestrian traffic is between 7:00am and 3:00pm. 55% is between 3:00pm and 8:00pm.



Counts by Day

Saturday is busiest day of the week, with 19% of total weekly traffic. 50% of traffic is between Friday and Sunday.

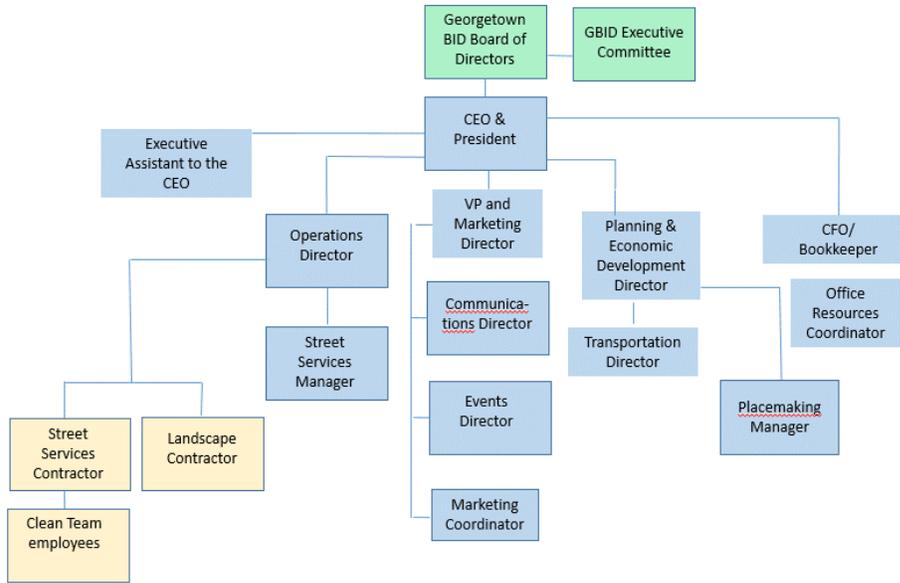


Appendix E

Proposed Hours by type

Title	Number FTE/PTE	Weekly Hours	Annual hours
Cleaning ambassador			
Special projects			
Driver			
Supervisor			
Program manager (if salaried provide salary) Salary \$ _____			
Other position not mentioned here			
Total			

Appendix F



Georgetown BID Organizational Chart May 2018

Board: 28 + 6 non-voting
 BID FTEs: 13 + Interns