



## Request for Proposal

### Supplemental Clean & Safe Services Program

Newark Downtown  
District 60 Park Place  
Newark, NJ 07102

973-622-2002

[www.downtownnewark.com](http://www.downtownnewark.com)

## **I. BACKGROUND**

The goal of the Newark Downtown District (herein “NDD”) is to maintain a safe, clean, well-managed downtown so Newark can successfully compete as a choice environment in which to live, learn, labor, and leisure.

The NDD is the special improvement district of Newark’s business district. Currently comprising over 730 properties, the NDD is a privately funded, 501(c)(3) not-for-profit corporation, organized and existing under the laws of the State of New Jersey. The NDD provides supplemental services that include security, cleaning, and physical improvements. The NDD also supports marketing and promotional initiatives designed to enhance the image of the expanding downtown and stimulate tourism, commercial, retail, and cultural activities.

Effective January 1, 2023, the NDD will expand southward to the viaduct. This will increase our current footprint by 46%. During 2023, the goal is to bring the NDD Expansion Area up to the standard of our existing district through Clean and Safe initiatives.

### *Newark Downtown District Boundaries*

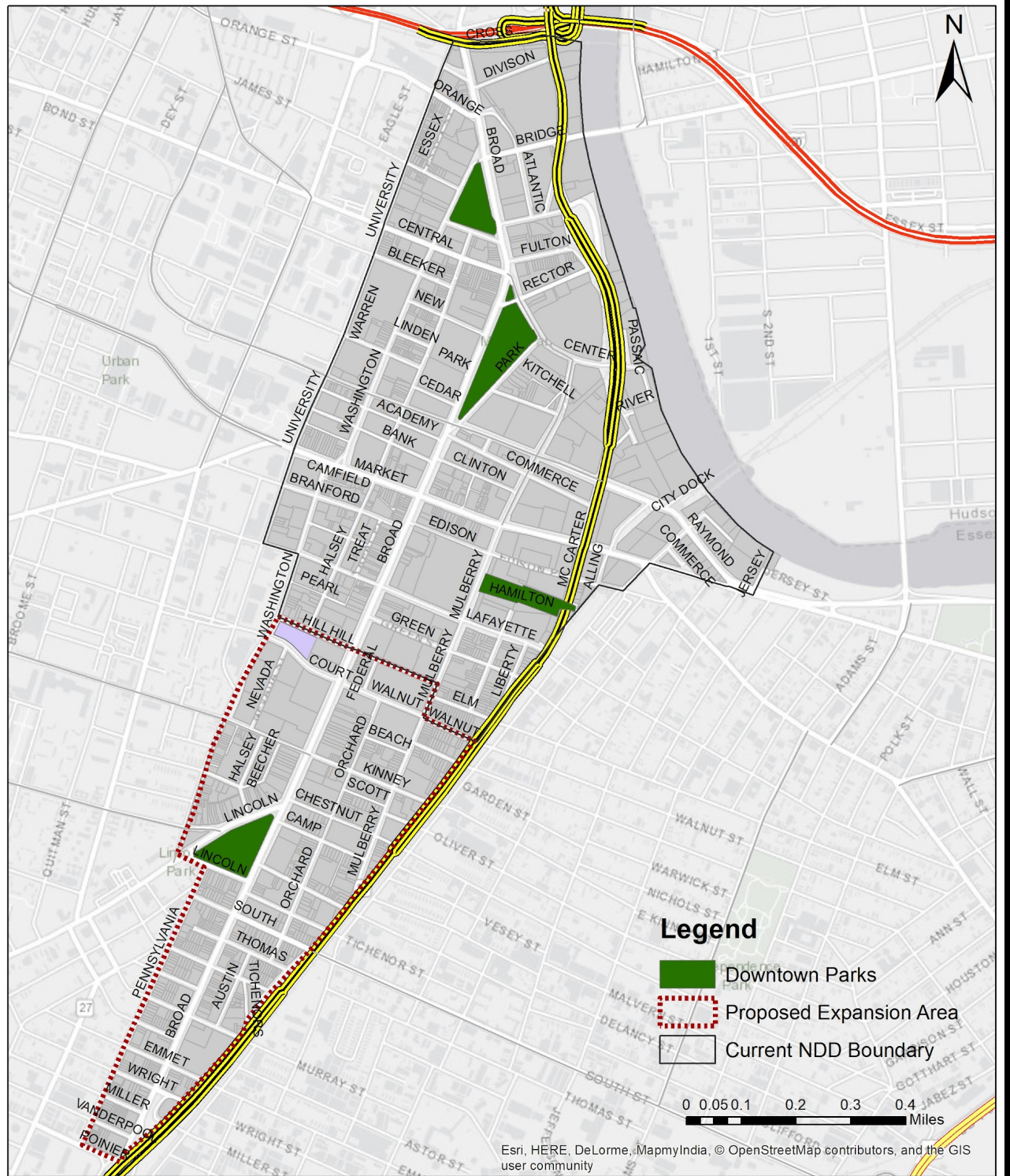
Beginning Northerly through the freight line from Orange Street to Division Street, then Easterly, the boundary starts along the edge of the Passaic River to the point where it would intersect with Jersey Street. On the Eastern side of the District, the boundary continues at the intersection of Jersey Street and Raymond Boulevard while encompassing Lafayette Street, Walnut Street, and Mulberry Street. The border finally stops Easterly along McCarter Highway at the junction of Poinier Street, right by the edge of the Viaduct (Route 21). Then Westerly, the District begins north at Division Street and University Avenue intersection, down to the corner of Washington Street and Hill Street. Westerly, the District continues south along Washington Street and Pennsylvania Avenue until the junction of Poinier and Pennsylvania Avenue. The boundary will stop Southerly along the centerline of Poinier Street to the beginning of the Viaduct (Route 21) and McCarter Highway (*see map, next page*).



NEWARK  
DOWNTOWN  
DISTRICT

## NDD Proposed Expansion Area

Hill St, McCarter Highway, Pennsylvania Avenue, Poinier St



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## II. THE OPPORTUNITY

The NDD intends to contract with a single Company for the management and operation of the Clean & Safe Program.

Through this proposal, the NDD will enter into a contract (“Agreement”) with the successful Proposer (“Company”) to operate a Clean & Safe Program consisting of regular sidewalk cleaning and security within the boundaries of the District. The Company will implement a program of “Routine Work” according to the general conditions and specifications in this Request for Proposal (“RFP”), the frequency and type of cleaning and security tasks, and the number of full-time equivalent positions required to fulfill the Agreement.

Through this RFP, the NDD is seeking: (a) statements of qualifications from experienced companies who can provide a full complement of Clean & Safe services, and (b) a detailed proposal of the operation for the Clean & Safe Program. The Company shall provide supervisory personnel to negotiate labor contracts and to hire and manage a group of individuals who will execute the Clean & Safe Program according to the general conditions outlined. As part of the final Agreement, the Company will utilize Newark residents *first* in its work force to maintain the goal of having a minimum of 85% of Ambassadors being Newark residents.

The duties of the NDD Clean & Safe Program uniformed personnel (Clean & Safe Ambassadors) generally include but are not limited to:

### *Cleaning Ambassadors*

- Daily recurring manual sweeping with broom and pan of all sidewalks in the District throughout the working day, and the depositing of dirt, trash, leaves, and debris in appropriate receptacles or in bags;
- Daily cleaning of curb or gutter areas where debris or litter accumulates;
- Daily cleaning of the sidewalks within the District by high pressure, high intensity cleaning equipment to remove accumulates, stains and grime;
- Maintenance of the NDD’s trash receptacles, benches, and planters, corner bump-outs, tree pits and planters;
- Seasonal maintenance duties such as weeding, planting, sticker and graffiti removal, snow and ice removal;
- Providing support needed at NDD events

### *Hospitality/Safety Ambassadors*

- Equipped with 2-way communication devices, uniforms, and other equipment;
- Available to provide the public with information and other assistance;
- Assistance to the City of Newark Code Enforcement Department;

- Assistance to the Newark Police Department;
- Trained and knowledgeable about points of interest, special events, businesses, and services located in and surrounding the District; and
- Trained and knowledgeable about customer service and public relations to promote the positive image of the District

Hospitality / Safety Ambassadors will work in close coordination with various businesses, and law enforcement within the District. However, hospitality / safety 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 the NDD. The NDD reserves the right to modify the duties, responsibilities and services provided by the Company with appropriate notice.

Further explanation of the scope of work for the NDD Clean & Safe Program is defined in attached Exhibit A.

### **III. DEFINITIONS**

1. "NDD," the "SID," and "the District" shall refer to the Newark Downtown District.
2. "Block face" shall refer to the sidewalk area (between the building line and the curb) on one side of a street or alleyway legally designated on the current City Plan located between and tangential to two other streets or alleyways legally designated on the current City Plan.
3. "Clean & Safe Ambassadors" shall refer to one or more of the on-street uniformed Clean & Safe Program personnel and their supervisors.
4. "Clean & Safe Program" shall refer to all aspects of administering, managing and providing the NDD's Clean & Safe Program, as outlined in this document and all supporting appendices.
5. "Proposer" shall refer to any person or qualified entity submitting a proposal to provide the services defined by and in accordance with these specifications.
6. "Company" shall refer to that party selected by the NDD to provide the services set forth herein.
7. "Supplier" shall refer to any individual, partnership, or corporation supplying the Company with supplies, tools, equipment, or services used directly or indirectly by the Company in the performance of the work under the Agreement.
8. "Coordinator" shall refer to the NDD Chief Executive Officer who shall supervise the services of the Company.
9. "Agreement" shall refer to the contract executed between the Company and the NDD in accordance with these specifications and the Company's proposal submitted and accepted by the NDD, each of which shall be incorporated into the terms of the Agreement.
10. "Routine Work" shall refer to all cleaning and security tasks specified by the NDD and

listed in Appendix A.

11. "Change Order" shall refer to any written modification to the Agreement signed by the Company and the NDD Chief Executive Officer making changes, deletions, or additions to the Routine Work.
12. "Average Loaded Hourly Pay Rate" shall refer to the average hourly pay rate for all on street Clean & Safe Ambassadors required for the performance of each clean task, inclusive of salaries, health benefits, payroll taxes, workers' compensation, and that portion of the Company's fee allocated to each Clean task.
13. "Costs of Operation" shall refer to all costs and expenses, approved by the NDD in accordance with the RFP, of managing and operating the Clean & Safe Program in accordance with all terms and conditions specified in this proposal. This includes, but is not limited to, the wages, salaries, employee costs and benefits of the Clean & Safe Ambassadors and all supervisory personnel, supplies, equipment, transportation, insurance coverage, storage space and the furnishing, cleaning, maintenance, and replacement of uniforms.
14. "Company Fee" shall refer to the Company's overhead and profit for the management and operation of the Clean & Safe Program, as well as for the Open Space Management Program, including expert advice in administration, personnel management, supplies, and equipment needed for the provision of a full service Clean & Safe Program.

#### **IV. DOWNTOWN DISTRICT WALK-THROUGH**

Companies that are interested in submitting proposals are invited to attend a walk-through of the downtown district to see where the program will operate. This walk-through will provide companies with an opportunity to formulate any questions they may have regarding the Clean & Safe Program. The walk-through will take place on ***Thursday, January 12, 2023*** from 10:00 am to 12:00 pm, with the opportunity for questions to be answered from 1:00 pm to 2:00 pm. Companies interested in participating in the walk-through need to contact Mrs. Kim Rodriguez, Office Manager, Newark Downtown District, at (973) 622-2002 by no later than ***Thursday, January 5, 2023***.

#### **V. SUBMISSION OF STATEMENT OF QUALIFICATIONS, DETAILED PROPOSAL OF CLEAN & SAFE PROGRAM OPERATION**

The NDD will receive written proposals from any Company that is interested in proposing to provide services by ***no later than Friday, February 17, 2023***. Proposals will not be accepted after that date. Eight (8) copies of the "Proposer's" statement of qualifications and a detailed proposal of the operation for the Clean & Safe Program should be submitted in writing to:

Mr. Anthony McMillan, Chief Executive Officer  
Newark Downtown District Management Corporation  
60 Park Place, Suite 2100, Newark, NJ 07102

The Proposer's qualifications to perform the services shall be evidenced by responses to the following (documented in writing in this order):

1. Company name and local business address

2. Headquarters business address
3. Local telephone number, fax number, email address and website
4. Define your ownership structure.
  - 4 a. Is the Proposer a NJ certified MBE, WBE?
5. How long have you been in business? How long have you been in the Newark area (if applicable)?
6. Provide a history of your company. Include corporate brochures and any other materials that demonstrate your scope of operations.
7. Provide an explanation of your approach to maximizing minority participation in this contract.
8. Name your senior management and experience and qualifications for this work.
9. Proposers must present evidence of at least three years' experience in providing cleaning and maintenance services.
10. Proposers and their proposed subcontractors (if any) must presently be in good standing with local, state and federal governments in terms of compliance with all applicable ordinances, statutes, acts and codes, including but not limited to those pertaining to minimum/prevaling wages, fair labor practices, equal employment opportunity, affirmative action, environmental protection, federal, state and local safety and OSHA regulations.
12. Proposers must explain how they are qualified to perform the services proposed by this RFP.
13. Provide an audited financial statement prepared by an independent certified public accountant for the Proposer's three most current fiscal years, including a Balance Sheet, a Profit and Loss Statement, if available, and auditor's management letter on its review of internal controls. The Statement should also indicate the source and amount of financing, if any, required to fulfill the terms and conditions of the contract contemplated by this RFP.
14. Provide a list of Proposer's corporate officers and a brief description of their experience in the cleaning, landscaping and maintenance industries.
15. List the largest bond secured by your company in the Newark area.
16. Provide financial institutions with which the Company has a relationship and names of references.
17. List any current or past (5 years) judgments, suits, Chapter 11 actions or claims settled or pending against the Company in New Jersey.
18. Provide an explanation of the qualities that make your company well suited for this engagement.

19. Provide an explanation of your approach to staffing including the number of employees, recruitment, training, and management of employees. Also, provide starting wage and scheduled review and increase information, along with an explanation of the benefits your firm provides.

20. Provide a summary of your approach to performing the tasks outlined in the RFP, including a list of the equipment that you would recommend using.

## **V. SELECTION OF COMPANIES FOR INTERVIEW**

The NDD will select candidates for interviews that it determines will prove the most effective and responsible in meeting the NDD's needs. In making the selection the NDD will consider the following factors:

- The Proposer's performance at other sites as evidenced by the NDD's contact with representatives of those sites;
- The experience, training, past performance of management and supervisory personnel;
- Evidence of creativity and commitment to satisfying the NDD's objectives;
- Responses to the questions posed in this RFP

The NDD reserves the right to forego the interview process and select the Company directly from the proposals. The NDD reserves the right not to select a company from those that respond. The NDD reserves the right to send out another RFP for the same services.

## **VI. SELECTION OF COMPANY FOR FINAL PROPOSAL**

Following careful evaluation of the RFP responses and subsequent interviews, the NDD may select the Proposer from whom it will seek a final proposal.

Following interviews with selected Proposers to this request (if such interviews take place), an expedited final RFP will be requested.

Proposers who have not been selected will be sent a letter by regular mail notifying them of the decision. The NDD will not provide information about the decision-making process nor its final decision over the telephone. The NDD's determination as to its finalist shall be final. The NDD reserves the right not to choose any of the respondents to this RFP.

## **VII. ANTI-DISCRIMINATION POLICY**

It is the NDD's policy to provide to all persons equality of opportunity in employment and contracting with the NDD. In furtherance of that policy, the NDD seeks to ensure equality of opportunity to participate in the proposal process without impediments of illegal discrimination and to ensure that the NDD does not contract with businesses that illegally discriminate in the solicitation and utilization of subcontractors and suppliers.

The NDD will not contract with businesses that discriminate against minorities or women in the solicitation or utilization of subcontractors and suppliers. If the NDD receives written notification from a minority or female business enterprise that a Proposer has so discriminated, an investigation will be conducted and the Proposer will be required to provide additional information to enable the complaint to be resolved. If the Proposer fails to provide the requested information within the time specified, its proposal will be deemed non-responsive. If it is determined that discrimination has



occurred in connection with any other proposal, the Proposer will be deemed not to be a responsible Proposer and its proposal will be rejected.

The NDD will not contract with businesses that are not committed to equal employment opportunity as required by applicable law. The NDD will require adherence to the law. All Proposers who will be performing services with their own employees if awarded the Agreement must submit their equal employment opportunity forms. The failure to submit an acceptable policy will result in proposals being deemed non-responsive.

## **VIII. CONTRACT NEGOTIATION**

The NDD expects to interview finalists by Friday, February 17, 2023, and negotiate and award a contract to a company on Friday, February 24, 2023. Actual Clean & Safe services will launch on January 1, 2023. The NDD reserves the right to make changes to these dates if necessary.

## **IX. TERM OF AGREEMENT**

The NDD intends to enter a **twenty-four-month (24)** contract with the Company for a term beginning in 2023 and ending in 2025. The NDD reserves the right to terminate the Agreement without cause upon thirty (30) days written notice.

In any such extension of this Agreement, the NDD reserves the right to make minor variations in services that may result in changes to various Costs of Operation. These adjustments to the Costs of Operation in any extended term shall **be by written mutual consent**.

## **X. COMPENSATION TO COMPANY**

Compensation to the Company for management and operation of the Clean & Safe Program shall be composed of two components: (a) reimbursement for all eligible Costs of Operation; and (b) the Company's Fee.

- A. Cost of Operation: As part of the proposal, proposers shall submit to the NDD its fixed annualized costs binding upon the Proposer and paid pro-rata by the NDD, for a period of time commencing 12:01 am on **January 1, 2023** and terminating at 11:59 PM on **December 31, 2023**.

The NDD, by Change Order, may make changes, additions and deletions to the duties of the Clean & Safe Program. Should any changes be made, the Company shall perform the work as changed and shall be paid for the actual quantity or quantities of such work whether increased or decreased, at the Average Loaded hourly pay rate.

### **Support Services**

Consistent with the requirements of cost proposals, the Company, as an eligible Cost of Operation will in accordance with standards and guidelines approved by the NDD, provide:

- A. Uniforms and Uniform Maintenance: The NDD, in consultation with the Company, will specify for Clean & Safe Ambassadors, supervisors, the Operations Manager, and any other appropriate personnel, a distinguishing uniform, identifying these individuals as NDD Clean & Safe Ambassadors. The cost of these uniforms will be a Cost of Operation.

The Company shall be responsible for the ordering, fitting, replacement of uniforms, such that a neat and presentable uniform presence of the Clean & Safe Ambassadors,

supervisors is maintained at all times. At a minimum three uniforms must be replaced annually.

There shall be at least a spring/fall, summer, and winter uniform, including the following items with the NDD logo: shirts, polos, summer golf shirts, parka jacket, winter hats, and baseball caps; as well as pants, gloves, ice cleats, and rain gear. In keeping with the uniform standard, any items becoming worn, damaged, or lost are to be replaced immediately by the Company.

- B. Operating Supplies & Services: The Company shall include as a Cost of Operation, normal and customary expenses, including but not limited to: telephone expenses, postage, and other associated office maintenance expenses. Any expenses to maintain the administration of the Company should be at the Company's expense.

In addition, the Company will include as a Cost of Operation, disposable supplies associated with the operations of the Clean & Safe Ambassadors.

In addition, the Company will provide all normal and customary accounting and payroll services for its own employees involved in the implementation of this Agreement. This shall not be a Cost of Operation.

- C. Office Equipment and Furnishings: The Company will provide as a Cost of Operation necessary office equipment and furnishings to facilitate the normal functioning and management of the Clean & Safe Program. This includes office furnishings for the Operations Manager, supervisors, administrative support, and others.

- D. Operations Equipment: The Company will provide as a Cost of Operations the necessary equipment required to operate the Clean & Safe Program. This includes, but is not limited to: radio communications equipment including base station and mobile units for field assignments, and an assigned and approved radio frequency for communications.

The Company must also provide the necessary mechanical cleaning equipment and supplies. The Company must provide for the maintenance and servicing of this equipment in accordance with manufacturer's specifications.

The Company selected as the Clean & Safe Program provider will become responsible for the payments of equipment leased by the NDD. The Company must make provisions for a new lease after consultation with the NDD for equipment of equal or better quality to that previously leased.

As part of the contract between the NDD and the Company, all of NDD's equipment, including equipment leased by the Company and/or purchased directly by the NDD, shall be insured by the Company. The Company will be responsible for making appropriate applications and maintaining licensure with the City and State agencies, including but not limited to NJDEP.

- E. The Company's Fee: The NDD is seeking fixed quotations for the Company's overhead and profit for the management and operation of the Clean & Safe Program. This portion of the proposal shall be considered by the NDD to be a fixed annual fee binding upon the Proposer and paid pro-rata by the NDD for the term of the Agreement.

- F. The Company will grandfather the original hire date of any currently-hired Clean & Safe Ambassadors, Supervisors, Administrative Assistant, Operations Manager and honor accrued vacation, sick leave and health benefits effective at the start of the Contract.

## **XI. RESPONSIBILITIES OF COMPANY DURING THE TERM OF AGREEMENT**

The Company will be fully responsible for all aspects of the operations and management of the Clean & Safe Program as an independent contractor.

The Company will provide from its corporate headquarters expert administrative, purchasing, best practices, and personnel advice, the cost of which will be included in the Company's Fee.

It is the responsibility of the Company, in accordance with the directions and instructions issued by the NDD, to supervise, direct, and assume complete responsibility for the day-to-day operations of the Clean & Safe Ambassadors and to operate the Clean & Safe Program in a first-class manner, consistent with the specifications outlined in this document and its related appendices and exhibits. The Company shall provide and perform all services necessary for operation of the Clean & Safe Program, including but not limited to the following:

### **Operations**

Through its years of experience providing Ambassador services to Downtown Newark, the NDD has identified the following benchmark level of service required of the Company. The Company at the direction of the NDD will staff and deploy Company's employees by season. The regular season begins November 1<sup>st</sup> and concludes March 31<sup>st</sup>. The peak season will begin on April 1<sup>st</sup> and end on October 31<sup>st</sup>. The estimated hours of service should be:

#### **A. Hours of Coverage**

##### **a. Regular Season Deployment: November 1<sup>st</sup> – March 31<sup>st</sup> (21 weeks)**

Clean Team 1160 weekly hours  
Safe Team 160 weekly hours  
Drivers 80 weekly hours  
Waste Haulers 80 weekly hours  
Team Leaders 200 weekly hours  
Operations Administrative Assistant 20 weekly hours  
Operations Supervisor 32 weekly hours  
Operations Manager 40 weekly hours  
**SUBTOTAL: 1772 weekly hours**

##### **b. Peak Season Deployment: April 1<sup>st</sup> – October 31<sup>st</sup> (31 weeks)**

Clean Team 1600 weekly hours  
Safe Team 200 weekly hours  
Drivers 120 weekly hours  
Overnight Operations Team 240 weekly hours  
Team Leaders 200 weekly hours  
Horticulture 200 weekly hours  
Operations Administrative Assistant 20 weekly hours  
Operations Supervisor 32 weekly hours  
Operations Manager 40 weekly hours  
**SUBTOTAL: 2634 weekly hours**

**TOTAL HOURS: 118,866 annual hours**

1. The Company shall provide a full-time on-site Operations Manager fully responsible for all aspects of the operation and management of the Clean & Safe Program. The Operations Manager shall be subject to the on-going approval of the NDD. The Operations Manager shall be based locally in the downtown district.
2. The Company shall be responsible for the recruitment, selection, screening, continuing training, supervision, and termination of all Clean & Safe Ambassadors. The NDD, however, reserves the right to direct that specific employees be hired or terminated. The Company shall employ experienced and qualified personnel. The Company must first look to Newark residents to employ as Clean & Safe Ambassadors.
3. The Company, in consultation with the NDD and with approval of the NDD, shall develop a staffing plan for the development of the Clean & Safe Ambassadors to perform all Routine Work.
4. The Company will be responsible for the provisions of a comprehensive Clean & Safe Program as determined by the NDD and as presented in Appendix A.

## **B. Financial**

1. The Company will pay hourly wages in accordance to the chart below:

<b>CORE STAFF</b>	<b>PAY RATE</b>	<b>SEASONAL STAFF</b>	<b>PAY RATE</b>
Clean	\$15.50	Clean	\$14.13
Special Projects	\$15.50	Special Projects	\$14.13
Quality of Life	\$16.50	Horticulture	\$14.13
Drivers	\$17.50	Quality of Life	\$16.00
Waste Haulers	\$21.00	Drivers	\$14.50
Team Leaders	\$19.50	Waste Haulers	\$21.00
Administrative Assistant	\$19.50	Team Leaders	\$18.50
Operations Supervisor	\$27.16	----	----
Operations Manager	\$40.38	----	----

A detailed outline of the wage increase increments for employees must be included. The Company is **strongly** encouraged to offer health benefits along with regular wages.

2. Once a month, the Company shall request reimbursements for all actual out of pocket expenses of direct wages, benefits, payroll taxes, and worker's compensation for all Clean & Safe Ambassadors.
3. The Company shall keep full, complete, and accurate books of account and other records, including employee time cards, reflecting all expenses, with respect to the Clean & Safe Program. Such books of account and other records shall be kept in accordance with generally accepted accounting principles uniformly applied. Attendance records shall be

provided with monthly invoices for verification of services performed and proof of invoicing.

4. The Company shall provide the NDD and its authorized agents access, at all reasonable times, to all records and books of account.

## **XII. INSURANCE**

1. The Company shall, as a Cost of Operation, provide and maintain the following insurance coverage during the term of the Agreement:
  - Comprehensive General Liability Insurance
  - Automobile Liability Insurance
  - Workers' Compensation Coverage and Employer's Liability Insurance Each of the above (except statutory workers' compensation coverage) shall have limits of at least \$3,000,000 per occurrence and \$5,000,000 aggregate. In the event that this coverage is "claims made" coverage and this contract is terminated or the insurance carrier changed, the Company shall purchase unlimited "tail coverage" for the benefit of the NDD. The cost of claims and the defense of claims not covered by insurance shall be the Company's expense and not a Cost of Operations.
2. The Company shall not commence work until it provides the NDD with copies of insurance policies (or at the NDD's option, certificates evidencing each coverage) for the insurance provided as required above, naming the NDD and the City of Newark as an additional insured and evidencing that the insurance shall not be canceled unless the NDD receives thirty (30) days prior written notice of cancellation. The Comprehensive General Liability Insurance and the Employer's Liability Insurance policies shall include language or endorsements evidencing contractual liability and it shall be shown on the certificate(s) of insurance.
3. The Company shall indemnify and hold the NDD and its agents, successors, assigns, board members, participating institutions, officers, and employees harmless from and against all actions, causes of action, claims, and demands whatsoever, and from all costs, damages, expenses, charges, debts, and liabilities whatsoever (including attorney's fees) that arise from or are connected with the provision of services and the negotiation, execution, and performance of this Agreement, except as to those acts, errors, and omissions that are due to the sole negligence of the NDD.

## **XII. OTHER CONDITIONS**

1. None of the rights or privileges granted under this Request for Proposals or under the Agreement shall be assigned or transferred in any manner whatsoever by the Proposer/Company without prior written consent of the NDD.
2. No agreement to modify, or modification of the Agreement shall be binding on the NDD unless the same is reduced to writing and executed by the NDD.
3. In the event that the Company should hold over and continue to operate or attempt to operate any portion of the Clean & Safe Program after the expiration of the term of the Agreement, or after termination of the Agreement for any reason, such continuation shall not give the Company any rights to a renewal or extension of the Agreement whatsoever and such holdover may be terminated at any time by the NDD.
4. The Company shall not advertise in any manner or form on or in the District, except by means

of such signs or forms of advertising as may be approved in writing by the NDD. The Company is representing the NDD and shall present itself in a manner accordingly.

5. The NDD's remedies in the event that the Company fails to comply with any aspect of the Agreement will be addressed in a default and termination clause to be included in the Agreement. In the event of termination for default, the NDD shall have all remedies against the Company provided by law and equity.
6. The Company shall at all times comply with all applicable laws (including immigration laws), rules, regulations, and orders of the federal government, the State of New Jersey, and the City of Newark and shall abide by all rules, regulations, and directives prescribed by the NDD.

## EXHIBIT A

The Company is responsible for delivering the following services:

### ***NDD CLEAN PROGRAM:***

#### Task List Method/Frequency and Essential Functions

##### *DAILY TASKS*

- Manual Litter Collection – circulate through assigned work zone (route) with a rolling can containing supplies and tools to address the following tasks:
  - o Shall remove all litter, cigarette butts and other debris on sidewalks, street gutter, from property line to curb line, depositing trash, leaves, and other debris in the appropriate locations.
  - o Shall remove all graffiti and illegal postings from light posts, trash cans, news boxes and other public fixture infrastructure
  - o Shall pull isolated weeds, in season
  - o Shall use a damp wipe to disinfect and straighten horizontal surfaces, such as trash can lids, news boxes and other public fixture infrastructure wherever practical.
- OBSERVATIONS AND REPORTING EXTERNAL ISSUES – While on the assigned cleaning route must be watchful for unwanted behaviors or criminal activity and report via two-way radios. Must be able to articulate an accurate description of persons, vehicles, and other similar identifiers.
- HOSPITALITY AND CUSTOMER SERVICE – While on the assigned cleaning route must go out of the way to actively acknowledge pedestrians with a friendly greeting or identify visitors in order to provide directions, information, city information or recommendations.
- INTERNAL REPORTING – Must be able to provide written and digital reports of broken infrastructure, graffiti on private property, and provide a basic daily report of accomplishments and tasks completed.
- PROFESSIONALISM – Must maintain a positive, professional environment in full compliance with applicable laws, regulations, policies, procedures and overall NDD standards of expected professionalism.

##### *CLEANING TASK DETAILS*

*Power Washing/Steam Cleaning:* The Company shall provide seasonal washing of all sidewalks in District.

*Tree Wells:* Litter free and weed free. Pick up litter (trash, leaves, cigarette butts, etc.) and weeds daily (tree wells, gutters, sidewalk cracks, etc.)

*Landscape/Weed Prevention:* Maintenance of existing plant matter including the tree wells and planters. Create and sustain a Weed Prevention Plan. Apply pre-emergence spray when and where applicable.

*Bus Shelters:* Sidewalk area around and underneath bus shelters cleaned daily as part of sidewalk cleaning task. Removal of graffiti and illegal stickers/posters.

*Light Poles/Signal Boxes/Other Public Fixtures:* Remove handbills, stickers, posters, graffiti, etc....

*Trash in Public Alleys:* Shall keep all District public Alleys litter free and weed free daily. Inspect alleys daily for problems and correct problems by working with the property owners, the NDD, or the City.

*Private Property:* Identify environmental issues and appearance issues (Issues of Blight/ Code Enforcement Issues) and report daily to the NDD

*Vacant Lots:* Identify and report problems (daily) to the NDD and other District service partners when necessary.

*NDD Trash Receptacles/Trash Removal:* The Company shall empty and line NDD trash receptacles and dispose of them directly to the incinerator.

### ***NDD QUALITY OF LIFE (SAFE PROGRAM):***

#### **Task List Method, Frequency, and Essential Functions**

##### ***DAILY TASKS***

- **Serve as a Deterrent:** Shall traverse the streets, sidewalks and alleys to deter unwanted activity through uniformed visible presence.
- **Identify Those In Need:** Shall patrol the district to identify and safely engage with individuals experiencing homelessness in order to learn more about their circumstances in order to direct them to the proper city and social services.
- **Observe and Report:** Shall be watchful for unwanted behaviors or criminal activity and report an accurate description of persons, vehicles, and other similar identifiers to the appropriate partner.
- **Address Unwanted Activities:** Shall be responsible for interacting with persons creating quality of life issues, advising them of local ordinances and requesting compliance. All Ambassadors shall be trained in 'situational protocol' to appropriately handle situations in a firm, yet courteous, manner.
- **Hospitality and Customer Service:** Shall actively acknowledge pedestrians with a friendly greeting or identify visitors in order to provide directions, information, or recommendations.
- **Information Sharing:** Shall be responsible for making a specified number of visits to district businesses to share information on Quality of Life issues in the downtown.
- **Reporting:** Shall provide both written and digital reports of broken streetscape infrastructure, graffiti on private property, and log all daily engagements in the NDD internal GIS data-tracking application.
- **Professionalism:** Shall maintain a positive, professional environment in full compliance with applicable laws, regulations, policies, procedures and overall NDD standards of expected professionalism.
- **Activities with External Partners:** Shall develop and maintain a professional relationship with the City of Newark Police Department to provide assistance by reporting emergency or exigent conditions requiring police presence. **Code Enforcement Assistance:** Shall provide assistance to City of Newark Code Enforcement Department by reporting infractions around the District.



#### *STATISTICAL MONTHLY REPORTING*

The Company will be asked to provide written reports on both Clean and Safe Programs on a monthly basis. The Company will combine this information into quarterly and annual reports.

The Company is required to meet with the NDD and/or representatives of the City of Newark Administration and Police Department on an as needed basis to ensure the success of the program.

#### **DRUG TESTING**

The Company must have policies addressing drug testing. Any employee appearing to be using or selling drugs shall be assessed, interviewed, and the appropriate action must be taken in accordance with the law.