

BRIDGEPORT DOWNTOWN SPECIAL SERVICES DISTRICT

REQUEST FOR PROPOSALS

“Downtown Ambassador” Program Contract

I. INTRODUCTION

Downtown Bridgeport is a commercial area that represents and serves a diverse tapestry of the wider Bridgeport community. The independently owned restaurants and shops that populate the street-level spaces in our neighborhood create connection points that foster the sense of community so special to the Downtown and the city. The Bridgeport Downtown Special Services District [hereafter “BptDSSD” or “the District”] serves as the business improvement district for the Park City’s central business corridor. The BptDSSD is tasked with promoting the preservation and development of the downtown business district; making the area more attractive and accessible; and enhancing the public perception of Downtown Bridgeport. The BptDSSD exists to support economic development and equitable growth in Bridgeport’s downtown commercial corridor.

To accomplish this charge, the BptDSSD bolsters the sense of culture and community in the heart of Downtown through environmental maintenance, open space beautification, and security services. Furthermore, the BptDSSD – in collaboration with the City of Bridgeport and local/regional cultural organizations – implements special events and also markets downtown businesses, institutions, and cultural events.

The BptDSSD’s district includes 172 taxable properties within 30 blocks in the heart-shaped downtown of Bridgeport, Connecticut. See Attachment A: District Map for the complete district boundaries.

The BptDSSD seeks to contract with a firm to provide cleaning, hospitality, and safety services which will, through the management of the “Downtown Ambassador” or “Ambassador” program, improve ownership values and the urban appeal of Downtown Bridgeport for the betterment of greater Bridgeport. The Ambassadors will be a complement to the existing services of the City of Bridgeport.

Proposers should be responsive to the District’s rigorous requirements for attentive maintenance, customer service, safety, hospitality and public relations, and should demonstrate the flexibility to respond to existing and evolving public space maintenance and cleanliness issues as well as safety issues while creating a more hospitable environment for all downtown users.

Because BptSSD is a State-authorized agency that receives funding from District property owners and investment from the City of Bridgeport and the local business community, the District may give preference to those companies that are headquartered in or maintain offices in the municipality of Bridgeport. The District’s administrative office also works to hire individuals who reside in Bridgeport.

II. SCOPE OF SERVICES

BptDSSD seeks to improve ownership values by making Downtown Bridgeport a regionally competitive urban environment in which to live, work, create, and play. To achieve its mission, the

District has created a comprehensive Downtown Ambassador program with three components: Cleaning/Maintenance, Public Safety, and Hospitality.

A. Delineation of BptDSSD

The service area in which Downtown Ambassadors are to be provided by the Contractor shall consist of the entire BptSSD, the 30-block area delineated on the map in the Annual Report that serves as Attachment A.

B. Ambassador Responsibilities

To meet this objective and its components, BptDSSD seeks to employ a firm which will provide persons designated as Downtown Ambassadors to:

1. Provide a distinctive, identifiable friendly appearance in the common areas (sidewalks, streets, and public areas) within the District;
2. Provide information and assistance to residents, visitors, tourists, and those in need;
3. Be equipped with 2-way communication devices, District uniforms, and other related equipment. Each Ambassador will have direct, continuously monitored, communication with his/her Supervisor or other Ambassadors;
4. Be available to provide the public with information and other assistance;
5. Be trained and knowledgeable about points of interest, special events, businesses, and services located in and surrounding the District;
6. Be trained and knowledgeable about customer service and public relations to promote the image of the District;
7. Staff the district's seasonal programs, placemaking initiatives, and special projects. This includes but is not limited to a spring and fall planting program, holiday décor program, and events.

Downtown Ambassadors will adhere to the highest standards of personal hygiene and appearance. Untrimmed beards or long sideburns, smoking, gum chewing, and reflective sunglasses are not allowed. Long hair should be combed away from the face and secured for the safety of the employee. Any hair accessory must be complementary to the DSSD uniform. Visible tattoos should be concealed to the best of the ability of any contracted employee. For the safety of employees, no visible body piercing (i.e. nose, lip, eyebrow rings) is permitted.

Cleaning/Maintenance: Maintenance Ambassadors are required to provide the following duties within the boundary of the District (see Attachment A):

1. Provide maintenance and cleaning services on a regular and frequent basis on all public and common areas within the District on a daily basis, monitor and report the following activities or incidents, included but not limited to: Construction Problems/Safety Hazards; Sidewalk quality and/or safety issues; Emptying of Trash Cans and General Trash Removal; Fire safety hazards; Graffiti; Illegal Dumping; Lighting (street and traffic signal) Outages and Potholes.
2. Litter and dirt removal on a daily basis, from sidewalks, gutters, plazas, medians, and other areas designated in the District map (see Attachment A).
3. Clean and maintain the bus stop enclosures and the areas surrounding the bus stops.
4. Removal of common area weeds and grass growing out of the tree pits, gutters, and sidewalks.

5. Removal of posters, stickers, and placards which are not authorized by the City.
6. Leaf removal and snow shoveling/snow blower use, as required.
7. Graffiti removal within 48 hours on private property up to 15' above ground. Any and all equipment and supplies required to remove graffiti shall be included in proposal.

Public Safety: Public Safety Ambassadors are required to provide the following duties within the boundary of the District (see Attachment A):

1. Work in close coordination with various businesses, government agencies, and public and private law enforcement individuals within and surrounding the District. However, Downtown Ambassadors **will not** be or function as deputized law enforcement officers or emergency medical technicians. **All formal coordination with law enforcement, EMS, and other organizations will occur through BptDSSD.**
2. Patrol the District on foot, on a bicycle, or in a vehicle to provide enhanced security;
3. Maintain a presence on the street adding to the real and perceived safety of the District;
4. Deliver trained and knowledgeable deterrence to aggressive panhandlers and aggressive behavior;
5. Assist the public with directions and information regarding BptDSSD services and activities;
6. Report daily on streetscape problems (graffiti, illegal dumping, illegal posters, etc.);
7. Assist the Bridgeport Police Department by reporting emergency or exigent conditions requiring police attention;
8. Take necessary action to notify the supervisor, BptDSSD President, and the Bridgeport Police Department of criminal activity in a timely manner; and
9. Document interactions with the public and Downtown Bridgeport safety issues.

BptDSSD reserves the right to modify the Public Safety duties, responsibilities, and services provided by the Contractor with appropriate notice.

Hospitality: Hospitality Ambassadors are required to provide the following duties within the boundary of the District (see Attachment A):

1. Assist the public with directions and information regarding BptDSSD services and activities;
2. Staff the daily setup, maintenance, and breakdown of public seating areas;
3. Setup, staff, and breakdown all BptDSSD-run events;
4. Staff BptDSSD civic beautification efforts to include planting and daily maintenance of District open spaces
5. Install, maintain, and remove district holiday décor
6. Snow shoveling or removal from public areas depending on severity of snow
7. Weather related response to severe weather and natural disasters.
8. Provide exceptional customer service
9. Special projects as designated by BptDSSD staff

Site Supervision: The Contractor shall provide a full-time Site Supervisor/Operations Manager immediately available to Ambassadors by radio from a central office within ten minutes of any part of the District. The Operations Manager will:

1. Be responsible for planning and executing the program schedule, interviewing, hiring (all staff will be approved by the BptDSSD), supervising, and evaluating the Ambassadors;

2. Be required to work on special projects, e.g., graffiti removal, power washing, poster removal or plant care;
3. Develop a written training and orientation program for employees, assist with problem solving of field issues, work with city agencies and property owners to resolve maintenance and safety issues, and be responsible for overall quality control;
4. Develop a maintenance and safety work schedule subject to approval by BptDSSD;
5. Travel throughout the District frequently to review the location of Downtown Ambassadors on-site to ensure that they are performing according to Contract requirements.
6. Review the daily activity from the individual reports of the Ambassadors. All data shall be maintained so that weekly, monthly, and year-to-date figures can be presented to the DSSD Board of Commissioners.
7. Hold a weekly briefing/update session with the BptDSSD President and other involved parties. Weekly reports and recommendations are to be submitted with highlighting unusual issues, feedback from District businesses, feedback/interactions with any City of Bridgeport Departments, and a map outline of the District along with a strategy for the upcoming week;
8. Possess the following qualifications: a college degree and/or extensive work experience, experience in supervising, training, and evaluating workers, excellent oral and written skills, attention to detail, computer literacy;
9. During the period from July 1 through June 30, 52 weeks per year, remain dedicated to the District for a minimum of 40 hours per week, and shall stagger work hours to provide his/her Supervisory responsibilities during all personnel shifts; and
10. Make a pick-up truck or equivalent vehicle available for use by the Site Supervisor/Operations Manager and Shift Team Leader. The Contractor will be responsible for all operating and repair expenses. The vehicle shall at all times be kept in good, workable condition. The vehicle shall be clearly marked with the BptDSSD logo. The vehicle shall be equipped with emergency equipment including, but not limited to, a first aid kit, flares, and traffic cones. The truck shall be equipped with watering tank, hoses and other equipment as required to water all planters as required or recommended by the BptDSSD.
11. At all times one Ambassador shall be designated as a working Shift Team Leader. The Shift Team Leader will perform the same duties as the Ambassadors. Additionally, s/he will be responsible for special projects, i.e., the removal of graffiti, power washing sidewalks, and operating the sweeping and / or vacuuming mechanical equipment; as well as managing the Ambassador staff in the absence of the Site Supervisor/Operations Manager.

C. Recommended Hourly Wages in Year One (July 1, 2020 to June 30, 2021)

1.	Maintenance Ambassadors	\$13 per hour
2.	Public Safety Ambassadors	\$13 per hour
3.	Hospitality Ambassadors	\$13 per hour
4.	Shift Supervisor/Team Lead	\$15 per hour
5.	Operations Manager	\$25 - \$30 per hour

Please take into account the [scheduled minimum wage increases](#) planned for the time period of the Scope of Work.

D. Required Supplementary Services (included in base bid price) and Additional Considerations

1. Sidewalk and Bus stop power washing within the months of April - November, scheduled with approval from the District management.
2. The successful Contractor must certify that it is flexible in altering the number of personnel, the hours of service, and services to be performed to meet the needs and experiences of the District as determined by the President of the BptDSSD. Alterations of schedules, personnel, and services shall occur at no additional service cost to the District.
3. Additional service hours may be requested by the District for work in line with the duties listed above for areas directly adjacent to the delineated BptDSSD area, these are referred to as "fee for service" hours.
4. BptDSSD owns and may purchase its own maintenance and watering equipment. If this District-owned equipment is used by the Contractor, the Contractor will provide storage, maintenance, fuel, and supplies and will be responsible for repairs, damage, vandalism, and theft. The Contractor shall own and be responsible for all warranties, preventative, and breakdown maintenance. Contractor shall be responsible for any and all supplies and fuel as required. The Contractor will be responsible for training personnel operating the machinery. In the event of breakdown beyond three (3) days the Contractor shall provide an equivalent machine or additional employee hours.

In the event that the Contractor cannot substitute equipment within 2 days, the Contractor shall credit BptDSSD \$100 per day, per machine. Total employee-hours of service will not be reduced in the event of equipment failure. The operator of the equipment may be assigned to manual maintenance duties.

III. OPERATIONAL REQUIREMENTS

- A. The Contractor shall be fully capable and experienced in the business of furnishing uniformed Downtown Ambassadors to provide maintenance services during the period outlined above, and must have adequate and constant supervision over its work force. Contractor shall be fully licensed as may be required under Connecticut State Law. The Contractor must submit updated copies of such license to BptDSSD.
- B. The Contractor shall carry all necessary insurance including general liability, automobile, and special public liability insurance to include coverage for false alarm, false arrest, libel, slander, civil rights violations and other defamation and invasion of privacy.
- C. Hours may be adjusted by BptDSSD with twenty-four hour notice due to changing needs. Adjustments in hours will be discussed with the Contractor and the BptSSD President or designated representative and confirmed in writing to the Contractor.
- D. Services are not required on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. If any Ambassador would like to exchange one of those days for Election Day, the BptDSSD will provide written approval with advance notice. Services are required all other days of the year unless arrangements are made between the Contractor and BptDSSD one week prior to any minor holiday. At the District's request, the contractor must maintain a skeleton crew for holidays, compensated at the holiday pay rate.

- E. The Contractor shall assign only carefully screened, trained, and qualified employees of exemplary character. Pre-employment qualifications for the Ambassador program shall include, but are not limited to, individuals over 18 years of age who have a high school or equivalency diploma. All employees will be subject to drug screening and Bridgeport Police Department background checks. The District may request that photographs and fingerprints be on file with the appropriate State agency. The Board of Commissioners, the President, or a designated representative may reject any personnel offered at any time, and the Contractor shall replace such personnel within two days. Ambassadors must have good attendance and on-time records. Ambassadors must speak, understand, read, and write in English.
- F. Ambassadors must be in good health, without physical or mental disabilities that would interfere with the expedient performance of their duties and emergency responses as outlined by this Request for Proposals.
- G. The Contractor shall assume complete responsibility for ensuring that the performance of its employees is in compliance with the Contract.
- H. The Contractor, as specified in Sections V below, must allow open audit review of the payroll and personnel records of the Ambassadors to ensure that the Contractor is in compliance with the Contract.
- I. The Contractor must provide off-street parking for the motor vehicles used by the Ambassador program.

IV. SPECIFIC REQUIREMENTS AND PROCEDURES

- A. The selected Contractor, immediately upon execution of a contract, will coordinate with BptDSSD an acceptable safety, hospitality and maintenance program including the following:
 - 1. Standard Ambassador work schedules will be determined on a daily, weekly, monthly, and seasonal basis with specific needs or requirements to develop after consultation with the President of the BptDSSD. Ambassadors will be familiar with the exact duties and responsibilities for each assigned activity.
 - 2. A comprehensive training manual must be provided to the District within four weeks of the signed Contract. Emergency procedures and contacts will be carried at all times by the Ambassadors.
 - 3. The Ambassadors will be familiar with the various bus lines, streets, major businesses, institutions, tourist destinations and current events in the District area in particular and Bridgeport in general, and be able to provide clear directions to and from destinations within the District.
 - 4. Operations Manager will have intensive training, leadership, and management skills. Site and Shift Supervisors must be able to respond immediately and effectively in emergency situations and coordinate on-site training. Site and Shift Supervisors are responsible for the overall appearance and courteous behavior of the Ambassadors. Supervisors must be identifiable to the public as being part of the BptDSSD maintenance team. At all times there will either be a Site or Shift Supervisor overseeing the Downtown Ambassadors.

5. The Operations Manager will be a working supervisor and will work on projects such as plant maintenance, graffiti removal, and power washing. The Operations Manager also must identify problem areas in the District, compile information, complete detailed and thorough weekly reports submitted weekly to the BptDSSD President.
 6. The Site / Shift Supervisor will have available a clearly marked truck or equivalent vehicle displaying the BptDSSD logo and equipped with a two-way communication. The Operations Manager will also act as coordinator to monitor the activities of the Downtown and redeploy the Ambassadors when needed.
- B. The selected Contractor shall take necessary measures to ensure that communications with the Downtown Ambassadors are maintained to ensure they are performing their assigned duties and following orders. Contractor shall replace missing or absent staff within two (2) hours.
 - C. The selected Contractor shall ensure that each Ambassador signs his/her own name and, per use of a time clock, posts times in and out on appropriate time and log sheets.
 - D. The selected Contractor and its employees shall take full responsibility for all BptDSSD property used in the performance of the contract.
 - E. At the end of each shift, the Supervisor will review the daily activity from the individual reports of the Ambassadors. Supervisors shall maintain daily logbooks that will be supplied by the selected Contractor and approved by the President of the District. Supervisors shall log any significant or unusual or persistent events such as recurring problems experienced by tourists, visitors, and residents who use the District and unsafe activities taking place within the District that occur during his/her shift, detailing time and actions taken (i.e., incident reports). All data shall be maintained so that weekly, monthly, and year-to-date figures can be presented to BptDSSD Board of Commissioners. The selected Contractor will provide types of forms to be used by the individual Downtown Ambassadors and Supervisor to record all incidents.
 - F. In addition to and consistent with the provisions in Section IX below, the Contractor shall carry all necessary insurance including general liability, automobile and special public liability insurance to include coverage for false alarm, false arrest, libel, slander, civil rights violations and other defamation and invasion of privacy.
 - G. Downtown Ambassadors shall perform their duties in standard, matching uniforms and headgear, including the approved the BptDSSD logo and name tags, to be provided by the Contractor and approved by BptDSSD. Non-standard headgear, clothing, decorations or excessive jewelry will not be permitted. The selected Contractor shall supply high quality all weather and seasonal uniforms including rain/cold/bad weather gear displaying the BptDSSD logo, with a color and seasonal designs approved by the District. All items of uniform will be maintained in a clean, well-pressed and properly mended condition.
 - H. The selected Contractor agrees to obtain adequate office and facilities, including storage space for equipment, within the BptDSSD within two (2) weeks of contract start date.

- I. The selected Contractor will grandfather the original hire dates of any currently-hired Downtown Ambassadors and Supervisors and honor accrued vacation, sick leave and health benefits effective immediately at the start of the Contract.

V. TERMS OF THE CONTRACT

The selected contractor will be bound by the contract with the BptDSSD to comply with the following provisions:

- A. The initial contract term shall be thirty six (36) months. The contract will commence on July 1, 2021 and terminate on June 30, 2024 with three (3) twelve-month extensions at BptDSSD's sole option.
- B. BptDSSD must notify the Contractor of its intention to renew no later than 30 days prior to the end of the initial term (June 30, 2024).
- C. This scope of work is contract-based and will consist of a minimum of 220 hours per week onsite, spread across the Downtown Ambassador team. The BptDSSD reserves the right to adjust the billable hours, and staffing levels, of any contractor on a regular basis.
- D. Unless specifically provided, the price agreed upon by the Contractor and BptDSSD for the stated services shall be the confirmed price delivered in writing and will not be subject to change for the term and the renewal year, if appropriate. The price includes all sales, franchise, or other taxes with regard to the work, which shall be paid by the Contractor. The Contractor assumes exclusive liability for and shall pay all contributions or taxes imposed or required by the unemployment insurance laws of the State of Connecticut, The Federal Social Security Act, or any other act, now or hereafter in effect, upon or in respect to wages, salaries or other compensation paid to employees engaged upon or in connection with the work to be performed.
- E. Additional ambassador services may be required. The District reserves the right to negotiate additional maintenance services.
- F. Contractor will submit to the District the hourly payroll and bill rate for all positions on Attachment B.
- G. SUBCONTRACTING: The Contractor shall not subcontract or assign all or any portion of the performance to be rendered hereunder without the express prior written approval of the District at its sole discretion. The Contractor shall not be relieved of any obligations hereunder by reason of any such approved subcontracting. The Contractor shall verify and provide a copy of insurance certificates for any and all subcontractors. The coverage shall be as per Section IX.
- H. INDEMNIFICATION: The Contractor will assume liability for, and agree to indemnify, defend, keep, and hold the BptDSSD, their members, agents, and employees harmless from any and all obligations, claims, damages, loss, penalties, actions, suits, judgments, or liabilities including costs, expenses and disbursements, legal or otherwise, to which they may be subject because of any act or omission of the Contractor, its agents, employees, subcontractors, contractors, or permittees in connection with this Contract. The Contractor shall be solely responsible for the safety and protection of all its employees and shall assume all liability for injuries, including death that may

occur to said employees due to the negligence, fault, or default of the Contractor. The Contractor shall also require such indemnification from its contractors, subcontractors, and permittees.

- I. **WARRANTIES:** The Contractor warrants that services of any nature furnished hereunder shall be rendered competently by qualified personnel in accordance with the best-accepted practice. The Contractor further warrants that such services comply with all requirements of federal, state, and local laws and regulations, including, without limitation, The Occupational Safety and Health Act of 1970.
- J. **INDEPENDENT CONTRACTOR AND LICENSEE:** Notwithstanding anything contained herein to the contrary, it is specifically understood and agreed that in the performance of the terms, covenants, and conditions of the contract, neither the Contractor nor any of its employees, agents, independent contractors, subcontractors, or permittees shall be deemed to be acting as agents, servants, or employees of BptDSSD by virtue of this Contract or by virtue of any approval, permit, license, grant, right, or other authorization given by the District or any of its officers, agents, or employees pursuant to this contract, but shall be deemed to be independent contractors performing services for BptDSSD or the Contractor, as the case may be, without power or authority to bind the District, and shall be deemed solely responsible for all acts taken or omitted by them in the performance of or otherwise pursuant to this Contract.
- K. **ASSIGNMENT:** The Contractor shall not assign, transfer, convey, or otherwise dispose of this Contract or any part thereof, or of its interest herein or assign, by power of attorney or otherwise, any of the moneys due or to become due under this contract, without the consent of BptDSSD, at its sole discretion.
- L. **CLAIMS OR ACTIONS:**
 - 1. The Contractor shall look solely to the funds appropriated by BptDSSD for this Contract for the satisfaction of any claim or cause of action the Contractor may have against the District in connection with this Contract or the failures of the District to perform any of its obligations hereunder. No member officer, employee, agent or other person authorized to act on behalf of BptDSSD or the Contractor shall have any personal liability in connection with this Contract or any failure of the District or the Contractor to perform its obligations hereunder. The Contractor agrees that no action against BptDSSD in connection with this Contract shall be initiated unless such action is commenced within six (6) months after (i) the termination of this Contract, or (ii) the cause for said action takes place, whichever is earliest.
 - 2. The Contractor further agrees that they shall bring or maintain no legal action other than in the Superior Court of the State of Connecticut, Judicial District of Bridgeport at Bridgeport, Connecticut.
- M. **TERMINATION AND CANCELLATION:** The Contract is subject to cancellation by either party for cause, i.e. material failure to perform, upon ten (10) days written notice, and BptDSSD may cancel without cause with sixty (60) days written notice. In the event of such cancellation, payment to the Contractor shall be adjusted on a pro-rata basis or refunded to the District on a pro-rata basis.
- N. **XIV. NO WAIVER**
 - 1. The failure of either party to enforce or otherwise require strict performance of any of the terms or conditions of the Contract or of the party's right in any one or more instances shall not constitute a waiver by the party of such performance, terms, conditions, or rights either then or for the future.

2. Any waiver shall be effective only if in writing and signed by the party's authorized representative, and only with respect to the particular case expressly covered therein.

O. COMPLIANCE WITH LAWS: The Contractor shall comply with all applicable federal, state, and local laws, executive orders, regulations and rules.

1. The Contractor shall defend, hold harmless, and indemnify BptDSSD from any fines, penalties, and expenses that the District may suffer by reason of the breach or non-observance by the Contractor of its obligations under this agreement.
2. The Contractor shall provide EEO certificate of compliance.

P. PAYMENT SCHEDULE

1. Payments shall be made on a monthly basis. Invoices received by the tenth (10th) of the month will be made within 30 days after receiving an appropriate invoice.
2. The certified invoice with necessary backup material shall include the number of people working and the hours each person worked per day – or a copy of the weekly timesheet – and costs of other related and approved expenditures. In addition to the monthly hourly worker charges, any other monthly fees will be negotiated and agreed upon before signing the Contract. No item or expense outside of the normal scope of this contract shall be invoiced without prior approval of the expenditure by BptDSSD.

Q. BOOKS, RECORDS, AUDITS, AND INSPECTIONS

1. The Contractor shall keep accurate records and books in accordance with Accrual Based Accounting for a six-year period.
2. Such books and records shall include, but not be limited to, employee time and payment; accounts receivable and payable; purchase orders and sales receipts; liabilities and payments rendered for the purposes of the Contract.
3. All books and records of the Contractor shall be available upon three business days' notice for the purpose of verifying compliance with the terms of the Contract and applicable law.

VIII. PERMITS

- A. The Contractor shall be responsible for obtaining permits and licenses if required by the City or State of Connecticut for any work to be performed.
- B. BptDSSD shall be provided with a copy of any aforementioned permits or licenses.

IX. INSURANCE

- A. The Contractor shall, throughout the duration of the Contract, at its expense, carry and from time to time renew, the following insurance:
 1. Worker's Compensation Insurance in statutory amounts;
 2. Employer's Liability Insurance in the minimum amount of \$500,000;
 3. Comprehensive General Liability Insurance in the minimum amount of \$3,000,000 combined single limit covering both Bodily Injury and Property Damage including broad form contractual liability coverage for Contractor's indemnification as provided for in this Contract; however, coverage must be on an occurrence form;
 4. Comprehensive Automobile Liability Insurance in the minimum amount of \$1,000,000 combined single limit for Bodily Injury and Property Damage if automobiles are used in the performance of Contractor's obligations hereunder;
 5. Fidelity Bond coverage on a blanket basis covering Contractor and all those of its employees who have access to or are responsible for the handling of District funds, in an

- amount as BptDSSD shall reasonably request, having such deductible as shall be determined from time to time by BptDSSD, and naming BptDSSD as a loss payee;
6. Non-occupational and Disability Insurance, if required by the State; and
 7. Excess Liability Insurance in the minimum amount of \$1,000,000 combined single limit covering both Bodily Injury and Property Damage.

All of such policies shall be on an “occurrence basis” and BptDSSD shall be named as additional insureds under Contractor’s General Liability, Automobile Liability, and Excess Liability insurance policies. Within thirty (30) days prior to expiration of such insurance similar updated certificates shall be delivered by Contractor to BptDSSD evidencing the renewal of such insurance. All certificates of insurance must contain a definite provision that if the policies of insurance evidenced by such certificates are canceled or changed during the periods of coverage as stated therein, in such a manner as to effect the coverage afforded by such policies, written notice will be mailed to BptDSSD by certified mail and return receipt requested at least thirty (30) days prior to such cancellation or change.

- B. Contractor shall procure an appropriate clause in, or endorsement on, each of its policies for fire or extended coverage insurance and on all other forms of property damage insurance covering the Contractor's personal property, materials or equipment whereby the insurer waives subrogation or consents to a waiver of the right of recovery against BptDSSD, and having obtained such waiver of subrogation or waiver of the right of recovery, Contractor hereby agrees that it will not make any claim against or seek to recover from BptDSSD for any loss or damage to property of the type covered by such insurance.
- C. Contractor’s Comprehensive General Liability Insurance shall be primary, and any such insurance maintained by BptDSSD shall be secondary and non-contributory and excess over the Comprehensive General Liability Insurance to be maintained by Contractor.

X. HOW TO APPLY

Applicants should submit a proposal, which includes the below information, **no later than 5:00 p.m. on Thursday, February 4, 2021**, to:

Bridgeport Downtown Special Services District
Attn: Lauren Coakley Vincent
938 Broad Street
Bridgeport, CT 06604
Email: lauren.dssd@infobridgeport.com

A. Company/business information

Proposers should be responsive to the District’s rigorous requirements for attentive maintenance, customer service, safety, hospitality and public relations, and should demonstrate the flexibility to respond to existing and evolving public space maintenance and cleanliness issues, as well as safety issues while creating a more hospitable environment for all downtown users. Include the following in this section of the proposal:

- Name, address, telephone and fax numbers, email addresses
- History (years in business, how the company started, etc.)
- Legal structure (privately or publicly held, incorporation information)

- Business unit and individuals to be responsible for providing/managing contracted services, including detailed resumes of primary project representatives. 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 contracts with other organizations.
- Reference name and contact information from an account recently transferred away from
- 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 BptDSSD's Ambassador 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.
- Contractor shall be fully licensed as may be required under Connecticut State Law. The Contractor must submit updated copies of such license to the DSSD.
- Provide a statement regarding retention record for similar accounts for the past two (2) years.
- Provide a statement regarding retention record for similar accounts for the past two (2) years.
- Explain how BptDSSD would realize a specific advantage from the use of the Contractor's organization. Describe the quality programs your organization has adopted which directly impact your ability to meet the BptDSSD's objectives.
- Describe your organization's chain of command and how issues requiring senior management attention would be resolved.

B. Proposal for providing a Downtown Ambassador program

- *Scope of services* – Describe how you will deliver the services outlined in Section I. Scope of Services above.
- *Recruitment* – Explain how staff and supervisors will be recruited and what criteria will be used to recruit staff. Describe the program for supporting minority Bridgeport city residents in your organization. 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 the BptDSSD, etc.
- *Equipment and uniforms* – Provide a complete list of any proposed vehicles, maintenance equipment, and other equipment. Propose innovative ways to incorporate technology into the provision of on-street services. Provide suggestions on proposed uniform elements. Describe how equipment will be maintained and how uniforms will be kept clean.
- *Timeline* – Show sequence of steps from award notification to deployment of staff, anticipated July 1, 2021.
- *Pricing / Budget* – Pricing shall include salaries, benefits, taxes, tools, equipment, uniforms and supplies as required to perform all duties. Complete the Ambassador Bill Rate Summary (Attachment B) and use hourly rates to provide budget figures for the fiscal year 21/22 (July, 1, 2021 – June 30, 2022) and two (2) consecutive fiscal years that follow (separate figures for each year). Include detailed breakdown of personnel costs, equipment costs, training costs, uniform costs, overhead and profit. On a separate sheet, please include any costs related to the provision of vehicles, transportation, and other equipment. Please take into account the [scheduled minimum wage increases](#) planned for the time period of the Scope of Work:
 - \$13.00 on August 1, 2021
 - \$14.00 on July 1, 2022
 - \$15.00 on June 1, 2023

- *Accountability for performance* – Explain how your performance will be demonstrated and measured.

C. Selection Process

BptDSSD reserves the right to reject any or all of the proposers, to waive any informalities in the proposals received and to accept the proposals deemed in the best interest of BptDSSD. BptDSSD also reserves the right to interview and negotiate with selected respondents after all proposals have been reviewed and award a contract as it deems is in its best interest.

Proposals will first be examined to eliminate those that do not respond to the stated requirements and to identify the most qualified responses. Any and all costs and expenses associated with the preparation of any report, statement, or proposal in response to the RFP shall be borne by the proposer.

The most qualified responses will be evaluated in detail. Additional information may be sought from proposers. Proposers may be asked to present and explain their proposals as well as attend an interview.

Criteria by which all proposals will be evaluated include:

1. Ability of the proposer to satisfy all requirements for successful completion of the assignment, including the contractor's experience and demonstrated ability to successfully run a Downtown Ambassador program for an organization like BptDSSD or similar environment;
2. Best total cost solution while meeting the objective of the BptDSSD;
3. Demonstrated responsiveness to client concerns; demonstrated ability to resolve problems quickly and appropriately;
4. Ability to assign only carefully screened, trained, and qualified employees of exemplary character;
5. Corporate and financial stability;
6. Potential review of existing service contracts;
7. Ability to successfully negotiate a written agreement for services; and
8. Interview evaluation process, if interviews are conducted.

The RFP and Selection timeframe is as follows:

- Thursday, November 12, 2020 – Issue date of Request for Proposals
- Friday, December 4, 2020 – Pre-bid Conference: BptDSSD will hold an optional pre-bid informational meeting at 10:00 a.m. via Zoom. RSVP to lauren.dssd@infobridgeport.com for login details.
- Friday, December 11, 2020 – Questions are due from bidders by 2:00 p.m.
- Friday, December 18, 2020 – Questions will be answered by BptDSSD via email
- Thursday, February 4, 2021 – Proposals are due by 2:00 p.m.
- Selection no later than Wednesday, April 14, 2021.

Attachment A: District Map



Attachment B: Ambassador Bill Rate Summary

No. of Persons	Classification	Hours Per Month	Hourly Bill Rate	Cost Per Month
	Maintenance Ambassador			
	Public Safety Ambassador			
	Hospitality Ambassador			
	Supervisor Team Lead			
	Operations Manager			
				\$
				\$
TOTAL LABOR COST:				\$

Please fill out this section for each classification of Ambassador breaking down the bill rate into the below categories

Ambassador Classification: Maintenance Ambassador

PAYROLL BURDEN AND BENEFITS-PERCENTAGE OF TOTAL LABOR COSTS			
Hourly Pay Rate	\$	Comments:	
FICA:	\$		
Workers Compensation	\$		
Liability Insurance	\$		
Unemployment	\$		
Disability	\$		
Overhead	\$		
Benefits	\$		
Equipment	\$		
Administration	\$		
Profit	\$		
Bill Rate Total	\$		

Ambassador Classification: Public Safety Ambassador

PAYROLL BURDEN AND BENEFITS-PERCENTAGE OF TOTAL LABOR COSTS			
Hourly Pay Rate	\$	Comments:	
FICA:	\$		
Workers Compensation	\$		
Liability Insurance	\$		
Unemployment	\$		
Disability	\$		
Overhead	\$		
Benefits	\$		
Equipment	\$		
Administration	\$		
Profit	\$		
Bill Rate Total	\$		

Ambassador Classification: **Hospitality Ambassador**

PAYROLL BURDEN AND BENEFITS-PERCENTAGE OF TOTAL LABOR COSTS		
Hourly Pay Rate	\$	Comments:
FICA:	\$	
Workers Compensation	\$	
Liability Insurance	\$	
Unemployment	\$	
Disability	\$	
Overhead	\$	
Benefits	\$	
Equipment	\$	
Administration	\$	
Profit	\$	
Bill Rate Total	\$	

Ambassador Classification: **Supervisor Team Lead**

PAYROLL BURDEN AND BENEFITS-PERCENTAGE OF TOTAL LABOR COSTS		
Hourly Pay Rate	\$	Comments:
FICA:	\$	
Workers Compensation	\$	
Liability Insurance	\$	
Unemployment	\$	
Disability	\$	
Overhead	\$	
Benefits	\$	
Equipment	\$	
Administration	\$	
Profit	\$	
Bill Rate Total	\$	

Ambassador Classification: **Site Supervisor/Operations Manager**

PAYROLL BURDEN AND BENEFITS-PERCENTAGE OF TOTAL LABOR COSTS		
Hourly Pay Rate	\$	Comments:
FICA:	\$	
Workers Compensation	\$	
Liability Insurance	\$	
Unemployment	\$	
Disability	\$	
Overhead	\$	
Benefits	\$	
Equipment	\$	
Administration	\$	
Profit	\$	
Bill Rate Total	\$	