



**FIVE POINTS BUSINESS IMPROVEMENT DISTRICT
OVERVIEW OF THE 2021 REQUEST FOR PROPOSAL FOR
CLEANING, MAINTENANCE AND SNOW REMOVAL SERVICES**

The Five Points Business Improvement District (FPBID), an improvement district funded by property owners to enhance the environment of the historic Welton Street corridor in Denver's Five Points neighborhood, is issuing this Request for Proposals (RFP) to solicit proposals from qualified firms to perform cleaning, maintenance and snow removal in the FPBID - Welton Street from 20th Street to Downing Street. Proposals are **due by 4:00 p.m. MST on May 12, 2021**, and should be submitted to the FPBID in care of the Downtown Denver Partnership (DDP), the organization contracted by the FPBID to provide administrative management services.

The RFP contains two separate tables that will aid respondents in completing their proposal narrative, execution plan and budget. Table 1 references topics to discuss in the three sections of the proposal: Opening Narrative, Execution Plan for the Scope of Work and the Budget Plan. Table 2 breaks down the overall Scope of Work based on the services requested and a description of expectations. Respondents may use the format in Table 2 to present their overall budget in Section 3 of the proposal.

A selection team made up of representatives from the FPBID Board of Directors and administrative staff, will evaluate each of the proposals based on the following criteria:

1. Demonstrated ability of the firm in general and public outdoor space cleaning, maintenance and snow removal; including coordinating, scheduling, management, monitoring, reporting and attention to detail;
2. Ability of the firm to assume contract responsibilities and to perform them in a timely and cost-effective manner, including full operational ability on August 1, 2021 at 8:00 AM;
3. Background knowledge relating to the scope of work, demonstrated ability and experience of management and employees;
4. Demonstrated ability of the firm to coordinate and work closely with public and private entities involved with business and other activities on the Welton Street corridor;
5. Demonstrated commitment to incorporate job training, at-risk assistance programs and eco-friendly practices in the execution of contract services;
6. Demonstrated ability to be in possession of sufficient office, warehouse, storage space and waste disposal equipment to house personnel, equipment and supplies necessary to fulfill the provisions of this proposal - proximity to the greater Five Points neighborhood will also be evaluated;
7. Responsiveness to the RFP, capability of performing all required tasks. This includes evaluating any suggested changes to methods of operation or modifications to this RFP which might allow for cost savings during the term of the Agreement;
8. Overall cost for the provision of services.

Questions regarding the proposal may be submitted in writing by e-mail by April 16th, 2021 end of business, to vmartinez@downtowndenver.com. The question(s) and response(s) will be shared with all who request to be notified.

Finalists may be invited to interview with the selection committee. The interviews are scheduled to be conducted beginning the week of May 24, 2021. Notification of contract award is expected to be completed by June 9, 2021.

Due to the uniqueness of the Welton Street corridor and the high standards of maintenance expected, it is strongly recommended that all Proposers tour the corridor on their own as the "Pre-Bid" Informational Meeting will be held by Zoom, due to current COVID protocols. Representatives of the Selection Committee will conduct the meeting and will be available to answer questions.

You may register for the info meeting at: <https://www.cvent.com/d/8jqcwh>

Please be advised that the Board of Directors of the Five Points Business Improvement District reserves the right to reject any and all proposals.

Proposal can be mailed or delivered by courier or in person, if COVID protocols allow, to:

Vincent Martinez, AICP
Director, Downtown Operations
Downtown Denver Partnership
1515 Arapahoe Street, Tower 3, Suite 100
Denver, Co 80202

Proposals must be received at the DDP office no later than **4:00 p.m. MST on May 12, 2021.**

Thank you for your interest in ensuring the historic Welton Street corridor in the Five Points BID continues to be a clean, safe and vibrant community asset.

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**FIVE POINTS BUSINESS IMPROVEMENT DISTRICT (FPBID)
REQUEST FOR PROPOSAL FOR
CLEANING, MAINTENANCE AND SNOW REMOVAL**

Introduction

The Five Points Business Improvement District (FPBID) is a public organization funded by private commercial property owners. Through annual assessments paid to this quasi-governmental entity, FPBID property owners fund a series of district-wide programs that enhance the environment of the Welton Street Commercial Corridor (Corridor) which includes cleaning, maintenance, preservation of the historic district, promoting local businesses, encouraging economic development, and developing holiday programs. The FPBID's boundaries extend from 20th and Welton to 30th and Downing.

The FPBID's original contract period with the current custodial, maintenance and snow removal contractor ends in July 2021 and the Board of Directors has opened a new RFP process for these services. The contract for the custodial, maintenance and snow removal services is for one-year with the potential for four additional years.

FPBID is open to Contractor recommendations for additional services, equipment to purchase, rent or rent to own situations.

The FPBID reserves the right to select certain elements of any proposal. The FPBID also reserves the right to not select any proposals. In addition, please ensure your proposal includes the main street frontage as well the side street front to the alley.

The FPBID contracts with the Downtown Denver Partnership (DDP) for administrative and management services. The DDP is coordinating this RFP effort for the Board of Directors. Final contractor selection is made solely by the Five Points BID Board of Directors.

Performance Standards & Quality Control

The expectation of the FPBID is one of service and safety with the intent of providing the Corridor with a clean, safe and welcoming place for people to live, work and visit. The Contractor shall provide said service(s) throughout the year, seven days a week, unless otherwise noted.

Compliance will be monitored on a regular basis by a Representative of the FPBID Board of Directors. Contractor will meet with the Representative in the corridor as necessary to monitor and discuss compliance issues. The Representative may also call for meetings on a weekly basis to discuss priorities for the next week and immediate future. Compliance will be reviewed monthly. To ensure compliance, a substitution clause is included in the final agreement. In the case of deficient work, the FPBID reserves the right to hire external contractors to complete said deficient work and charge back the Contractor.

The Contractor must perform quality control for all services provided under this contract. A copy of the Contractor's quality control program is required to be submitted with your proposal and should include the following:

- How the Contractor intends to ensure that the work is done to the Contract specifications.
- How the Contractor will remedy deficient work or lack of work being performed.

It is expected that the Contractor will employ team members who are customer service oriented, independent, trustworthy, friendly, and willing and able to interact and converse with those who work,

live and visit the Corridor.

Contractor and any proposed subcontractors also agree to make substantial good faith effort to exercise local hiring practices. The Contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract.

Should the Contractor propose to utilize subcontractors, the Contractor will cooperate with the FPBID with regard to maximum utilization of Small, Minority and Women Owned Businesses and will use its best efforts to ensure that these businesses shall have the maximum practicable opportunity to compete for subcontract work under the contract.

Interested parties may familiarize themselves with our organization and work at www.FivePointsBID.com

Proposal Requirements

The FPBID is asking respondents to this RFP to provide responses in three sections: Opening Narrative, Execution Plan and Budget. A summary Cover Letter, maximum 2-pages, is encouraged with final proposal. Respondents are also required to acknowledge both the insurance requirements as outlined in Exhibit B of this document, as well as the understanding that payment for services is based on a twice monthly billing cycle and a 30-day payment period for both contracted Scope of Work services and Special Projects. Both acknowledgements can be made in either the Cover Letter or opening narrative of their proposal.

Table 1 below, provides respondents examples of topics to address in each of the sections of their proposal. Respondents are encouraged to provide supporting photos, client quotes from recommendations and hyperlinks to online reviews for services to similar contracts as attachments.

Table 2 outlines the Scope of Work under the three categories of this contract – cleaning, maintenance and snow removal. Respondents are encouraged to use the information as each develops their Execution Plan and discusses their ability to meet the requirements of the contract's scope.

Important Dates:

Event	Date
RFP Issued	March 26, 2021
Pre-Proposal Info Meeting	April 8, 2021
Last Date for Questions	April 16, 2021
Response to Questions Due	April 21, 2021
Proposals Due	May 12, 2021
Finalists Interviews	Week of May 24, 2021
Contractor Selection	June 9, 2021
Start Services	August 1, 2021

To ensure equal access to all respondents' questions, all questions must be submitted by email by deadline date above to: Vincent Martinez, FPBID Administrative Contractor.

vmartinez@downtowndenver.com

Interested parties can register for the Pre-Proposal Info Meeting at: <https://www.cvent.com/d/8jqcwh>

The BID will make responses to all questions available by the above deadline date as an attachment to the original RFP.

The final proposal package with all attachments can be sent by email or link to a cloud file. Physical copies will be accepted by mail or in-person delivery* and must include and an electronic copy of the proposal and any supplemental information on a USB drive. **Proposal package is due by 4:00 PM MDT, May 12, 2021.** Proposal packages can be submitted by Mail or in person to:

Vincent Martinez, Director - Downtown Operations
 Downtown Denver Partnership
 1515 Arapahoe Street, Tower 3, Suite 100
 Denver, CO 80202

**State and Local COVID-19 restrictions may prevent an in-person drop off option. If you plan to drop off, please contact Vincent Martinez prior to doing so.*

Table 1: Proposal Layout Guide	
Section	Description
Opening Narrative	<ul style="list-style-type: none"> • Firm Name and History • Status as MWBE or other relevant certifications • Contact person for proposal and contact information • Ownership and proposed Management Team introductions • Brief overview of experience in BID and/or publicly accessible, large area cleaning, maintenance and snow removal services • Location of main office and company warehouse/storage yard • Description of experience in the Denver/Front Range region • Acknowledgement of official start of services at 8:00 AM August 1, 2021 • Overview of Proposal
Execution Plan for Scope of Work (Table 2)	<ul style="list-style-type: none"> • Team structure (i.e. management team, division of field duties) • Experience with in-the-field, real-time reporting software and name of software utilized • Partnerships with community “back to work” programs • Equipment available exclusively to this contract (winter and summer) • Use of carbon reducing equipment and environmentally conscious products • Proposed scheduling for delivery of services • Deployment strategy into the field from “home office” of street team • Quality control program • Proposed snow removal plan • Onboarding and continual training program description
Budget	<ul style="list-style-type: none"> • Salary range for each level of field team crews • Estimated total compensation for services for first year of contract (8/1/2021 – 7/31/21) • Rates for special projects outside of contract Scope of Work
Attachments	<ol style="list-style-type: none"> 1. Audited or reviewed financial statements for two most recent fiscal years 2. Testimonial promotional material or up to three letters of reference

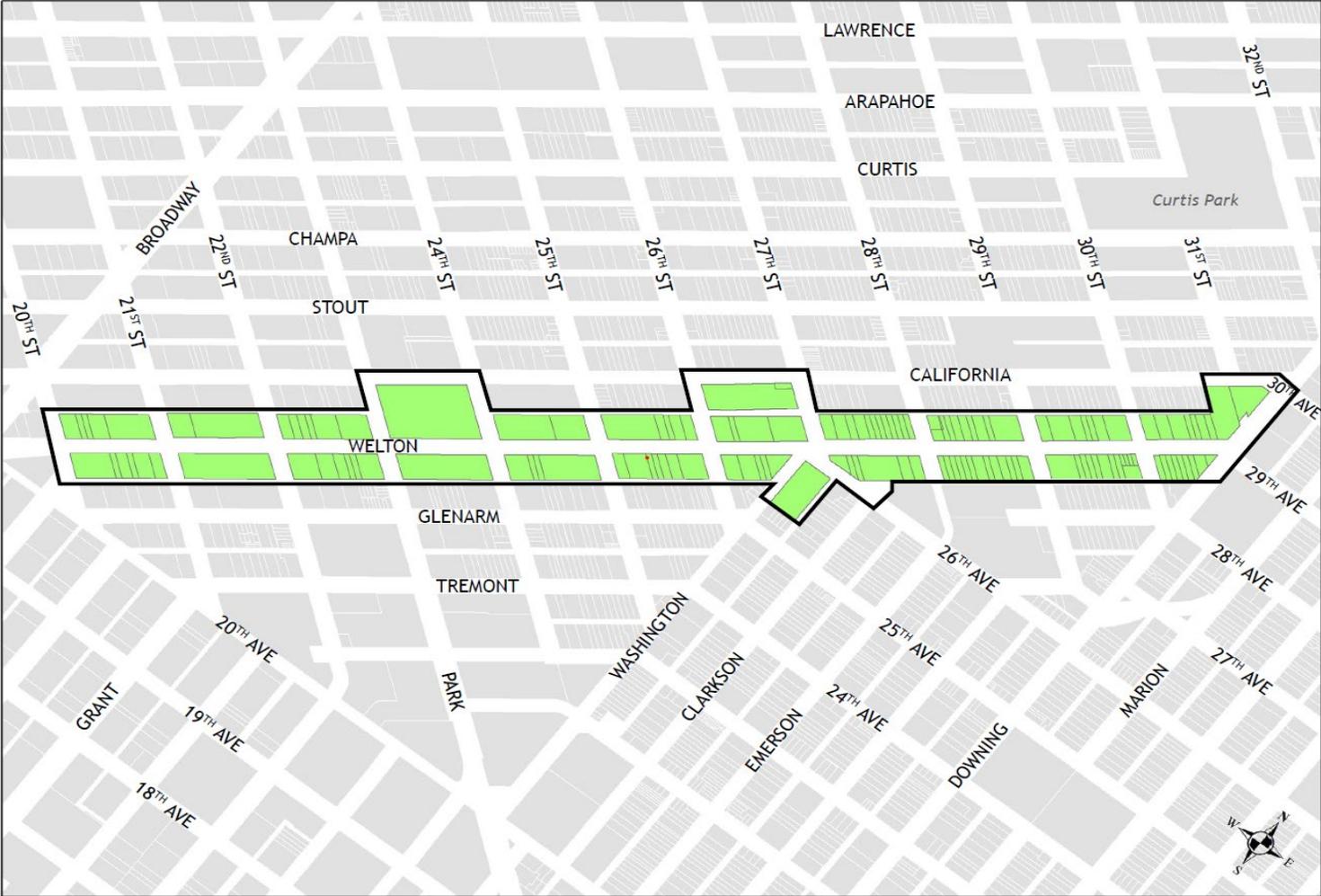
Table 1: Proposal Layout Guide	
Section	Description
	3. Brief resumes of anticipated management team 4. Sample of your agreement for services

TABLE 2: Scope of Work Matrix FPBID Cleaning, Maintenance and Snow Removal Request for Proposals	
Service	Description and Expectations
Surface Cleaning	<ul style="list-style-type: none"> Removal of litter and all other debris Removal of spots, gum and other substances Weeding on sidewalks and curbs as needed Immediate removal of bio-hazards, body fluids and other organic matter as necessary Spill and stain mitigation plan in cold and warm temperatures Weeding on sidewalks and curbs Removal of trash and debris from tree wells Repair needs and trip hazards will be reported to FPBID Daily service at a minimum with immediate removal once detected by contractor
Trash Receptacles	<ul style="list-style-type: none"> Receptacles require daily cleaning and scrubbing Collection of trash daily by 11 AM Contractor responsible for proper and lawful disposal of all trash “Bag-drag” prohibited; residue from such a practice needs to be addressed immediately Stacking of trash bags along the Corridor is prohibited Report any repair needs or missing receptacles to FPBID Regular repainting may be required. FPBID will supply paint colors to contractor if repainting is necessary
Power Washing	<ul style="list-style-type: none"> Periodic pressure washing of Corridor sidewalk and medallions at 27th Street and Welton at Five Point Intersection Pressure Washing cannot interfere with daily light rail operations Include pressure washing plan including inspection and quality control
Graffiti Abatement	<ul style="list-style-type: none"> Daily inspections to identify new graffiti and ensure removal of reported graffiti Remove graffiti from all public surfaces (sidewalks, trash receptacles, street and pedestrian lights and electrical boxes for example)

TABLE 2: Scope of Work Matrix
 FPBID Cleaning, Maintenance and Snow Removal Request for Proposals

Service	Description and Expectations
	<ul style="list-style-type: none"> • Use of environmentally safe products • Notice to FPBID of any significant graffiti on private property immediately adjacent to the Corridor
Lighting	<ul style="list-style-type: none"> • Periodic cleaning and painting to minimize residue buildup and paint fading • Cleaning of globe fixtures at least twice annually • Resetting of globes that have fallen off base • Replacement of pedestrian lights that have burned out • Weekly light inventory of all pedestrian and street lights along the Corridor • Alert FPBID of any outages that may be caused by electrical infrastructure issues
Irrigation	<ul style="list-style-type: none"> • Start up in the Spring and winterization in the Fall of FPBID managed irrigation systems • Monitor water service to FPBID managed irrigation systems and report any leaks or malfunctions to FPBID • Removal of trash and debris from tree wells
Electrical	<ul style="list-style-type: none"> • Monitor pedestrian lights and related infrastructure and report malfunctions to FPBID
Banners and Special Event / Holiday Decorations	<ul style="list-style-type: none"> • Installation, adjustments and removal of banners from pedestrian lights as scheduled by the FPBID • Cleaning and storage of banners; inventory of all banners • Ability to store and inventory special event and holiday decorations used at various times throughout the year on the Corridor
Snow Removal	<ul style="list-style-type: none"> • Operate on a 24-hour schedule during snow events • Snow removal begins when accumulation has reached two (2) inches • Snow removal will continue throughout the entirety of an event • Remove from all sidewalks in the BID • Protective edges must be used on blades to protect granite and medallions at the Five Points intersection at 27th and Welton Streets • Snow storage should not occur on the corridor. Side streets may be used as a temporary option during significant accumulation events, but should be broken down immediately at the end of the event • Ice melt products may be used as needed; residual product will be removed within 24 hours of the close of snow event • De-icers and ice melt products must be kept out of tree wells • FPBID representative will approve products used

EXHIBIT A: Map of FPBID



 BID Boundary

0 0.05 0.1 0.2 0.3 0.4 Miles

EXHIBIT B: Insurance Requirements

INSURANCE: The Contractor agrees to require any contractors performing work under this Agreement, to keep in force at all times, a commercial general liability insurance policy, with limits of \$1,000,000 for each personal and advertising injury claim, \$2,000,000 products and completed operations aggregate, and \$2,000,000 policy aggregate, covering all operations hereunder and satisfying the following minimum requirements:

(a) **General Conditions.** The required insurance shall be underwritten by an insurer licensed to do business in Colorado and rated by A.M. Best Company as “A-” VII or better. Each policy shall contain a valid provision or endorsement requiring notification to the City in the event any of the required policies be canceled or non-renewed before the expiration date thereof. Such written notice shall be sent to the parties identified in the Notices section of this Agreement. Such notice shall reference the City contract number listed on the signature page of this Agreement. Said notice shall be sent thirty (30) days prior to such cancellation or non-renewal unless due to non-payment of premiums for which notice shall be sent ten (10) days prior. If such written notice is unavailable from the insurer, the Contractor shall provide written notice of cancellation, non-renewal and any reduction in coverage to the parties identified in the Notices section by certified mail, return receipt requested within three (3) business days of such notice by its insurer(s) and referencing this contract. If any policy is in excess of a deductible or selfinsured retention, the FPBID must be notified by the Contractor. The Contractor shall be responsible for the payment of any deductible or self-insured retention. The insurance coverages specified in this Agreement are the minimum requirements, and these requirements do not lessen or limit the liability of the Contractor. The Contractor shall maintain, at its own expense, any additional kinds or amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.

(b) **Proof of Insurance.** The Contractor shall provide a copy of this Agreement to its insurance agent or broker. The Contractor certifies that the certificate of insurance (preferably an ACORD certificate of insurance) attached as **Exhibit B** complies with all insurance requirements of this Agreement. The FPBID’s acceptance of a certificate of insurance or other proof of insurance that does not comply with all insurance requirements set forth in this Agreement shall not act as a waiver of the Contractor’s breach of this Agreement or of any of the FPBID’s rights or remedies under this Agreement. The FPBID may require additional proof of insurance, including but not limited to policies and endorsements.

(c) **Additional Insureds.** The policies shall name the FPBID, the Downtown Denver Partnership, the City and County of Denver and their elected and appointed officials, employees and volunteers as an additional insured.

(d) **Waiver of Subrogation.** The Contractor’s insurer shall waive subrogation rights against the FPBID.

(e) **Additional Requirements.** For general liability, the policy must provide the following:

- (1) Defense costs in excess of policy limits;
- (2) That this Agreement is an Insured Contract under the policy;

(3) A severability of interests or separation of insureds provision (no insured vs. insured exclusion); and

(4) A provision that coverage is primary and non-contributory to any coverage or self-insurance maintained by the FPBID; and

(g) **Colorado Governmental Immunity Act.** Nothing herein or in any insurance policy shall be deemed or construed to be a waiver by the FPBID or the Contractor of any provision of the Colorado Governmental Immunity Act.