



REQUEST FOR PROPOSAL

FOR

STREET TEAM PROGRAM

Respond to:

Michael Edwards
President & CEO
Chicago Loop Alliance
55 West Monroe Street, Suite 2660
Chicago, Illinois, 60613

Due: September 25, 2020 4:00 PM

Introduction and Overview

Chicago Loop Alliance (CLA), a nonprofit organization that manages the Special Service Area (SSA) in Chicago Loop, seeks proposals from qualified vendors to develop and operate a safety and cleaning program within the boundaries of the State Street SSA including sidewalks and common areas on State Street from Wacker to Ida B. Wells (formerly Congress Parkway) and the west sidewalk of Wabash from Adams to Randolph. (see project area map below). The CLA anticipates awarding a 3-year contract with a 1-year renewal option to begin January 1, 2021.

The CLA is looking to make State Street welcoming to more people, specifically people of color. As such, it is important qualified vendors are to the extent possible minority or woman owned, have suppliers and services from MBE/WBE firms and demonstrate a commitment to ongoing anti-racist training. The CLA is looking for a single vendor or partnership of vendors able to provide the services outlined above. This is why a list of CLA known national and local providers of safe and/or clean services is included in this RFP.

The CLA Street & Clean Teams (Street Teams) provides this range of services to benefit Downtown workers, businesses, residents, students and visitors. The specially-trained Street Team augments existing public safety services by focusing on the issues of hospitality, information, panhandling and homelessness; while the Clean Team will interact with the City Department of Streets & Sanitation to keep State Street.

The Street Team is trained in CPR and basic first aid, conflict resolution and problem solving, and must possess extensive knowledge of human service issues, such as homelessness, drug addiction and mental illness. In addition, the Street Team works closely with the Chicago Police Department to identify and address nuisance crime issues. Street Team members are not commissioned, have no powers of enforcement, and are not armed.

Philosophy of Approach

The efforts of the Street Teams are consistent with the philosophy of CLA to create and manage a high performance urban experience in the Chicago Loop. In so doing, CLA visitors will have an impression of the Loop as a safe, clean and inviting place to work, live, and visit. To ensure this impression, there are several factors to be addressed. Included in that list is continuous attention to maintenance activities (i.e. litter removal, graffiti removal, etc.), the distribution of useful information, managing issues of panhandling, as well as creating and maintaining a pedestrian-friendly atmosphere.

Street Team members must be dependable, trustworthy, enthusiastic, non-racist, and personable. Street Team members perform their work in the public arena, where they are seen and observed by thousands of people every day. As representatives of CLA working in public spaces, Street Team members interact with a wide range of people with diverse personalities and backgrounds and must be able to communicate and perform their duties in a clear and friendly manner.

Qualification to Bid

CLA seeks a qualified independent contractor(s) to provide all of the services required for the Street Team Program. To that end, CLA is soliciting proposals and qualifications from businesses and/or organizations that have expertise and Special Service Area (SSA) experience to carry out a successful program on behalf of CLA.

CLA will consider proposals from businesses and/or companies that have:

- Minimum of three years experience operating a public space safety management program in a SSA
- Public space safety management experience in at least two U. S. cities with a population of at least 500,000 people

The components of the program are inherently different, and firms submitting a proposal must be able to address each program requirement in order to be considered. Program descriptions and scope of work are provided in this RFP. Interested firms are encouraged to contact CLA with questions concerning any aspect of either program prior to submitting a proposal.

Proposal Schedule

Request for proposal issue	September 2, 2020
Pre-proposal meeting	September 11, 2020
Proposals due	September 25, 2020
Interview(s)	October 1, 2020
Contract award	October 20, 2020
Program start	Janaury 1, 2021

Description and Scope of Program Services

- The Street Team to be supervised by a hands-on program manager who will play a key role in improving the effectiveness of the Street Team.
- The Street Team members must possess practical, real-life experience providing social service assistance and will be classified nonexempt working 40 hours a week.
- The Street Team provides hospitality, information and safety management services year round, seven (7) days a week, from 7:00 AM to 11:00 PM. CLA will maintain schedule of two overlapping shifts.
- CLA and the contractor will determine exact deployment schedules, and schedules may change depending on changing circumstances. Weekday evenings and weekends may be priority times for Street Team members to be on the streets.
- The Street Team operates within the SSA boundaries as seen on the attached map.

Safety

- The Street Team members will patrol on foot offering a range of safety and social-management services (with special emphasis placed on the issues of hospitality, homelessness and panhandling) focused towards the Chicago Loop businesses, residents, workers, students and visitors. They will supplement the efforts of the

Chicago Police Department and local social service agencies and will work closely with the police to identify and address nuisance crime and quality of life issues.

- Street Team members will be trained in CPR and basic first aid, will receive ongoing unconscious bias and anti-racist education, will provide directional information, will proactively address nuisance crime issues, and provide social service assistance.
- Street Team members must be friendly, personable, and approachable, yet also be able to handle situations involving conflict.
- Street Team members will wear a designated clothing with CLA logo, colors, name tags, and photo ID. They will carry communications equipment, such as radios or mobile phones, for communicating with each other, as well as with police, social service providers, and others as necessary.
- Street Team members will be required to complete daily reports of their activities, detailing items such as panhandling incidents, calls to police, encounters with the homeless, locations of graffiti tags, etc.
- Street Team members will be familiar and comply with existing City of Chicago and State of Illinois laws and ordinances regarding panhandling and homelessness and constitutional challenges.
- Street Team members will also carry a social service guide to assist the homeless and those who need social service assistance.
- Maps, brochures, and other informational pieces will be distributed to the general public, as needed.
- The Street Team Program Manager will be required to report weekly and/or monthly to the CLA CEO regarding all program activities.
- Street Team members will look, act, and feel as if they are employees of CLA.

Cleaning

- Clean Team members will be trained in CPR and basic first aid and will receive ongoing unconscious bias and anti-racist education, will provide basic pan & broom services, remove graffiti and manage a small public space.
- Clean Team members will cooperatively augment the work of one other worker assigned to State Street by the Dept. of Streets and Sanitation and work in tandem with the Chicago Loop Alliance's Ambassador Street Team.
- Clean Team members will constantly wipe down all surfaces including public infrastructure, planters, railings, door handles, and other surface for COVID-19 throughout each day.
- Clean all sidewalks removing all litter, including cigarette butts and broken glass to the curb and eighteen inches into the street from the curb and gutters, two feet in on vacant lots, as well as 50 feet in on every cross street.
- Clean team will provide set up and teardown of chairs, tables and umbrellas (10 tables/20 chairs) at the Gateway as directed by the CLA staff as part of the CLA placemaking initiative. In addition, the Clean Team will provide the same level of clean services in these public spaces as on State Street. Additional services will include wiping down and resetting tables throughout the day.
- Remove all animal waste from pedestrian walkways.

- Remove and dispose of miscellaneous stickers and signage (political, promotional, advertising, expired notices, etc.) from light poles, scaffolding, CTA kiosks, trash cans and other streetscape elements.
- Place all recyclable materials in a blue bag having a thickness of at least 1.5 millimeters as required by the City Department of Streets and Sanitation for inclusion in the City's recycling program and place non-recyclable materials in a black garbage bag.
- Remove trash from all tree grates with the use of a vacuum or other tool designed for collecting small debris including cigarette butts.
- Pick up the filled and tied bags of garbage and recyclable materials throughout the day and drop all such bags off at a mutually agreed upon location (to be determined in coordination with the appropriate representatives from the City Department of Streets and Sanitation) for a final pick up by the City Department of Streets and Sanitation.
- Remove graffiti as appropriate or report graffiti details (i.e., exact address if known, type of surface) to the appropriate representative in the City Department of Street Operations.
- Clean Team will serve as ancillary Street Team members of the Chicago Loop Alliance. Clean team will be knowledgeable of local facts (provided by the Chicago Loop Alliance) and will direct tourists and visitors accurately and courteously.
- Greet all pedestrians in a friendly, professional manner.
- The cleaning crew described above will be augmented by **as many workers as necessary to remove snow and apply salt after accumulation of 1/2" or more** (and upon request if accumulation is questionable) as needed. State Street needs to be pedestrian passable at all times. The contract should be based on Chicago's average total accumulation of 48" of snow for the season. Should the Loop receive more than 48", please detail in your proposal how charges for additional personnel and materials would be billed. Snow needs to be removed from the front of all buildings in the contract area to the street. Per a co-operative agreement with the Department of Streets and Sanitation, snow from the sidewalk may be pushed into the street except in emergency conditions.
- A mixture of rock salt and magnesium or calcium chloride to shall be applied to the sidewalks as needed for safety, and should be factored into the cost of this contract. Snow should be removed with shovels, a snow broom and/or a snow blower which will not damage the pavement. Snow covering traffic and street signs should be removed as best as possible.
- Follow up after initial snowfall as requested to clear sidewalks of any snow blown, shoveled, fallen from awnings, etc. (Not included in the 48" total accumulation for the season.)

Anticipated Staffing Requirements

The CLA would like to enhance the effectiveness of the safe and clean program in this next contract. We believe a higher educated employee is essential including a fulltime operations manager that can administer the program; a trained social worker to engage

the homeless and higher paid Clean Team and Safety Team members to improve retention, motivation and performance. Below is a suggested list of positions that would double our current staffing. We are very open to other staffing recommendations supplied by applicants.

- Operations Manager 1
- Homeless Outreach Specialist 1
- Team Leader 2
- Clean Team Member 8
- Safety Ambassador 8

Proposals

Please submit five (5) copies of your proposal by 12:00 PM on **September 25, 2020** to Michael Edwards, President & CEO, Chicago Loop Alliance, 55 West Monroe Street, Chicago, Illinois, 60613.

Proposals should include the following:

1. Company/business information

- Name, address, telephone and fax numbers, email addresses, Facebook handle
- History (years in business, how started, etc.)
- Legal structure (privately or publicly held, incorporation information) in good standing licensed to conduct business in the State of Illinois and City of Chicago.
- 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
- Reference names and contact information for similar SSA or BID contracts with other organizations
- Documentation of financial stability and resources, and any applicable licenses and permits
- List of commercial general liability insurance policies held in conjunction with current contracts for programs like the CLA Street Team Program. Include details of policy limit amounts, and describe/explain any claims that have been made on any of these policies within the last three (3) years. (CLA will require successful contractor to carry commercial general liability insurance with CLA named as additionally insured.)

2. Proposal for providing Street Team and Clean Team Program services

- ***Scope of services*** – describe in detail *what* and *how* program and related services will be performed
- ***Recruitment*** – explain how 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.

- **Training** – provide details of proposed training (both initial and ongoing), including topics, instructors, schedule, role of CLA. CLA is specifically interested in ongoing anti-racist and unconscious bias training.
- **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.
- **Timeline** – show sequence of steps from award notification anticipated by October 20, 2020 to Street Team program launch on January 1, 2021.
- **Budget** – provide budget figures for a twelve month period. Include detailed breakdown of personnel costs, equipment costs, training costs, uniform costs, permits, licenses, overhead, and profit.
- **Measuring performance** – Explain how you propose to measure the effectiveness of your services and the amount and type of reporting CLA can expect from you to track progress and forward momentum.

Selection Process

CLA will review all proposals for completeness. Any proposal that is incomplete may be eliminated. In selecting a contractor, CLA will weigh most heavily:

- The contractor’s experience and demonstrated ability to successfully run a downtown safe & clean program for a SSA or BID organization like CLA
- Evidence of a proposed partnership with clear lines of authority reporting to CLA
- Evidence of ability to incorporate Chicago-based MBE and WBE firms
- Program cost
- Demonstrated responsiveness to client concerns
- Commitment to ongoing anti-racist and unconscious bias training
- Commitment to ongoing personnel training
- Demonstrated ability to resolve problems quickly and appropriately
- Corporate and financial stability

CLA will hold a mandatory pre-proposal informational Zoom meeting on **September 11th at 2:00 PM** via Zoom ID 85711572222 for qualified vendors interested in submitting proposals. Following the pre-proposal meeting, CLA will respond to any questions or clarify anything in this RFP by telephone or email. Questions should be directed to:

Michael Edwards, President & CEO
 Cell: 1-224-251-0380
Michael@chicagoloopalliance.com

After reviewing all submitted proposals, CLA will select a preferred vendor(s) and **may** require a Zoom interview in Chicago on October 1, 2020. CLA intends to select a contractor on October 20, 2020.

Once a contractor has been selected, a legal contract will be prepared. CLA anticipates awarding a contract beginning January 1, 2021 and ending December 31, 2023. An

option to extend the contract for 2024 may be considered based upon contractor performance.

CLA Mission

Chicago Loop Alliance creates, promotes and manages a consistently high performance urban experience that attracts people and investment.

About CLA

Chicago Loop Alliance (CLA) is a 501 (c)(6) organization whose focus is to strengthen the Loop's competitive position. CLA was formed in 2005 and its members consist of more than 280 businesses and organizations located within the Loop and Downtown Chicago.

The current CLA project area boundaries are the Chicago River on the north and west; Ida B. Wells Drive on the south; and Lake Michigan to the east.

CLA is the sole service provider for Chicago's Special Service Area (SSA) #1, which includes property on both sides of State Street between Wacker Drive to the north and Ida B. Wells Drive to the south. CLA funds come from the sole service provider contract for the SSA, membership, events and sponsorships.

CLA is led by its Board of Directors, Executive Committee and President & CEO. The Board is comprised of business, civic and community leaders invested in the Loop's future. The Board-elected CLA officers and Executive Committee are tasked with overseeing the organization's day-to-day operations.

For additional information about the CLA, please visit the CLA website: www.LoopChicago.com

Project Area



Project Area is in orange including block faces on east and west side of State and the west side of Wabash between Adams and Randolph. (the redline signifies nothing related to this RFP). Congress Parkway is now Ida B. Wells.