

CENTRAL EASTSIDE: ENHANCED SERVICES DISTRICT

Central Eastside: Thriving Urban Industrial District

The Central Eastside Industrial Council (CEIC) supports the Central Eastside Industrial District which contains 1,400 businesses that provide more than 20,000 jobs. Central Eastside's diverse mix of businesses, industries, makers, manufacturers and creatives contribute to an innovative environment that generates quality jobs, promotes a vibrant pedestrian experience and ensures a resilient, welcoming and connected community.

After more than two years of intense community outreach, in early 2019 Portland's City Council unanimously approved Central Eastside's request to create an Enhanced Services District (ESD). An Enhanced Services District (ESD) is Portland's name for a tool that business and property owners in a defined commercial area like the Central Eastside can use to fund improvements that go above and beyond normal City services. Central Eastside's ESD will foster a safer community, enhance the pedestrian experience, reinforce economic viability and promote Central Eastside's unique identity through innovative and highly-responsive programs.

Central Eastside's Core Values:

- Collaboration
- Innovation
- Responsiveness
- Transparency
- Equity

ESD GOALS

- **Increase cleanliness** throughout the Central Eastside;
- **Improve safety for all** in the Central Eastside;
- **Manage parking and transportation** demand and improve wayfinding;
- **Brand the Central Eastside** to increase business, customers and visitors;
- **Support innovation in all forms** including strengthening Central Eastside as an employment center;
- **Increase economic viability** of the Central Eastside and promote prosperity for all;
- **Ensure Central Eastside is an ideal place to create, work, live and visit.**

Central Eastside seeks a partner to provide innovative, district-wide cleaning services as part of the ESD's Sidewalk Operations: Central Eastside Clean Program. These new cleaning services are informed by a 12-month Cleaning Pilot Project in the northeast quadrant of the district, extensive community outreach and City Council requirements. While the initial contract is 12-months, the ESD is ultimately looking for a partner to provide services for the 3-year life of the ESD (9/1/19-6/30/22).

Finally, Central Eastside expects to use these new cleaning services as a local case study and national model to help other neighborhood business districts in Portland and beyond adopt community-supported cleaning services.

Central Eastside Request For Information

CENTRAL EASTSIDE CLEAN SERVICES

Guidelines 2019

I. Eligibility

Companies, non-profits and grassroots organizations that meet the following criteria are encouraged to apply:

- Valid Business License (State of Oregon and City of Portland)
- Physical presence in Portland, OR
- Valid Insurance (Liability and Property Damage and Workers Comp; see Attachment A)
- Compliance with City of Portland's Fair Wage Policy (Chapter 3.99 Fair Wage Policies)
- Diversity, Equity and Inclusion Policy
- Ability to Provide all Requested Services
- Willingness to Interview

Preferred Providers

In direct response to growing income inequality and escalating housing costs, the City of Portland has been under a Housing State of Emergency since 2015. Central Eastside recognizes that the Housing State of Emergency is significantly impacting the district, houseless individuals are disproportionately victims of crime, historic approaches, including forcible removal of camps, are frequently more harmful than helpful and the best way to secure and maintain housing is through living wage employment. **Central Eastside will give preference to Central Eastside Clean providers with a lived experience of housing insecurity or houselessness and/or staff with the same.** Partnerships are encouraged.

Americans with Disabilities Act Certification/Statement of Non-Discrimination

By submitting a proposal, applicant agrees to comply in every way with all applicable provisions of the Americans with Disabilities Act of 1990, 42 USC Sec. 12101, et seq. and agrees not to discriminate on the basis of race, color, religion, (creed), gender, gender identity, gender expression, age, national or ethnic origin (ancestry), disability, marital status, sexual orientation, military or veteran status, genetic information, income, political affiliation, housing status or any other status protected by federal, state, or local law in any of its activities or operations.

Statement of Equity

Central Eastside Industrial Council's values – collaboration, innovation, responsiveness, transparency, equity – define all of our programs. Our long-term, relationship-driven approach as a membership organization, service provider and district advocate support the Central Eastside's diverse mix of businesses, industries, makers, manufacturers and creatives. By consistently bringing new perspectives to our decision-making table, forming relationships and alliances with diverse stakeholders, and finding new ways to support innovation in all forms, Central Eastside Industrial Council is a strong and equitable organization.

Questions? Contact Central Eastside at 503.236.6830 or RFI@ceic.cc. Download RFI Guidelines at ceic.cc/clean.

II. Proposal

RFI may be a maximum of 6 pages (3 double-sided pages) excluding cover letter, biographical form for each participating entity and requested attachments. Proposal must include the following:

- Cover Letter explaining why you want this contract
- Complete responses to all questions
- References with contact information (up to 5)
- Attachments (Business Licenses, Proof of Insurance)

Proposals must be submitted by email (RFI@ceic.cc) with a CEIC receipt time of no later than noon (12pm) on 6/19/19.

RFI Proposal Assistance

Central Eastside is available to provide technical assistance to applicants during proposal writing and budgeting process. Please see timeline below for RFI Assistance Hours.

Due Date

Proposals received by noon (12pm) on Friday, 6/19/19 will be reviewed to ensure completion, and if complete, accepted by staff. Proposals must be submitted by email. Incomplete or late proposals will not be accepted. Staff will not offer any assistance beyond accepting complete proposals on 6/19/19. No proposal will be accepted after noon (12pm) on 6/19/19.

Evaluation Process

RFI Proposals will be evaluated by Central Eastside's all-volunteer Sidewalk Operations Oversight Committee using weighted scores and the attached evaluation criteria. Finalists will be evaluated by the same committee using proposal review and in-person interviews. Contract offers will be approved by the all-volunteer ESD board.

Safety for All RFI Timeline

5/20/19 – RFI Guidelines Released
5/29 – RFI Assistance Hours (12-5pm)
6/3 – RFI Assistance Hours (12-5pm)
6/10 – RFI Assistance Hours (12-5pm)
6/19 – RFI Proposal Due at Noon (12pm)
7/3 – RFI Finalists Announced; RFPs Requested
7/17 – RFP Due at Noon (12pm)
7/29-7/31 – RFP Interviews
8/1 – Contract Awarded
9/1/19-8/31/20 – Central Eastside Clean Services Provided

*Early submission is encouraged. While staff make every effort to offer assistance, each applicant has the final responsibility of submitting a complete proposal on time to CEIC. Proposals must be submitted by email (RFI@ceic.cc) with a CEIC receipt time of no later than noon (12pm) on 6/19/19.

Location for RFI Assistance Hours Only (this location does not accept postal mail)
Central Eastside Industrial Council: 1028 SE Water Ave, #210 Portland, OR 97214
Phone: 503.236.6830 Email: RFI@ceic.cc

Questions? Contact Central Eastside at 503.236.6830 or RFI@ceic.cc. Download RFI Guidelines at ceic.cc/clean.

Central Eastside Request For Information CENTRAL EASTSIDE CLEAN SERVICES

Requested Services

1. District-wide Waste Collection/Graffiti Removal

- Unarmed, highly-trained Cleaners deployed district-wide six (6) days per week from 8am-4:30pm
 - Trash and Biohazard Removal
 - Graffiti Removal (clean and/or paint)
 - Transit (routes/stops) and Biohazard, Graffiti and Trash Frequency Areas
- Consistent, district-wide deployment with as needed rapid response capability
- Support and coordinate with quarterly volunteer-run clean-ups
- Low-barrier Central Eastside Clean uniforms – professional and recognizable but informal (not to mimic or reference law enforcement uniforms)
- Meaningful Workforce Development and Peer-based Employment opportunities
- ‘Central Eastside Cleaning Certification Training’* – development and implementation of bi-annual, at least 2-hour training provided to all Cleaners upon hire and every six (6) months thereafter; training must include, at a minimum:
 - Engagement with Campers and/or similar vulnerable populations
 - Differentiation of ‘Trash’ from ‘Personal Property/Documents’
 - Conflict Resolution and De-escalation Techniques
 - Mental Health Crisis Response and Trauma-informed Interventions
- Ongoing Professional Development* – explore coordination of professional development with bi-annual ‘Central Eastside Safety Certification Training’ provided to all Safety Ambassadors

*Training must be provided by experts in the field and, when appropriate, co-facilitated by housed and houseless trainers

2. Biohazard, Graffiti and Trash Documentation

- Document and report biohazards, graffiti and other vandalism, and trash incidences
- Coordinate documentation and remediation with Safety for All Ambassadors and their embedded ‘Crisis Worker’ skilled in trauma-informed best practices and working with houseless and other vulnerable populations
- Recommend environmental design remedies to address high biohazard, graffiti and trash frequency areas

3. Data Collection and Reporting

- Robust data-tracking and reporting system to produce actionable and auditable reports (daily, weekly, monthly, quarterly, yearly)
- Customer Service Specialist to provide consistent communication with businesses including reporting service delivery/resolution and sharing environmental design remedies
- Attend monthly Sidewalk Operations Oversight Committee meetings

Central Eastside Request For Information CENTRAL EASTSIDE CLEAN SERVICES

Proposal Questions

SECTION 1: Biographical Form (complete separate form for each participating/partnering entity):

- Name of Entity (fill out separate form for each partnering entity)
- Contact Information (include entity address, phone, email)
- Number of Years in Operation
- Project Lead(s) (include title, bio, contact information)

SECTION 2: Questions (total proposal maximum is 6 pages – 3 double-sided pages – excluding cover letter, Biographical Form(s) and requested attachments:

1. **What qualifies you to provide Central Eastside’s requested Central Eastside Clean services?**
2. **What experience do you have working with diverse and/or vulnerable populations? Do any of your employees have lived experience with housing insecurity and/or houselessness? Please explain your familiarity with, and implementation of, trauma-informed best practices, conflict resolution and de-escalation techniques and mental health crisis response.**
3. **How do you define a ‘low barrier uniform’? What would it take for you to implement the same?**
4. **What is your current commitment to employee professional development? How would you develop the ‘Central Eastside Cleaning Certification’ training curriculum?**
5. **How have you used data to improve your service delivery and/or efficiency? Please explain how you currently track data, analyze trends and report results.**
6. **What immediate, low-cost, easy-to-implement recommendation would you make to improve cleanliness for all in Central Eastside?**
7. **What are the biggest opportunities facing Central Eastside and how will Central Eastside Clean services support them?**
8. **I commit to providing all requested Central Eastside Clean services at a cost not-to-exceed \$600,000/year.**

YES

NO

**Central Eastside Request For Information
CENTRAL EASTSIDE CLEAN SERVICES
Proposal**

SECTION 1: BIOGRAPHICAL FORM

Name of Entity:

Mailing Address:

Phone:

Email:

Website:

Number of Years in Operation / Founding Date:

Project Lead (Name/Title):

Phone:

Email:

Project Lead Bio:

Central Eastside Request For Information CENTRAL EASTSIDE CLEAN SERVICES

Evaluation Criteria

RFI Proposal Criteria:

Each score sheet uses weighted scoring formulas based on the following evaluation criteria:

30% – Qualified, Compelling Provider (Cover Letter and Question 1)

- Does the cover letter clearly explain why they want to provide Central Eastside's Cleaning services? Is it a compelling letter?
- Do they have experience providing similar services?
- Do they have experience providing services in Central Eastside?

30% – Capacity to Serve Diverse Populations (Questions 2 and 3)

- Do they have experience working with diverse and/or vulnerable populations?
- Do they have familiarity with and experience implementing best practices for working with vulnerable populations?
- Do they understand the need for 'low barrier' uniforms?
- Does the project include collaboration and/or partnerships?

25% – Responsiveness (Questions 4 and 5)

- Do they currently provide adequate employee training?
- Do they have capacity to develop the 'Central Eastside Cleaning Certification' training curriculum?
- How do they use data to improve service delivery?

10% – Knowledge of Central Eastside (Questions 6 and 7)

- Do they have knowledge of Central Eastside?
- Are they creative problem solvers?
- Do they understand the role environmental design plays in improved cleanliness?

5% – Budget (Question 8)

- Did they commit to the not-to-exceed budget?

5% – PREFERENCE: Lived experience with housing insecurity and/or houselessness (Question 2)

YES

NO

Central Eastside Request For Information CENTRAL EASTSIDE CLEAN SERVICES

ATTACHMENT A Insurance Requirements

All lead applicants must comply with the Oregon workers' compensation law and shall comply with ORS 656.017, which requires them to provide workers' compensation coverage for all their subject workers.

All lead applicants must maintain public liability and property damage insurance that protects the subcontractor (and names CEIC and the City of Portland as additional insureds) from any and all claims, demands, actions, and suits for damage to property or personal injury, including death, arising from the subcontractor's work under the subcontract. The insurance must provide coverage of not less than \$1,000,000 for personal injury to each person; \$100,000 for property damage to each person; and \$1,000,000 for each occurrence; or a single limit policy of not less than \$2,000,000 covering all claims per occurrence. The limits of the insurance are subject to statutory changes as to maximum limits of liability imposed on municipalities of the State of Oregon during the term of the contract. The insurance must be without prejudice to coverage otherwise existing and must name as additional insureds the City and its officers, agents, and employees. The insurance must provide that the insurance cannot terminate or be cancelled without thirty (30) days written notice first being given to the City Auditor.

- a. Each subcontract must require the subcontractor to maintain continuous uninterrupted coverage for the duration of the subcontract.
- b. All subcontracts must require subcontractors to maintain compliance with Chapter 3.100 of the City Code [Equal Employment Opportunity].