



Request for Proposals Cleaning Services

Issue Date: Monday May 23, 2016
Response Deadline: Friday, June 17, 2016

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Introduction

The North Broad Renaissance (NBR) seeks proposals from qualified vendors to provide sidewalk and public space cleaning. The selected provider will clean and maintain sidewalks from curb line to building line, public plazas, and fixtures such as trash receptacles and utility poles.

The goal of the requested service is to ensure that the entire NBR area maintains a basic standard of cleanliness at all times, seven days per week. **The NBR would like firms to describe how they would deploy their personnel with the available funding to create the highest level of cleanliness throughout the district. The NBR is looking for a firm with the best value and can help the organization accomplish its Clean and Safety goals.**

In addition to cleaning, the NBR pays for services such as beautification, anti-litter campaign, and marketing to foster a more inviting North Broad Street and increase visitation and shopping. The selected provider will work closely with the NBR Executive Director and attend NBR Safety and Quality of Life committee meetings. The provider will be part of a team that includes NBR staff and committees that work with partners such as City agencies and the Philadelphia Police Department to enhance both the cleanliness and the safety of North Broad Street.

Cleaning personnel must be dependable, trustworthy, enthusiastic, and personable. As NBR representatives, cleaning personnel will interact with individuals with diverse personalities and backgrounds – including merchants, property owners, residents, students and families who attend local schools, and more.

About the North Broad Renaissance (NBR):

The North Broad Renaissance (NBR) is a non-profit that will serve as a voluntary Special Service District (SSD) whose primary role is to provide communication and information to City administrators and Council, neighborhood and community groups and others who are (or may) do business or development or other activities on North Broad, from City Hall to Germantown

Avenue. In partnership with community stakeholders, we are looking to revitalize the community, create opportunities, and improve the economic power and overall quality of life along North Broad.

Scope of Services Requested

A. Cleaning

Cleaning personnel will be deployed to ensure a basic level of cleanliness throughout the district and will provide the following services:

- Clean sidewalks from the building/property line to the curb and at least 18 inches from the curb.
- Clean all four corners of any intersection found at the end of cleaning routes.
- Clean a minimum of twenty feet in along any secondary side streets intersecting with the primary commercial streets to be cleaned.
- Clean in alternating directions along the commercial corridor to insure all areas are covered
- Clean interior and exterior of planters and tree pits, removing all litter and weeds.
- Ensure that weeds grow no higher than 8 inches on all sidewalks along each route.
- Remove posters, stickers, and other debris off street fixtures including parking and traffic signs.
- Remove filled garbage bags from the Philadelphia Department of Sanitation trash receptacles and replace them with new liners.
- Clean out cigarette butts and other debris from cracks in the sidewalks as well as the tree pits.
- Clean between newspaper distribution boxes and neatly rearrange these boxes at each intersection.

B. Reporting

The selected provider will promptly report to the NBR Executive Director any issues found within the cleaning area that require action from City agencies. These include but are not limited to:

- Graffiti
- Illegal Dumping
- Abandoned vehicles
- Big Belly trash receptacles that need to be serviced by the Streets Department
- Any persistent unclean or unsightly conditions outside the scope of Contractor's tasks.

- Persistent vagrancy, aggressive panhandling or persons in need of social service referrals.
- Any other information pertinent to Contractor's duties.

On a monthly basis, the selected provider will provide weekly bag-usage statistics as well as weekly logs indicating crew member deployments.

C. Equipment

The selected provider will ensure that cleaning personnel are a highly visible presence within the district by providing year-round NBR identifiable work gear for each worker, including cold weather and rain gear, and ensure that such uniforms are cleaned and maintained. Upon selection, the NBR will coordinate with the provider to ensure that the NBR name and logo are added to uniforms and equipment.

The Contractor shall supply its staff with brooms, dust pans, trash bags, and other supplies and equipment necessary to perform the tasks found within in this scope of work.

The cleaning supervisor will carry phones or two-way radios for communicating with supervisors and NBR staff.

D. Additional Duties for Supervisor

The selected provider will designate a crew supervisor, or other senior personnel to work closely with the NBR Executive Director and board members, as well as participate in Safety and Quality of Life Committee meetings to share information regarding cleaning operations. This individual will periodically be asked to meet local merchants, as well as representatives of City partner agencies including the Police Department and Sanitation.

Instructions for Proposals

Please provide a written response to this request including the following:

1. Company Name.
2. Principal Name(s).
3. Contact Information (address, telephone and facsimile numbers, email addresses).
4. Description of your firm including history, leadership structure, ownership, areas served, similar contracts/clients served and services provided.
5. 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.
6. Reference names and contact information for similar contracts with other organizations. Please provide contact information, the dates of service, and the services provided for those clients.
7. City of Philadelphia Business Privilege License Number.

8. Supervisor and Monthly meetings - please indicate who will participate in meetings described above and how you will ensure that information will be conveyed to the District's representatives and others participating in these meetings.

10. Insurance - Please provide proof of all relevant insurance or bonding including workman's compensation, liability insurance and vehicle insurance. The NBR must be added as Additional Insured on the insurance policies of the selected firm, and a certificate of insurance satisfactory to the District will be required prior to commencement of services. Completed Operations coverage should be added for CGL and all insurance (except WC) should be provided on primary and noncontributory basis.

11. Scope of services

- a. Describe in detail what and how cleaning program-related services will be performed.
- b. Provide a work schedule describing how your firm will deploy cleaning personnel and equipment to ensure a basic level of cleanliness throughout the district during a normal week, given the funding available.
- c. Consider how your firm will address cleaning litter hotspots along North Broad Street.

12. 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. Please note: candidates will be independent contractors and responsible for payment of all their employees' compensation and fringe benefits and its tax and other debts.

13. Training – provide details of proposed training (both initial and ongoing), including topics, instructors, schedule, role of the NBR, etc.

14. Staffing - Indicate the expected staffing levels for each position (sweeper, machine operator, supervisor etc.), average length of service of your employees, a description of quality control measures your firm puts in place and how staff will be supervised. Describe any employee retention efforts.

16. Equipment and uniforms – provide complete list of any proposed equipment. List and describe proposed uniform elements. Describe how equipment will be maintained and how uniforms will be kept clean.

17. Staff mobility – describe the methods/equipment for moving staff to and within the work site.

18. Timeline – show sequence of steps from award notification (anticipated April 8th, 2016) to deployment of cleaners, May 1st, 2016.

19. 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.

20. Accountability for performance – Explain how you propose to communicate your activities, results and hours worked to the NBR and how performance will be measured and demonstrated.

Disclaimer

In its sole discretion, the NBR reserves the right to (1) withdraw this RFP without notice, (2) accept or reject any or all proposals; and (3) accept proposals which deviate from the RFP as the NBR deems appropriate and in its best interest. The information in this RFP is for guidance only, and does not constitute any part or all of an agreement. The NBR reserves the right to negotiate with any, all or none of the applicants responding to the RFP. Following submission of a proposal, the applicant agrees to deliver such further details, information, and assurances, relating to the purpose and the applicant including the applicant's affiliates, officers, directors, partners and employees as requested by the NBR in its discretion. Any and all costs and expenses associated with the preparation of any report or statement in response to the RFP shall be borne by the applicant. Neither the NBR 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. 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. Contractor should have no pending lawsuits against the City and tax compliance should be submitted.

Deadline

Respondents are asked to provide this information on or before 5 PM on Friday, June 17, 2016 by e-mail to sthomas@northbroad.org. Mailed, faxed or hand-delivered proposals will not be accepted.

Next Steps

Upon selection, the NBR will propose a contract for execution prior to the selected firm commencing services. The contract may contain terms in addition to and/or different from any terms in this RFP. Should the NBR and the selected firm be unable to agree on terms of a contract within a reasonable time (in the NBR's discretion), the NBR reserves the right to terminate negotiations and select another firm to provide the requested services. Such termination shall be without liability to the prior selected firm. Alternatively, the NBR may terminate this process and (in its discretion) issue a new RFP for the requested services.

Term

The agreement for the Contractor's services shall have an initial term of one (1) year, with annual renewal rights.

Questions and Site Visits

Questions about this RFP should be directed to Shalimar Thomas, Executive Director, the North Broad Renaissance by e-mail, at stthomas@northbroad.org no later than Friday, June 10, 2016. Responses will be posted at northbroad.org, no later than the close of business on Monday, June 20th. Please note that phone calls will not be accepted.

Site visits of the project area are encouraged and respondents who wish to arrange a site visit with a representative of the NBR Safety and Quality of Life Committee may contact Shalimar Thomas as directed above. No visits will be arranged after the deadline for questions noted above.