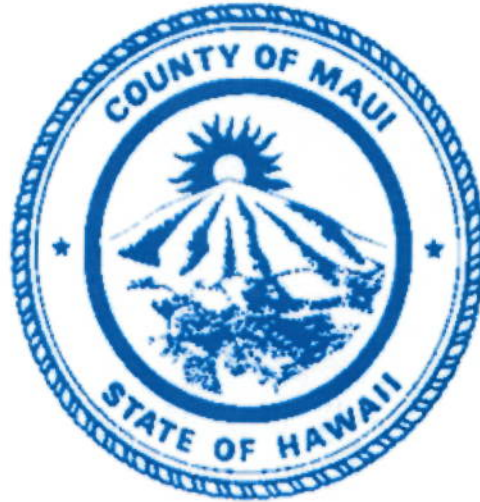


**COUNTY OF MAUI
DEPARTMENT OF MANAGEMENT**

**PĀ'IA CLEAN AND SAFE PROGRAM DEVELOPMENT
REQUEST FOR PROPOSALS**



The Department of Management is accepting proposals for the business district cleaning and safety ambassador program to ensure a well maintained, sanitary and welcoming environment for Pā'ia Town visitors, workers and residents.

Deadline for proposals:

Proposals due: 4 pm, Thursday August 26, 2021

Proposals received after the stated deadline will not be considered

Proposals must be delivered to the Purchasing Division of the County of Maui and date stamped accordingly. See address below.

Contact Information:

Jared Masuda, Chief Procurement Officer
County of Maui, Department of Finance
2145 Wells Street, Suite 104
Wailuku, HI 96793
808.270.7830

Section 1: Request for Proposals¹

The Department of Management created a Clean & Safe program in Wailuku Town in 2016. The success of this program has inspired other business districts to request similar programs for their communities. Lahaina Town already has a district maintenance program managed by Lahaina Restoration Foundation (LRF), however was in need of additional safety and outreach services. Therefore, during 2020 the Department collaborated with the Parks Department and LRF to create a Safety Ambassador Program. More recently, the Pā'ia community has expressed a need for both the cleaning and safety ambassador assistance Wailuku has enjoyed for the last five years.

INTRODUCTION

Located on Maui's northshore, the business district of Pā'ia town is located around the intersection of Baldwin Avenue and Hana Highway. This community has grown from a fishing-based Hawaiian settlement to a plantation town, to a hippie enclave in the 1960's and 70's and more recently into an international windsurfing destination. The town, "has since become a busy tourist mecca, with boutiques and galleries joining the last few mom-and-pop stores of old Pā'ia."¹

As more visitors come to Pā'ia to shop and eat, the need for an increase in maintenance of the public spaces and sidewalks has arisen. The Department is in the process of purchasing 8 trash receptacles to service the district. The contractor will provide trash and recycling collection services under the auspices of the Cleaning Program. The Department is seeking a contractor that can continually service and empty these cans while taking on other various cleaning activities throughout the day. The program needs to be operational 365 days a year. The responsibilities of the contract would include trash collection, landscape maintenance, sidewalk sweeping and cleaning, graffiti removal in public spaces, and citizen assistance when requested. In addition, the Cleaning staff will be asked to monitor the condition of public facilities throughout the district and report any deterioration or vandalism back to the Department of Management for follow-up.

It is the intention to use this RFP to select a contractor who is expert in implementing the details of the work program. The following Scope of Work is being presented as a means of communicating the community priorities, however, a fully defined work program that will meet the program goals should be submitted in the proposal.

Section 2: Scope of Work

CLEANING, MAINTENANCE AND BEAUTIFICATION

¹ Exploring Historic Upcountry, Jill Engledow, p 6 (2001).

A person or crew of people will be needed to maintain a clean, litter-free public environment. The contractor shall provide a Program Supervisor/Lead Worker to supervise the delivery of services and coordinate all services with the Department of Management.

CLEAN & BEAUTIFUL PĀ'IA

The Department and the Pā'ia community have the following expectations for a clean and well maintained district;

- Clean sidewalks free of dirt, trash, leaves and other debris
- Trash and recycling receptacles maintained to ensure there is always capacity for patrons to dispose their trash. Trash and recycling receptacles should be kept no more than two-thirds full.
- Sidewalks, curbs, tree grates and gutters are free from weeds and tree litter
- Public facilities, lamp posts and utility poles are free from handbills, posters and other materials
- Working light fixtures (reporting made to MECO as needed)
- Public signage in good repair and clearly visible to intended audience
- Gutters and storm water inlets clean and free of debris and litter
- Additional services may be requested in connection with holiday and/or special event coordination
- The visibility of the Cleaning, Maintenance and Beautification crew is a priority to the Department as it shows active and continuous care of the area and its public spaces thereby implying a expected standard for guests

Staffing and service activities shall be provided to meet the expectations stated above. The Department would like to work with the contractor and the Pā'ia community to define the hours and days of operation, or create a work schedule to ensure the completion of services. This will not be done without the consultation of all three parties as long as the services are performed to the standards of the Department.

The supervisor of the Clean crew will be expected to communicate reports to Department staff on a weekly basis at a minimum, and when needed may be expected to communicate daily with Department staff or another representative. The Department will expect a written report of cleaning, maintenance and beautification activities on a monthly basis.

The contractor is encouraged to build in semi-annual pressure washing activities of the public sidewalks. As the community is close to the shoreline and seeks to have eco-friendly cleaning options, a vendor compliant with EPA practices for stormwater management is essential.

SAFETY AND ALOHA OUTREACH AMBASSADOR(S)

The program will provide outgoing individuals who make Pā'ia town's sidewalks a comfortable and safe place to work, live and visit. They will greet Pā'ia visitors with a smile and a helpful attitude, serving as goodwill ambassadors; they will provide information and respond to inquiries providing a helpful resource to visitors, workers and residents.

The Safety Ambassadors will be required to perform a variety of tasks from safety services to information and hospitality services. Although unarmed, the ambassadors provide additional support to the Maui Police Department and Community Police Officers by monitoring and reporting quality of life crimes such as graffiti, vagrancy, property damage, harassment, public intoxication, trespassing and more. They will also serve an outreach function connecting people to social service agencies and acting as "eyes on the street" for these agencies, police and other County Departments.

The program will include Hana Highway from the Paia Youth and Cultural Center to the Fire Station, and Baldwin Avenue from Hana Highway to the Post Office. This includes the majority of the La Pā'ia business district. The goal of the Safety Ambassador program is to ensure a safe and welcoming environment for visitors, workers and residents.

Safety Services:

- Communicate and work with the MPD Community Policing in the prevention and reporting of crime; serve as an additional set of eyes and ears for the MPD.
- Initiate police contact and intervention and follow through as needed during related legal proceedings
- Reduce vagrancy and other nuisance behaviors by facilitating an interface with social service agencies
- Provide outreach services to connect people in need to social service organizations
- Walk/inspect the district daily with the goal of deterring illegal behavior and recommending crime reduction improvements
- Be trained in first aid and crime prevention services
- Monitor safety conditions and call the MPD when needed
- Conduct inspections of hot spots including district parks and open spaces adjoining the public sidewalks
- Provide a reassuring presence and customer service assistance
- Conduct site surveys of public and quasi-public spaces as requested and provide recommendations for environmental improvements to increase security and safety

- Reduce incidents of panhandling consistent with the Maui County Code

Other:

- Check in/develop relationships with district businesses
- Report code enforcement and streetscape repair issues to Department staff
- Staff will exercise independent good judgment with minimal supervision
- Identify and resolve incidents within their ability
- Provide training for businesses, shop keepers and property managers
- Have good working knowledge of the State and County laws and Historic District regulations
- Understand how to research property ownership, zoning, land use and other regulations related to properties within the district.

Understand civil liberties and vicarious liabilities to ensure the County's interests are protected while not infringing on human rights

Section 3: Reporting

All activities of the contractor and their staff should be tracked and logged so as to provide clear data on the regularity of all activities. The contractor shall provide monthly operational reports to measure service delivery and outcomes and provide an annual report that will highlight milestones, and service data showing the value the program has to Pā'ia town.

Section 4: Equipment & Supplies

Equipment shall be provided and maintained by the contractor. This equipment may include sidewalk sweepers, power washers, hot water pressure washers, weed eaters, and one or more service vehicles to transport staff and equipment throughout the district.

It is also expected the staff will require sweeper carts, brooms, trash can liners, and cell phones for supervisors. Radio equipment may be needed for all staff. Phone and email access is a necessity as to enable community member and the County to contact program supervisor(s) directly.

Section 5: Budget Summary and Supportive Narrative

An itemized table of anticipated expenditures must be provided. Budgets will be reviewed for reasonableness of cost and to ensure taxes and insurance have been appropriately considered. Budget shall include labor and benefits costs, taxes and insurance, uniforms, cell phones, equipment purchase and rental,

janitorial supplies, office supplies and printing, administrative support, fiscal sponsorship, miscellaneous costs and profit. In addition, if there are project partners or volunteers that will be contributing in-kind services, the value of such services shall be incorporated into the overall budget to run the program as proposed by the vendor.

Section 6: Submission and Proposal Evaluation

Proposal Content

Each proposal should include the following information;

- **Firm Profile:** Proposals should provide a complete and concise description of the firm's ability to meet the requirements of the RFP. Please provide references for similar projects and a short resume of contributing staff members.
- **Project Understanding and experience of firm:** Proposals indicate understanding of The County of Maui and the Pā'ia Community, as well as the process to implement and maintain a successful Clean & Safe program given the organizational structure. Please provide examples of previous work.
- **Project Roll out:** Provide detail on implementation plan and timeline
- **Staff training:** list the types of training provided for staff, both as start-up and ongoing, and who will be providing the training. Describe how you determine when staff is inadequately trained.
- **Proposed Budget:** Submit a budget proposed for the project showing the detail of the budget and staffing
- **Responsiveness to the Department and the community:** Define the process that would be used to work with and report to Department staff and how it will interact with the community.
- **Please describe:**
 - The contractor's service philosophy
 - Innovative service delivery techniques
 - Why this firm is uniquely qualified to provide these services

Proposal Responses should include the following:

The following criteria will be used in the consideration of proposals:

- A. Past experience in creating and providing similar programs.
- B. Operations and logistics plan. Ability to provide coordination, scheduling, management, monitoring and best practice services. This plan will be evaluated for
 - a. A start up plan
 - b. An ongoing management plan
 - c. A communication plan indicating the interface between the two types of services, their staff and the Department

- d. The use of a local workforce, subcontractors and community members
- e. Ability to include volunteers and service agencies in the maintenance and landscaping portion of the contract
- C. Budget: The overall use of funds for the program in detail.
- D. Total deployment hours offered within the program budget
- E. The quality and depth of training provided
- F. Responsiveness to/completeness of the RFP, showing the capacity of performing all required tasks in a timely and effective manner
- G. Resources of references
- H. Responsiveness and ability to work closely with Department staff and to interact with the community with respect and enthusiasm

Criteria	Points	Max. No. of Pages
Introductory letter, number of years in business, reference and office locations		2
Experience and professional qualifications relevant to the project.	20	2
Past performance on projects of similar scope for public agencies or private industry	20	2
Capacity to accomplish the project.	20	2
Innovative or alternative methods and anticipated concepts for furnishing the required services.	20	2
Budget Summary and Narrative	20	
MAXIMUM TOTAL	100	10
Appendix: Resumes of key personnel		1 pg/person Max.
Appendix: Company Brochure (optional)		
Appendix: Samples of Prior Related Work		

The Clean & Safe Pā'ia contract awarded as a result of this RFP is expected to be for a one year term beginning October 1, 2021 with the expectation of extending the contract for an additional four years. The contract will include exit provisions to be defined, including the continued funding of the Department.

Section 7: Schedule/Target Dates:

Proposals: Proposals must be submitted no later than 4 PM on Thursday, August 26, 2021. Three hard copies and one digital submission are required. Hard copies must be mailed to:

Bid Receiver
County of Maui Purchasing Division

**2145 Wells Street, Suite 104
Wailuku, HI 96793**

The selection committee may request additional information and has the sole authority to reject any and all proposals and to discuss individual proposals with more than one respondent simultaneously. The submittal of a proposal does not guarantee that the applicant will receive an interview, however all responding firms will be contacted regarding the outcome of the evaluation and selection via email. For additional information please contact:

Erin Wade, Planning & Development, Chief
County of Maui, Department of Management
200 S. High Street
Wailuku, HI 96793
E-mail: erin.wade@mauicounty.gov