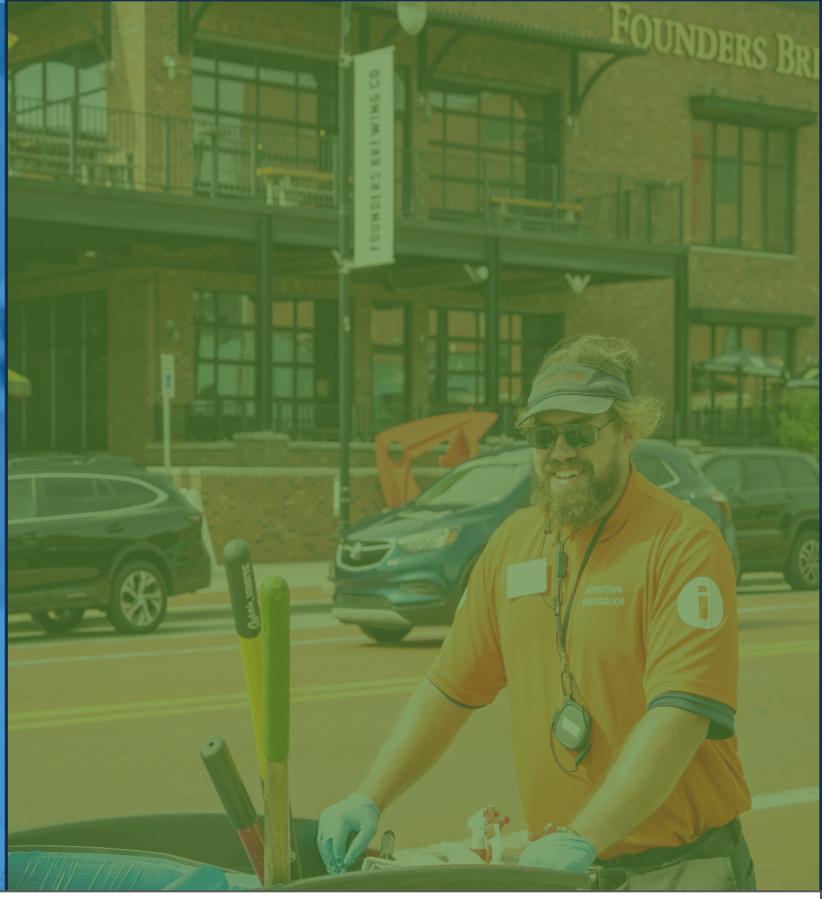
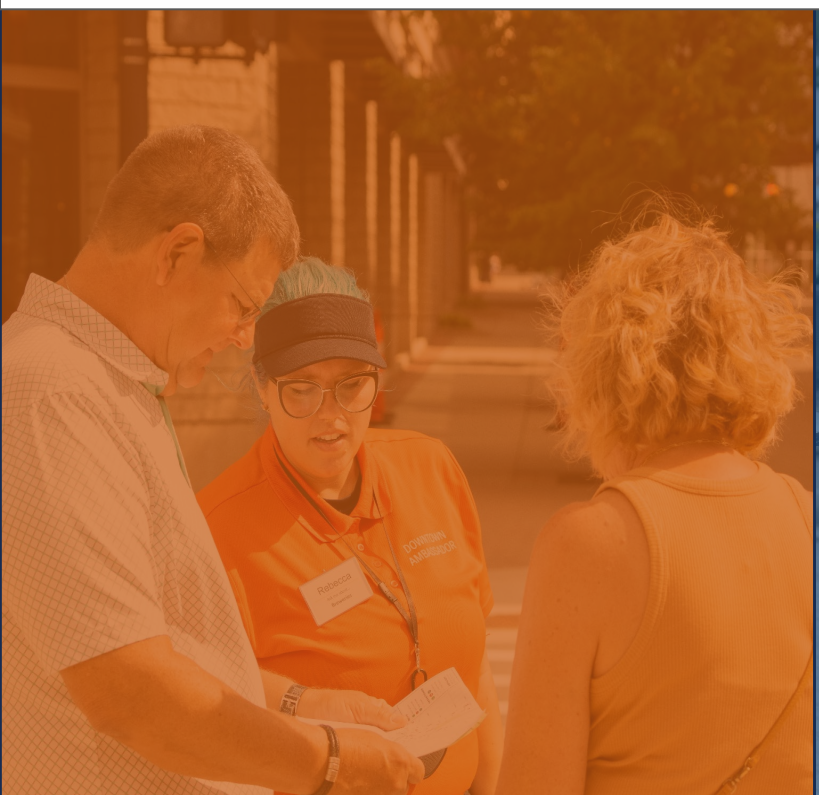




Downtown Grand Rapids

Maintenance, Beautification and Operations Team

Request for Proposal





To develop strategies, approaches and outline associated costs for the beautification and enhancement of public right-of-way in Downtown & Uptown Grand Rapids.

Inquiries & Submittals

All inquiries and submittals should be sent to:
Downtown Grand Rapids Inc. c/o
Melvin Eledge Jr., Director of Operations - meledge@downtowngr.org

Due March 7, 2025

Background

Downtown Grand Rapids Inc. (DGRI) is the organization responsible for city-building and place-management in the urban core of Grand Rapids, Michigan's second largest city. Established in 2013, DGRI serves as the singular management entity for the combined operations of the Downtown Development Authority (DDA), the Downtown Improvement District (DID), and the Monroe North Tax Increment Finance Authority. More details can be found at Downtowngr.org.

Scope of Work

The primary responsibility of the contractor will be maintaining a clean, litter-free public environment. The maintenance, beautification and place making 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:

Downtown Grand Rapids District

Right of Way Maintenance and Beautification

Sidewalk Litter Abatement

- Standard of Cleanliness: zero tolerance litter zone
- Sidewalks and gutters will be walked and cleaned daily of accumulated dirt, trash, leaves and debris, regardless of the source of debris.
- Sidewalks are to be maintained from building edge to 18 inches into the streets including curbs and gutters.
- Manual cleaning routes will be established within the DID boundaries (attachment A).

- Vandalism, including but not limited to handbills, stickers and graffiti, will be removed from light poles, junction boxes, mailboxes, newspaper racks and other locations as appropriate.
- Weeds will be removed from the sidewalks and building edges as needed.
- Leaves will be removed regularly.
- Pressure washing will be done on an as needed basis for difficult to remove substances such as gum, stains or graffiti.

Disposal of Debris

- Standard of Cleanliness: trash cans will be no more than half full.
- Trash receptacles will be emptied daily or as needed.
- The contractor is responsible for all dumping and disposal fees and shall transport and dispose of debris in a manner in compliance with all laws and regulations.

Pedestrian Amenities Maintenance

- Perform routine maintenance to DGRI-owned and managed street amenities including but not limited to seasonal maintenance, and minor repairs as requested by DGRI.
- Public right-of-way amenities will be wiped down at least weekly and as needed or requested by DGRI.

Landscaping and Horticultural Work

- Work with a DGRI-selected subcontractor who will create, design, deliver and install plant materials throughout the DID and other locations as requested.
    - Maintain 4 seasonal plantings in the planter boxes on Monroe Center and the pots along Ottawa and Ionia Ave.
    - Maintain 3 seasonal (Spring, Summer, Fall) plantings in all other locations (Calder Plaza, Campau promenade, Grandville Ave., Pearl St.,

Monroe Ave, Fulton medians, Sheldon, Finney and Williams)

- Fertilizing, weeding, mulching and watering of existing raised planter boxes, pots and medians within the DID boundaries (Attachment A).
- Report broken trees to DGRI staff.
- Water and trim trees as requested by DGRI.

Snow Removal

- Remove snow from the following locations:
  - Cross walks/curb ramps at intersections
  - Sewer drains/catch basins
  - Paths between street and parking meters
  - DGRI-managed spaces and surrounding sidewalks including but not limited to:
    - Downtown Dog Park
    - West Side Dog Park
    - Monroe North Lot (555 Monroe)
    - Other areas as requested or required

- Snow will be removed, and ice treated on sidewalks, crosswalks and any other areas daily.
- The contractor will dispose of snow properly in accordance with all applicable laws.

Neighborhood Vibrancy

Residential Engagement

- Connect directly with Downtown neighbors through casual "on the street" interactions and by attending relevant neighborhood association meetings
- Act as a conduit for information sharing between Downtown neighbors and DGRI, passing along concerns, feedback and other relevant information to the Director of Operations or their designee.
- Deploy in areas highly trafficked by Downtown neighbors to provide maximum visibility including but not limited to:

- Skywalk
- Community Garden
- Rosa Parks Circle
- Residential building lobbies
- Other areas as required or requested

Placemaking

- Deploy and manage a variety of placemaking elements such as moveable tables/furniture, planters and games.
- Provide presence at DGRI-managed and/or sponsored events as requested.
- Provide presence at other events as requested and appropriate.
- Deliver materials, such as DGRI produced collateral, to businesses and buildings as requested.
- Routinely deploy ambassadors and the Downtown Information cart in high pedestrian traffic areas throughout Downtown.

Hospitality

- Provide a positive, welcoming and customer service-oriented attitude when approached.
- Providing information, directions and answering questions from a variety of members of the public, including Downtown stakeholders, to the best of their ability.
- Have a broad understanding of basic Downtown information (for example knowing where parking is available).

Safety

- Report suspicious activity to Grand Rapids Police Department.
- A reasonable number of staff should be First Aid and CPR trained.
- Attend additional trainings as requested by DGRI.
- Report violations to the nuisance code through the city 311 reporting system and to designated DGRI staff.
- Provide uniformed presence throughout district.

- Work with DGRI to address safety concerns reported by stakeholders throughout the district.
- Address low level unwanted behavior throughout the district.

Social Service Connections

- Ambassadors should have a broad understanding of services available in Downtown and be able to connect people to services they may need.
- Ambassadors will work closely with the City of Grand Rapids Homeless Outreach Team to coordinate and enhance street outreach as well as targeted cleaning efforts.

Data Collection and Performance Reporting

Data Collection

- Collect data on activities performed throughout the shift.
- Grant designated DGRI staff access to any programs or applications used to gather data.

Performance Reporting

- The program manager/supervisor will report activities and statistics to DGRI designated staff at a minimum of monthly or additionally as requested.

Delivery of Services

Schedule

The contractor will provide a team of individuals capable of delivering the scope of work outlined above. The contractor will propose a schedule, and hours worked for the team however they should meet the following minimum expectations:

- Provide services 7 days per week with staffing adequate to meet the current needs of the downtown district.
- There will be flexibility in the schedule to allow for assistance with special events.

Staffing

Regarding personnel hired the contractor will also be responsible for the following:

- Staff are required to wear designated DGRI-approved uniforms, to be provided by the contractor.
- Responsible for all pre-employment processes to properly vet potential employees.
- Providing staff with a living and competitive wage. The base wage should be no less than $18 per hour.
- Providing staff with all needed equipment and uniforms for properly performing the outlined scope of work.
- Make considerable efforts to hire as many staff as possible from the Downtown and surrounding neighborhoods.

Equipment

The contractor should make recommendations for any equipment needed to complete the responsibilities outlined; additionally, the cost for equipment should be included in the quote provided to DGRI.

Uptown Grand Rapids District

Maintenance and Beautification

Sidewalk Litter Abatement

- Standard of Cleanliness: zero tolerance litter zone
- Sidewalks and gutters will be walked and cleaned daily of accumulated dirt, trash, leaves and debris, regardless of the source of debris.
- Sidewalks are to be maintained from building edge to 18 inches into the streets including curbs and gutters.
- Manual cleaning routes will be established within the Uptown BID boundaries (**attachment B**).
- Vandalism, including but not limited to handbills, stickers and graffiti, will be removed from light poles, junction boxes, mailboxes, newspaper racks and other locations as appropriate.
- Weeds will be removed from the sidewalks and building edges as needed.

- Leaves will be removed daily.
- Public amenities will be wiped down/sanitized daily and as requested by UGRI.

Waste Management

- Standard of Cleanliness: trash cans will be no more than half full.
- Trash receptacles will be emptied daily or as needed.
- The contractor is responsible for all dumping and disposal fees and shall transport and dispose of debris in a manner in compliance with all laws and regulations.

Place Making

Logistics

- Provide presence at other events as requested and appropriate.
- Deliver materials, such as UGRI produced collateral, to businesses and buildings as requested.

Hospitality

- Dress in designated UGRI approved uniforms, to be provided by the contractor.
- Provide a positive, welcoming and customer service-oriented attitude when approached.
- Providing information, directions and answering questions from a variety of members of the public, including downtown stakeholders, to the best of their ability.
- Have a broad understanding of basic Uptown information (for example knowing where parking is available).

Data Collection & Performance Reporting

Data Collection

- Collect data on activities performed throughout the shift.
- Grant designated UGRI staff access to any programs or applications used to gather data.

Performance Reporting

- The program manager/supervisor will report activities and statistics to UGRI designated staff at a minimum of monthly or additionally as requested.

Delivery of Services

Schedule

The contractor will provide a team of individuals capable of delivering the scope of work outlined above. The contractor will propose a schedule, and hours worked for the team however they should meet the following minimum expectations:

- Not exceed annual allotment of 1,248 hours.
- Provide higher coverage in the busier summer months.
- Reduce coverage in the slower winter months.
- There will be flexibility in the schedule to allow for assistance with special events.

Staffing

Regarding personnel hired the contractor will also be responsible for the following:

- Responsible for all pre-employment processes to properly vet potential employees.
- Providing staff with a living and competitive wage. The base wage should be no less than $15 per hour.
- Providing staff with all needed equipment and uniforms for properly performing the outlined scope of work.
- Make considerable efforts to hire as many staff as possible from the downtown and surrounding neighborhoods.

Contract and Payment

The contract shall be for 1 year beginning July 1, 2025, with options for four extensions and exit to be determined in the contract. Invoices will be paid monthly by DGRI & UGRI.

Budget

Applicants should prepare the budget based on implementing the scope of services for a 12-month contract. Cost is one of the items that will be used to evaluate the proposals.

Contractor Qualifications

Any applicant must have been established as a company/organization performing outdoor maintenance for a period of at least two years prior to the date of this bid and have a functioning operation of sufficient size to satisfactorily execute this contract.

Coordinated Management Statement

To provide operational and financial efficiency to both the Downtown and Uptown improvement districts we encourage proposals to include a "shared management structure" for day-to-day oversight. The selected contractor will enter into two separate agreements (one with DGRI, one with UGRI) and thus responses should provide two separate quotes for services for each district. Additionally, once a provider has been selected, they will need to bill each district separately for services.

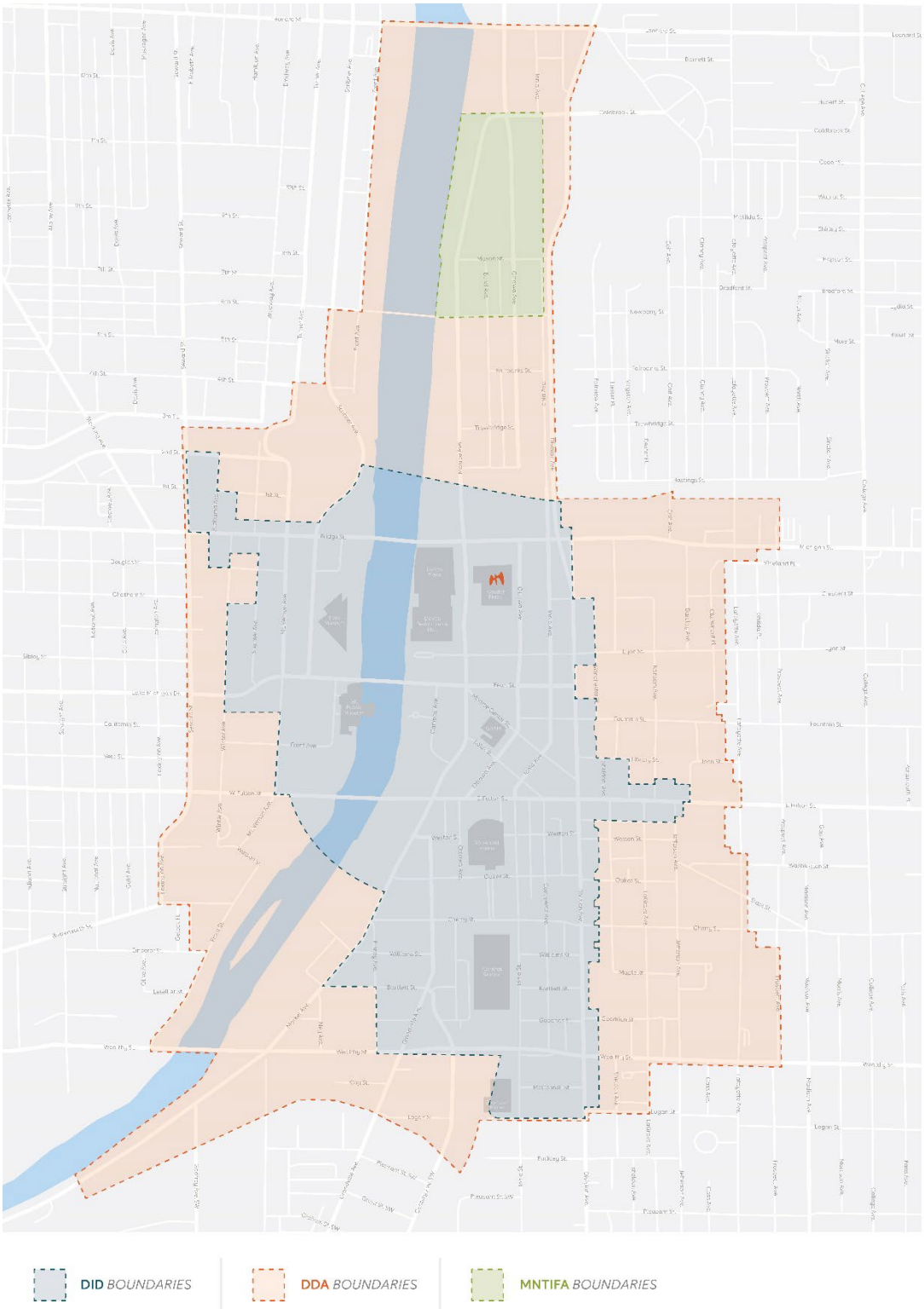
Evaluation

- Previous experience implementing similar programs in urban settings.
- Project understanding and approach.
- Proposed schedule and scope of services.
- Budget; overall cost in detail.
- Quality, clarity, and completeness of the submittal.

Timeline

- January 24, 2025: RFP Issued
- February 7, 2025: Deadline to submit RFP Questions/Clarifications (by 4:00pm EST)
- February 14, 2025: DGRI Response to Questions (by 4:00pm EST)
- March 7, 2025: Responses Due 5:00pm Eastern Time
- March 14, 2025: Interviews – *as needed*
- March 21, 2025: Notice of Selection
- July 1, 2025: Contract Starts

Attachment A



Attachment B

