



**Downtown Wilkes-Barre Business Improvement District
Request for Proposals:**

**Environmental Maintenance and
Quality of Life Services**

May 15, 2024

Introduction

The Diamond City Partnership (DCP), Wilkes-Barre's non-profit downtown management organization and the manager of the Downtown Wilkes-Barre Business Improvement District (DWBBID), is soliciting proposals from well-established public space maintenance companies to provide the services necessary to ensure a clean, comfortable, and attractive public environment within the DWBBID.

Context

Downtown Wilkes-Barre is the heart of the City of Wilkes-Barre, the seat of Luzerne County (population 325,594) and one of Northeastern Pennsylvania's two major cities. Downtown is Luzerne County's largest concentrated employment center and its arts and entertainment hub. It is the location of two colleges – King's College and Wilkes University – and home to a rapidly growing residential population.

The Downtown Wilkes-Barre Business Improvement District (DWBBID) first began operation in 2007 when property owners within the DWBBID boundaries granted their approval for its formation following Pennsylvania's Neighborhood Improvement District law (Act 130 of 2000). Since that time, the district's taxable and tax-exempt property owners have supported DWBBID-funded supplemental cleaning and beautification programs to ensure that Downtown Wilkes-Barre is clean, safe, attractive, and vital. DCP manages the DWBBID in its capacity as the designated Neighborhood Improvement District Management Association. The DWBBID was most recently renewed in 2018 for a 10-year term.

The DWBBID's 230-acre geography encompasses 154 block faces. A map of the DWBBID boundaries is attached as Exhibit A.

Purpose

The purpose of this contract is to furnish a uniformed team of "Downtown Ambassadors" who will allow DCP and the DWBBID to accomplish the following objectives:

- To provide a clean, beautiful, and appealing public environment of the highest quality for the benefit of everyone who lives, works, shops, and visits Downtown Wilkes-Barre.
- To support Downtown Wilkes-Barre's economy and quality of life through the provision of an attractive and hospitable public realm.
- To supplement – not replace – the services already provided by the City of Wilkes-Barre.
- To provide a level of environmental maintenance and hospitality services that continue and build upon the existing standard of service provided to the DWBBID.

Scope of Services

DCP seeks, through this proposal process, to enter into a contract (the "Agreement") with a successful Proposer (the "Vendor") to operate an environmental maintenance, hospitality, and quality-of-life program (the "Program"). The Vendor shall provide personnel (the "Team"), who will be responsible for providing a regularly scheduled regimen of cleaning, beautification, hospitality, and outreach services within Downtown Wilkes-Barre.

The Program will operate within a designated district (the “District”) as defined by DCP. The District generally encompasses the area comprising Downtown Wilkes-Barre’s commercial core. Public Square Park, the 2-acre city-owned park at the center of the District, is excluded from the scope of services (See attached map in Exhibit A).

Through this Request for Proposals, DCP is seeking Proposals providing statements of qualification from experienced companies who can provide the required urban place management services, along with detailed cost and deployment outlines for the operation of the Program.

The Program, to be performed seven days a week, will include (but not be limited to) the following:

- Sweeping and cleaning of all public sidewalks within District boundaries.
- The year-round management of a multifaceted beautification program that includes hanging baskets, ground planters, and tree wells.
- Graffiti abatement – daily inspection and immediate removal.
- Removal of stickers and handbills from street furniture and designated buildings throughout the District.
- Management of pet waste stations.
- Removal of leaves and weeds from public sidewalks throughout the District.
- Wiping down public furniture and fixtures.
- Removal of snow and ice from curb cuts, crosswalks, and similar public areas.
- On-demand spot cleaning.
- Setup and support for DCP events in the District.
- Reporting of issues and incidents affecting the public environment.
- The provision of hospitality and outreach services throughout the District.

Except where specified, the Agreement shall include all labor, equipment, materials, and all other incidental items necessary to complete the work specified here in the prescribed manner.

The Team will be more than just a sanitation presence. Consequently, the Vendor shall provide dedicated and trained personnel for the Program. Team members will be consistently uniformed by the Vendor to be clearly identifiable and effectively perform their duties. It is the responsibility of the Vendor to properly maintain all uniforms.

The Vendor shall provide the Team with a method of communication (such as cellphone or two-way radio) so that they can communicate work needs back to their supervisor and report disorderly or criminal behavior and other incidents as necessary (see below).

The primary responsibility of the Vendor will be maintaining a clean, beautiful, appealing, and hospitable public environment. The Team will perform functions within the spirit of this agreement although all activities may not be spelled out. If disagreements on unspecified functions or to the degree of specified functions arise, they may be resolved through open communication and mutual agreement.

The scope of work includes but is not limited to the following:

Environmental Maintenance:

- Sweep and/or power vacuum all public sidewalks and alleys within the District at a frequency sufficient to keep them clean and free of all refuse, including but not limited to dirt, trash, leaves, weeds, paper, water, environmental waste, and debris. **Please note that conventional street cleaning and the maintenance of Public Square Park will remain the responsibility of the City of Wilkes-Barre.**
- Clean the interiors and exteriors of all planters, tree wells, benches, and other street furniture within the district at a frequency sufficient to keep them clean and free of all refuse, including but not limited to dirt, trash, leaves, weeds, paper, and debris.
- Place all refuse in appropriate receptacles or DCP-provided bags and arrange for removal by private hauler.
- Remove all graffiti, stickers, and handbills on public and designated private property within the District as necessary, with removal conducted according to guidelines that shall be mutually developed by the Vendor and DCP.
- Power-wash sidewalks within the District at a regular frequency sufficient to remove accumulated stains and grime, and as needed to address specific incidents.
- Maintain landscaping improvements including but not limited to trimming of overgrown grass and the application of approved weed control substances within the District according to guidelines that shall be mutually developed by the Vendor and DCP.
- Install and maintain DCP's seasonal hanging baskets, ground planters, and other beautification elements throughout the District.
- Remove snow and ice from curb cuts, crosswalks, and similar areas in the public environment with the general goal of facilitating pedestrian travel throughout the District to the fullest extent possible during the winter months.
- Set up and support for DCP events in the District.
- Report issues and incidents affecting the public environment to DCP and other appropriate authorities.
- Enter work and incident reports into a comprehensive data tracking system, provided and maintained by the Vendor, which will be utilized by the Vendor and DCP to manage and evaluate the Team's work.
- Water and maintain trees planted by DCP throughout the District.
- Evaluate and communicate work needs to DCP and other appropriate authorities.

Hospitality/Quality of Life:

- Provide hospitality and outreach services throughout the District.
- Provide directions and assistance to citizens.
- Serve as "eyes on the street" through the provision of services throughout the District.
- Provide reports and data on quality-of-life issues affecting the downtown experience.
- Utilize an outreach approach, in conjunction with local social service providers and public safety agencies, to assist those experiencing homelessness and other at-risk populations.
- Visit businesses throughout the District, sharing information and identifying issues to be addressed.

- Discourage illegal behaviors and report any signs of disorderly or criminal behavior as necessary. **Please note that the Team will not be expected to take any action to stop criminal behavior apart from reporting it to the Wilkes-Barre City Police Department.**

It is DCP's intention to contract with a single Vendor, which may retain its own subcontractors, for the management and operation of the Program. The Vendor shall have the responsibility to provide supervisory personnel and equipment, to negotiate labor contracts as necessary, and to hire and manage a group of individuals who will execute the Program according to the general conditions outlined herein. The Vendor must be an equal opportunity employer. The Vendor must also perform background checks on Team personnel employed under the terms of the Program and furnish appropriate documentation to DCP.

Program Management and Structure

The selected Vendor shall report to DCP's designated representative. The DCP representative will hold regular coordination meetings with the Vendor to assess the Program and adjust details as necessary. The Vendor shall provide a work schedule to DCP, indicating the tasks to be undertaken, the number of personnel assigned to perform tasks, and daily hours of operations.

The Vendor shall provide a competent, experienced manager who shall oversee Program personnel. The Vendor will maintain an electronic daily log and work order system to document any maintenance requests or incidents within the District and their resolution. This system will be capable of generating reports and analyzing data for the Vendor and DCP in real time.

The Vendor is expected to incorporate "best practice" industry standards for its clean and safe operation. The Vendor will uphold rigorous hiring standards that include background checks to make sure that all employees working on behalf of DCP are adequately vetted and sufficiently qualified to meet the demands and expectations of their positions. At the same time, the Vendor will be encouraged to provide hiring opportunities to local residents who face challenges finding employment.

In addition to hiring employees, the Vendor is responsible for training and supervising employees to ensure that all tasks are undertaken in a manner that follows documented safety protocols and that interaction with the public occurs in a way that is consistently courteous and helpful.

Training should encompass all elements of the Environmental Maintenance and Hospitality/Quality of Life services to be provided by the Vendor and shall include, but not be limited to, the following subject areas:

- Mission, background, and structure of DCP.
- Policies regarding personal conduct, attitude, etiquette, and customer service.
- Employee Code of Conduct/Rules and Regulations.
- Scheduling, assignments, procedures.
- Uniform requirements, maintenance, and appearance.
- Equipment use, maintenance, and safety.
- Communications use and etiquette.
- Daily and Special Events procedures.
- Procedures and protocol for working with the Wilkes-Barre Police Department.
- Daily program activity reporting.

- Personal safety policies and procedures; emergency procedures.
- Legal responsibilities.
- Street smarts; awareness; dealing with conflict; cultural diversity.
- Chain of command.
- First Aid/CPR/CERT and related trainings.
- Downtown Wilkes-Barre's geography, points of interest, businesses, and services.
- Dealing with emotional or aggressive behavior, mental illness, and drug addiction.
- Interacting with individuals experiencing homelessness.
- Procedures and protocol for working with social service agencies assisting at-risk individuals.

DCP will provide a maintenance base, at no cost to the Vendor, within the District for equipment and materials storage, and for Team use as required by the Program.

The Vendor must be able to effectively manage Program workflow, responding to the District's daily needs while recognizing and responding to changing and unanticipated circumstances.

Equipment

Subject to DCP review and approval, the Vendor shall identify, procure, and maintain all equipment necessary to deliver the services described herein.

All equipment shall be maintained in good working order throughout the Contract term, including seasonal precautions such as winterization. The Vendor shall be solely responsible for damage to equipment and shall replace, at their expense, any equipment lost, stolen, or destroyed. Any problems with the functioning of or damage to equipment that could impact service delivery must be remedied by the vendor and reported to DCP immediately. Visible supplies and equipment, including, but not limited to, trash receptacles, trash receptacle wraps, machines and vehicles shall be branded with DCP's logo and colors subject to the review and approval of DCP.

DCP owns certain equipment, including a pickup truck, that is utilized as part of the current operating contract, and it will provide that existing equipment to the Vendor as part of the Program Contract. If DCP-owned equipment is used by the Vendor, the Vendor will provide maintenance, fuel and supplies and will be responsible for repairs, damage, vandalism, and theft. The Vendor shall own and be responsible for all warranties, preventative, and breakdown maintenance, and shall be responsible for all supplies and fuel as required. The Vendor is responsible for training Team personnel to utilize all equipment safely and effectively.

Hours of Operation

The Vendor will provide services seven days a week. On weekdays, the Team should begin work early enough in the morning to complete the first cycle of public sidewalk cleaning by 9 AM. The Team's deployment should be structured to ensure coverage throughout the day, with extended coverage on Friday and Saturday evenings.

Vendors are encouraged to suggest service schedules that efficiently maximize coverage in support of DCP's objectives. Final work schedules and staffing will be mutually agreed upon by the Vendor and DCP and may be modified based on special events or circumstances. RFP responses should also outline a proposed holiday schedule.

Insurance

The Vendor shall carry and maintain insurance written by reputable insurance companies with respect to all work or service to be performed on behalf of DCP.

The Vendor must provide DCP with proof of the following insurance policies and limits as listed below:

- General Liability Insurance Policy: not less than \$1,000,000.00 per occurrence and \$2,000,000.00 aggregate.
- Automotive Liability Insurance Policy: not less than \$1,000,000.00 per occurrence.
- Employer's Liability: not less than \$500,000.00 per occurrence.
- Umbrella (excess) Liability: not less than \$4,000,000.00.
- Workers Compensation Insurance in the amounts set forth by applicable state law.

Vendor shall supply DCP with a Certificate of Insurance verifying these coverages including naming DCP and the City of Wilkes-Barre as Additional Insureds.

Claims

The Vendor must agree to hold DCP and the City of Wilkes-Barre harmless from any claims that may arise as a result of the acts or omissions of the Vendor, its agents, servants, and/or employees in the performance of the services outlined hereunder. The Agreement will include a Hold Harmless Clause.

The Proposal Process

It is strongly recommended that all Respondents visit and study the District prior to submitting a proposal.

DCP may request interviews to determine the most qualified Proposer; these interviews, if needed will be conducted via Zoom. DCP will notify Proposers to schedule interviews if necessary.

The Vendor will be selected at the sole discretion of DCP. DCP will negotiate a Contract with selected Proposer, and the specific services, standards, frequencies, schedules, and costs will be defined at that time.

DCP reserves the right to reject any and all Proposals, to award an Agreement to other than the low proposer, to award separate parts of the services required, to negotiate the terms and conditions of all and/or any part of the Proposals, to waive irregularities and/or formalities, and, in general, to make the award in the manner as determined to be in its best interest and its sole discretion.

Questions regarding this Request for Proposals should be addressed to the following:

Mr. Lawrence Newman, AICP
Executive Director
Diamond City Partnership
4 Public Square
Wilkes-Barre, PA 18701
Email: larry@wbdcop.org
Phone: (570)822-1344

Proposal Due Date

Proposals must be submitted to DCP electronically in PDF format **no later than 4:30 PM on Friday, June 7, 2024**. It is anticipated that a contract will be awarded by June 14, 2024, and that the contract term will commence on **July 1, 2024**.

Proposals must be submitted via email to:

Diamond City Partnership
Attention: Mr. Lawrence Newman, AICP
Email: larry@wbdcop.org
4 Public Square
Wilkes-Barre, PA 18701

Evaluation Criteria and Procedures

DCP seeks a highly qualified Vendor to provide the services required for the Program. To that end, DCP is soliciting Proposals from entities that have the capacity and experience to carry out a successful program on its behalf.

DCP will consider Proposals only from businesses and/or companies that have a minimum of five years of experience operating a public-environment cleaning and hospitality program on behalf of a business improvement district.

DCP will select the Proposer which, in its sole judgement, successfully demonstrates the qualities and capabilities necessary to provide the desired services and meet DCP's goals. Scoring criteria shall be based upon, but not limited to, the following:

EXPERIENCE (Up to 25 points):

- Number of years the Proposer has been providing public-environment cleaning and hospitality programs for business improvement districts and similar place management organizations.
- Examples of other programs of comparable size and scope operated by the Proposer.
- Corporate and financial stability.
- Ability to assume contract responsibilities and to be fully operational by July 1, 2024.

CAPABILITIES AND SKILLS (Up to 20 points):

- Demonstrated ability in public-environment cleaning and hospitality service provision, innovative or creative approaches for provision of services, application of resources and reporting, including proprietary systems for reporting and data management.
- Demonstrated ability and history of coordinating and working with program stakeholders and partners, including City departments, social services providers, and local business and institutional stakeholders.
- Ability to generate detailed program data and metrics and to provide timely reports to DCP detailing services performed and outcomes to be achieved.
- The Proposer's protocols for screening applicants and training personnel.
- Any unique abilities, qualifications, software, etc. that should be considered.

COST (Up to 20 points):

- Personnel wage and benefit structure.
- Scalability and flexibility of service levels to accommodate the dynamic needs of Downtown Wilkes-Barre and DCP.

SERVICES TO BE PROVIDED (Up to 35 points):

- Concise description of the services to be provided as it relates to the scope of work outlined herein.
- Understanding of the services needed, and an understanding of the client and its needs.
- Proposed methods for responding to DCP's concerns and ability to resolve issues quickly, efficiently, and effectively, including coordination, scheduling, management, monitoring, reporting, and attention to detail.

Proposal Requirements – Checklist

Responses to this Request for Proposals must include the following information, ideally presented in the order below:

COMPANY INFORMATION

- Name, address, telephone numbers, and URL
- Primary contact name, position, telephone number, and email address
- Name of parent company (if applicable)
- Number of years in business
- Federal ID number
- Legal structure, incorporation, and corporate structure
- Most recent audited financial statement
- List of applicable insurance policies held in conjunction with current contracts similar to that which is proposed herein.

EXPERIENCE AND REFERENCES

- Description of all relevant company experience, management team profiles and experience, and their roles and responsibilities in carrying out a Program for DCP. Include an organizational chart identifying this program, a list of three references (with contact information), and a list of other current vendor contracts.

PERFORMANCE PLANS, METHODS, AND SCHEDULES

- Description of how Proposer intends to accomplish each of the desired objectives and functions included in the Scope of Services. Identify proposed methods, innovative approaches, staffing levels, schedules (including holidays), supervision, and management.

EMPLOYMENT STANDARDS, RECRUITMENT, JOB DESCRIPTIONS, AND QUALIFICATIONS

- Methods and procedures for recruiting, hiring, and training of Team staff and managers; policies for hiring people with barriers to employment; staff appearance, behavior, and disciplinary procedures; proposed wages, benefits, and applicable incentives; and methods and procedures to ensure employee accountability.

ORIENTATION, TRAINING, CERTIFICATION, AND LICENSES

- Description of orientation and training requirements, including ongoing training and cross-training requirements for all positions and job functions. Identify all positions or functions that require special certifications or licenses.

EQUIPMENT, TOOLS, SUPPLIES, AND FACILITIES

- Description of equipment, tools, and supplies needed to accomplish the Scope of Services. Include all technological and communications equipment. Describe policies and plans for repair/replacement of major equipment and guaranteed turnaround time to replace equipment as needed.

REPORTING

- Description of Program data to be collected, reports provided, customization opportunities, metrics, and measurements. Include sample reports from similar contracts.

COMMUNICATIONS

- Description of internal and external communications methods and processes among staff and managers, and external communications with DCP and other key agencies, partners, and stakeholders.

PRICING

- A pricing plan for the operation of the Program as outlined for a period of performance from **July 1, 2024 through December 31, 2026**, and tied into the Performance Plan detailing the number of employees that would be assigned to the Program and each of its component tasks outlined herein.

Exhibit A: Downtown Wilkes-Barre Business Improvement District (boundaries outlined in blue)

