

REQUEST FOR PROPOSALS

Broadway Denver General Improvement District Safety and Security Services and Cleaning and Maintenance Services

Proposals Due:

Friday, January 30, 2026
by 5:00 PM MST

Contact

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SECTION 1: INVITATION AND INTRODUCTION

1.1 INVITATION

The Advisory Board of the Broadway Denver General Improvement District (“the GID Board”) requests proposals from qualified vendors to develop and implement programs to deliver **Safety and Security Services** (including outreach to and engagement with the homeless population), and **Cleaning and Maintenance Services** throughout the Broadway Denver General Improvement District area (“the Broadway GID”). A map of the Broadway GID and service area is included as Attachment A.

NOTE: Both the selected vendor and contract must be approved by the GID Board before service delivery can begin. We estimate approval of both can occur by mid-February .

1.2 BACKGROUND

The Broadway GID was formed by the stakeholders (the property owners, business owners and residents along the Broadway and Lincoln corridors) in 2025 to achieve the following:

- *Create a collective voice* to accomplish the long-term goals of the Broadway GID, including advocacy on local policy initiatives, involvement in future planning and development issues, coordination with partners and stakeholders in and around the Broadway GID and an organization that works for the community.
- *Support community members* by providing and coordinating resources with the input of all stakeholders to ensure the area is safe and secure. The Broadway GID should feel like a safe and welcoming place for all stakeholders and visitors.
- *Strengthen the local economy* by supporting the business community and attracting new investment while coordinating services such as cleaning, maintenance and security to lessen the cost of doing business in the District while creating more opportunities for local businesses to thrive.
- *Provide comprehensive cleaning and maintenance*, tackling consistent upkeep of public spaces and a continued investment in ensuring the public realm is maintained in a clean and inviting condition, and has appropriate and cared-for amenities.
- *Define and establish a compelling sense of place*, an environment that invites people to live, work, eat, play, explore, engage and linger. Together the Broadway GID community can create an inviting and safe environment and more accessible spaces, and enliven the community with investments for all.

Stakeholders believe the Broadway GID will be a tool to support a rekindling and reawakening of the Broadway corridor, bringing it to life and defining an enlivened neighborhood that welcomes all, respects the past, recognizes the present, and plans for a brighter future.

The Broadway GID budget specifically provides funding to support public spaces for the following:

- **Safety and Security Services:** For residents, owners, visitors. This includes outreach to and engagement with individuals experiencing homelessness.
- **Cleaning and Maintenance Services:** Enhanced cleaning and maintenance of the public realm including infrastructure and landscaping services.
- **Special Projects in the Public Realm:** Including investments in things like wayfinding, public realm amenities, public art and more.
- **Marketing and Events:** Including opportunities to promote the district, and events and activities such as the Halloween Parade that bring people to the district.
- **Administration and Management:** Including funding for staff and professional management.

2026 will be the first year of service delivery for the Broadway Denver GID and as such the GID is looking for an impactful way to provide a presence on the street that tackles some of the ongoing challenges around safety, unhoused populations and cleanliness that have troubled the area, while beginning to lay the groundwork for future beautification and placemaking activities. It should be noted that for the last several decades, portions of the Broadway GID have been serviced by a three (3) separate Local Maintenance Districts (LMDs) that have funded cleaning and maintenance services only, but have not covered the whole area of the GID. As part of the formation of the Broadway GID, those three LMDs have been dissolved and the GID must take over their maintenance work and extend to full GID coverage.

1.3 PHILOSOPHY OF APPROACH

The GID Board is committed to delivering services in the District that ensure a clean, safe and welcoming place for everyone. This includes continuous attention to cleaning and maintenance activities such as litter and graffiti removal, power washing, landscaping, and helping to promote a safe, pedestrian-friendly atmosphere. Equally important as the clean and safe tasks are the safety and security services desired for all in the GID, including outreach to and engagement with the homeless population. Service providers must be dependable, trustworthy, enthusiastic and personable. As representatives of the Broadway GID working in public spaces, they will interact with a wide range of people with diverse personalities and backgrounds. They must be able to communicate and perform their duties in a clear and friendly manner. The Broadway GID expects all services to be provided with the highest levels of customer service and dignity and desires to work with a company/companies that will be a partner in designing – and continuously improving – service delivery on behalf of all the stakeholders we serve.

1.4 SELECTION OF SERVICE PROVIDER(S)

While it is the preference of the GID Board to award one contract for management and oversight of all Cleaning and Maintenance Services and Safety and Security Services, the GID Board understands that these services may need to be provided by multiple service providers. As such, respondents to this RFP are welcome to respond in a variety of ways:

- If your company is able to provide all services outlined in this RFP, you may respond as a sole service provider; or
- If your company is able to provide some but not all of the services outlined in this RFP, you may:
 - Choose to partner with another firm that offers complementary services in order to provide the full spectrum of services required, and reply to this RFP as a team. If a partnership is established, one vendor must be named as the primary contracting entity (Vendor) and designate the other as a subcontractor; or
 - Submit a proposal solely for the portion of services outlined in this RFP that your company offers.

If an approach to work with two separate service providers is selected by the GID Board, it is imperative that all vendors recognize that they will be asked to work in close partnership with all street team members of the Broadway GID, sharing information, wearing the same types of uniforms and utilizing equipment that is the property of the GID in a collaborative manner.

Attachment C indicates which sections of the document are required for vendors responding for **Safety and Security Services**, **Cleaning and Maintenance Services** or both.

SECTION 2: PROGRAM DESCRIPTION AND SCOPE OF SERVICES NEEDED

2.1 STAFFING

2.1.1 Operations Manager

Contractor shall provide an Operation Manager on-site daily to oversee service operations. An individual with supervisory authority shall be on duty for each shift. The Operations Manager shall be skilled, experienced, personable, understand the mission of the Broadway GID and have demonstrated experience in project management. The Operations Manager should be ready to effectively manage the team, interact and direct staff, tackle multiple projects, maintain records, communicate effectively with the GID Board and Executive Director and represent the District in a professional manner. An ideal candidate for an Operations Manager would have experience in de-escalating situations and knowledge of self-defense techniques.

2.1.2 Workforce

Contractor shall provide for all staffing and complete all staffing related tasks, including but not limited to advertising and recruitment, pre-employment screening, interviewing, hiring, background checks, training, management, scheduling and deployment, as well as diligent supervision to ensure that the performance of all employees meets the needs and standards of the Broadway District. Daily workforce shall consist of an adequate number of supervisory staff and workforce staff to meet the requirements of the contract. All parties engaged by the Vendor shall be employees of the Vendor and not employees of the GID or the City of Denver. The selected vendor must also meet all City and State wage, overtime and FMLI regulations.

2.1.3 Training

The individuals selected to deliver services are expected to be personable and will be trained to perform their duties and to provide information, assistance and a safety presence within the Broadway GID. Customized training programs, designed by the Contractor and approved by the Broadway GID, are to be coordinated with local resources and paid for by the Contractor. All new hires must attend formal training that includes customer service skills, observation techniques, emergency response, service delivery techniques and patron assistance.

2.1.4 Employee Benefits

Employee benefit packages should be considered and made available by the Contractor. The Contractor will provide the Broadway GID with a recommended outline of the benefit package to be offered and the related costs for each package, which would be the responsibility of the employee and of the vendor. The vendor will communicate with the Broadway GID on the final benefits package to be offered to employees and will update the Broadway GID in writing if any revisions to the package are made.

2.1.5 Weekly Reporting

Contractor shall verify attendance of all staff and provide reports to the Broadway GID on a weekly basis. Reporting activity on the street is a critical component of the program to guide future deployment. Contractor's weekly report to the GID Board shall include the following information:

- Number of staff worked
- Man hours worked
- Hours of mechanized equipment deployed

- Activity reports including, but not limited to cleaning statistics by project, staffing levels by project, before and after photos, reports on persistent unclean and unsightly conditions, data related to litter hauled away by project; graffiti, handbill and gum removal; assistance services and reports.
- Contractor may, from time to time, be asked to complete special reports on a particular project related to man hours or project data.

Please see **Attachment B** for examples of the types of data we would like to have collected.

Contractor shall also submit a daily report to the Broadway GID with a list of work orders to be filed with appropriate City of Denver agencies, including but not limited to safety hazards, property damage, and any other issues in the public right-of-way that are not directly the responsibility of the Broadway GID. The contractor shall respond in writing to the Broadway GID in response to any complaints received or made by GID stakeholders or the public in the delivery of services to the Broadway GID and shall make its best effort to alleviate such complaints. Immediate reporting is expected any time a physical altercation occurs or emergency services respond to an incident in the District.

2.2 SAFETY AND SECURITY SERVICES TASKS

The Broadway GID has committed to investing resources in ensuring a safer neighborhood for all via 24/7 security services. This includes but is not limited to:

- Proactive and preventative security delivered via a dedicated safety team for the neighborhood. These individuals will not be armed, but they will be trained to de-escalate non-emergency situations, offer a constant safety presence in the community, and will be in regular communication with the Denver Police Department allowing for quicker response times to situations where a police presence is warranted. Safety of our contractors and their employees is of utmost importance to the District and its members. As such It is recommended that safety personnel be trained in self-defense tactics.
- The safety team will circulate through the Broadway GID daily to create a highly visible, accessible, outgoing and inviting presence, with an attitude of friendly professionalism, superior customer service, and hospitality. They will be on foot, bicycle and/or vehicle and will be deployed in a manner that ensures resources are placed strategically to address critical issues or needs at key times of day, days of the week and as needed.
- The safety team will deter aggressive solicitation and other loitering/prohibited behaviors, report crimes, and provide information and support to the Denver Police Department, City of Denver Code Compliance, the GID Board and others to help reduce crime, code violations and public order problems. The safety team will respectfully request voluntary compliance from people violating ordinances and shall promptly call 911 to notify the Denver Police Department of any crimes in progress, and conditions or individuals that may post immediate risk or danger to persons or property.
- The safety team will engage with people that appear to be in need of mental or physical health services, substance abuse treatment, emergency shelter, and/or housing to provide resource information and/or make direct referrals to service agencies;
- The safety team will engage with individuals who are sleeping/loitering in public areas and/or in encampments and work with appropriate law enforcement and agencies to address illegal behavior while working with social service providers and other identified agencies to get individuals to housing and care – this includes identifying and regularly visiting hot spot areas and working to find long-term resolution.
- The safety team will provide navigation services to anyone and everyone seeking services in the district.

- The safety team will interact directly with property and business owners, managers, and private security personnel to build a network, provide and receive information relevant to safety and hospitality in the Broadway GID, and to raise public awareness of the program.
- When requested, the safety team shall provide safety escorts for residents, business owners and employees within close proximity to the District.
- The safety team shall coordinate with the City's public safety department, the Denver Police Department, the Support Team Assisted Response (STAR) program team, the Denver Fire Department, and other safety service providers working in the neighborhood.
- The safety team shall document all interactions and Vendor will provide weekly, monthly, and annual reports that detail services provided, identify problem areas, identify trends, indicate the type of services or attention needed, and that demonstrate the effectiveness of the program.

The Broadway GID is required to enter into an intergovernmental agreement (IGA) with the City detailing the Broadway GID's authority and responsibilities over safety and security in the Broadway GID. That IGA has been drafted and is in the process of review at the City of Denver. The selected Vendor's assistance may be required to address any issues, needs or concerns that emerge through this process.

2.3 CLEANING AND MAINTENANCE SERVICES TASKS

The Broadway GID intends to provide 7-day-a-week, year-round enhanced cleaning services in the Broadway District to keep it clean of litter and debris, including the elements along sidewalks and streets and in the alleys as well as other public spaces. These services will be delivered via a dedicated team of workers that will have regular cleaning schedules and also provide on-demand services. Cleaning will include, but not be limited to:

- Litter removal and debris sweeping
- Emptying trash receptacles that are the responsibility of the GID including existing and new receptacles to be added. Also, providing trash can maintenance (painting, repair, etc.)
- Pressure washing of any necessary surfaces, including but not limited to alleyways and sidewalks.
- Removal of large debris/furniture dumped in alleys and along streets
- Street furniture cleaning
- Weed removal
- Graffiti abatement (the city provides graffiti abatement services and those should be leveraged as much as possible while also ensuring timely response to tagging as needed)
- Special cleaning projects as needed and as identified important by the GID stakeholders
- Snow removal at all street corners on cross streets of Broadway, Lincoln and Alameda within the GID when snow fall is above 5 inches
- Maintaining trees and taking care of irrigation, including hand watering where needed; also monitoring the status of tree grates and notifying the GID when/where new grates are needed. Please note that many of the trees do have irrigation to them, but not all the systems are working. We seek to work with a vendor who can come up with a thoughtful long-term strategy to take care of the trees.

In the first year of operations, the Broadway GID seeks assistance from the selected contractor to undertake a comprehensive infrastructure analysis of the Broadway District to identify and address significant deferred maintenance in public realm amenities in order to develop a future investment plan.

2.4 HOSPITALITY SERVICES

All of the employees providing any type of services should be trained in hospitality and hospitality services should be included in the service delivery plan. Hospitality services should include, but not be limited to:

- Actively greeting pedestrians and provide general assistance, maps and/or directions, information on shops, restaurants, public transportation and places of interest in the District, as well as other general information that may be helpful and welcoming.
- Providing help and support to the general public to address a wide range of situations and needs by off-setting any potentially negative experience with a positive interaction.
- Actively conducting business engagement, including getting to know the local business community and their needs and helping support their success.
- Providing support for special events in Broadway. Vendor/Contractor should provide information explaining scheduling, staffing and billing procedures for special events.
- Documenting all interactions and providing weekly, monthly, and annual reports that detail services provided, identify problem areas, identify trends, indicate the type of services or attention needed, and that demonstrate the effectiveness of the program.

The proponents of the Broadway GID see tremendous potential to utilize the street teams to support the Broadway District during particular high-demand times, including during the annual Halloween parade and other special events occurring in the Broadway/Lincoln neighborhood. Proposals should identify how the selected vendor(s) may be able to provide temporary increases in service to meet high demand times and/or special event needs, and how those staff would be identified and those services priced.

2.5 REPORTING

Vendors should provide a detailed description of the reporting tool(s) they intend to utilize to provide real-time data on all service delivery. Accountability is a significant responsibility to the GID Board, and the Board will need the ability to answer a rate payers question at any time related to how services are being delivered. Please share which specific tools you intend to utilize, how reports will be provided, and at what frequency, and any special customization of those tools that can be utilized to meet our needs.

Additionally, Vendor should have some tool available via which district stakeholders can directly reach out for safety and/or cleaning needs – i.e. an app, and/or a phone number with call and text capabilities that reaches a human. All contacts via this outreach tool must be documented and provided to the Broadway GID Board.

2.6 OPERATION HOURS AND DEPLOYMENT

The Broadway GID desires to provide services seven days a week. However, we recognize that budget considerations and the demands of the district now and in the future may require us to work creatively with the selected provider (s) to have different approaches for different days and different times of the year. RFP respondents should recommend a proposed allocation of hours in the RFP response based on observation of needs and proposed deployment models, as well as suggesting alternative deployment hours. Specifically, we'd like the proposal to provide a proposed allocation of hours and budget for the following scenarios:

- For Cleaning and Maintenance Services:
 - The vendors proposed approach for 7 day/week services
 - Cleaning and maintenance services only on Monday, Wednesday, Friday, Saturday and Sunday
- For Safety and Security Services:

- 24/7 security services
- 16 hour patrols on Sunday, Monday, Tuesday, Wednesday and Thursday, and 24-hour patrols on Friday and Saturday.

As this is the first year of delivering services, please provide information in your proposal about opportunities to increase/decrease and/or reallocate services through the first year delivery period as needed and as we learn more about the demands of the District.

2.7 FACILITIES

The Broadway GID is exploring storage space to house the deployment of this program. The vendor should identify space needs appropriate to meet the services that are being proposed as well as the type of equipment and type of supplies that will be stored in the space. Your proposal should address if you already have the space, or if the space is needed.

2.8 UNIFORMS

The selected vendor shall provide all components of weather- and safety-appropriate uniforms and accessories. All street team staff must wear distinctive, easily recognizable uniforms with the Broadway logo prominently displayed. Complete uniforms shall include shorts, shirts, pants, jackets, windbreakers, gloves, hats or caps, and other necessary equipment. Uniforms shall serve the workers in all types of weather. Contractor must ensure clean uniforms and the neat appearance of staff members at all times. The Broadway GID must approve uniforms.

2.9 EQUIPMENT AND ADDITIONAL COSTS

Contractor shall provide for the purchase of all appropriate materials, supplies and equipment necessary for the efficient and effective operation of the proposed services. The vendor will provide required insurance for all equipment. The vendor will ensure that all employees authorized to operate the equipment are properly trained in safety and operating procedures. Contractor will be responsible for maintaining and updating equipment and supplies to ensure that services will be provided in an efficient manner. Contractors are encouraged to include within their proposals any additional equipment that may enhance the services provided by these programs. Additionally, contractors should be clear about costs that are and are not included in their delivery of services (e.g., large trash hauling and dump fees, etc.)

2.10 ADMINISTRATIVE TASKS

Contractor shall provide expert administrative oversight, management, communication, reports and required documents, and invoicing with regard to all aspects of the program.

2.11 INVOICES AND BILLING

Billing shall occur monthly. Contractor will be responsible for providing reports in the format and schedule as required by the Broadway GID as well as interfacing with bookkeeper/accountant as needed to reconcile billing.

2.12 CONTRACT CHANGES

The Broadway GID reserves the right to make reasonable changes in the general scope of the work and work force. Any such changes shall be pursuant to written instruction. If the Broadway GID directs any such changes that affect the cost of the service, an equitable adjustment agreed to by both parties shall be made in the contract price. No change orders will be issued for work without prior written approval of the Broadway GID and/or its agents.

2.13 PERFORMANCE EVALUATION

Contract will be reviewed annually, with renewal option, and evaluated based on overall effectiveness at providing services, flexibility in responding to needs and feedback from Broadway GID contributors, board members and stakeholders. Contractor shall assume responsibility for ensuring that performance by its employees meets the needs and standards established by the Broadway GID. The Broadway GID may order any employee relieved of duty and/or request termination of any contract employee for involvement in actions deemed unauthorized, detrimental, of suspicious intent or improperly affecting the worker's performance or the Broadway GID's reputation at any time.

2.14 INSURANCE

Vendor shall be required to carry the following insurance provided by an insurance company authorized to do business in the State of Colorado and acceptable to the GID Board. All coverages should be written in the amounts indicated below and in place for the duration of the Agreement and any warranty period provided under this contract. Any sub-contractors utilized by Vendor during duration of the Agreement or warranty period must provide the same coverages, provisions, and amounts listed below.

- Commercial General Liability Insurance with a minimum limit of \$2,000,000 per Occurrence/\$2,000,000 Aggregate. The policy should be written on an Occurrence Basis and include Personal Injury, Contractual Liability for Liability assumed under this contract, Completed Operations/Products Liability and include coverage for actions of any independent sub-contractors hired by the contractor. A 30-day notice of cancellation in favor of the Broadway GID and City of Denver should be provided. The Broadway GID and City of Denver should be listed as an Additional Insured. A Waiver of Subrogation in favor of the Broadway GID and City of Denver should be in place.
- Business Automobile Liability Insurance covering all owned, non-owned, hired vehicles with a minimum combined single limit of \$2,000,000 per Occurrence for Bodily Injury and Property Damage. This policy shall include a 30-day notice of cancellation in favor of the Broadway GID and City of Denver should be provided. The Broadway GID and City of Denver should be listed as an Additional Insured. A Waiver of Subrogation in favor of the Broadway GID and City of Denver should be in place.
- Workers Compensation and Employers Liability Coverage with statutory benefits must be in place with limits of \$1,000,000 for employer's liability – each accident; \$1,000,000 for employer's liability – disease policy limit; \$1,000,000 for employer's liability – disease – each employee. The Vendor's policy shall include a 30-day notice of cancellation in favor of the Broadway GID and City of Denver should be provided. The Broadway GID and City of Denver should be listed as an Additional Insured. A Waiver of Subrogation in favor of the Broadway GID and City of Denver should be in place.
- Umbrella Coverage in the amount of \$2,000,000 should be provided on a follow form basis. The insurance clause shall not apply to the Broadway GID and City of Denver where they are shown as Additional Insureds under any policy. It is intended that policies required in this contract covering the Broadway GID and City of Denver shall be considered primary coverage where applicable.
- If insurance policies are not written for the amounts specified above, Vendor shall carry Umbrella or Excess Liability Insurance for any differences in amounts specified. If Excess Liability Insurance is provided, it shall follow the form of the primary coverage.
- Copies, Endorsements, Proof of Insurance – The Broadway GID and City of Denver shall be entitled, upon request and without expense, to receive certified copies of policies and endorsements thereto and may make any reasonable requests for deletion or revision or modification of particular policy terms, conditions, limitations, or exclusions except where policy provisions are established by law or regulations binding upon the parties hereto or the underwriter of such policies.

- The Broadway GID and City of Denver reserves the right to review the insurance agreements set forth during the effective period of this contract and make reasonable adjustments to insurance coverage, limits, and exclusions when deemed necessary and prudent by those parties upon changes in statutory law, court decisions, the claims history of the industry or financial concern of the insurance industry as well as the Contractor.
- Cancellation or Lapse of Insurance - The contractor shall not cause any insurance to be canceled, nor permit any insurance to lapse, during the term of its contract or as required in its contract.

SECTION 3: SUBMISSION INSTRUCTIONS

3.1 PROPOSAL SUBMISSIONS

The preparation of an RFP response shall be at the expense of the respondent. The Broadway GID will not reimburse firms for any costs associated with the preparation or submittal of any response. By responding to this RFP, Contractor acknowledges and consents to the conditions set forth herein relative to the submission, review and consideration of your response. All work shall be performed in accordance with all Federal, State and local laws.

Written submissions responding to the requirements contained in this RFP should be submitted to the following:

Broadway General Improvement District
c/o Jamie Giellis, Centro Inc.
Email: jamie@becentro.com

To be considered, please email a PDF of the proposal directed to the above-mentioned email address **no later than 5:00 PM MST on Friday, January 30, 2026**. The above deadline is firm. Any submission received after the deadline will not be considered. The Broadway GID will accept no oral, written or other form of amendment after this time, unless requested by the Broadway GID.

3.2 PROPOSAL QUESTIONS

It is the responsibility of the respondent to inquire about clarification of any aspect of the RFP that is not understood. Questions for clarification should be submitted in writing by e-mail at contact information below. Questions can be submitted at any time up until the proposal due date.

Contact Information for Questions:
 Jamie Giellis, Centro Inc.
 Email: jamie@becentro.com

3.3 SUBMISSION FORMAT

Responses should cover all information requested in this RFP. Submissions which, in the sole judgment of the GID Board, fail to meet the requirements of the RFP, or which are in any way conditional, incomplete, obscure, contain additions or deletions from requested information, or contain errors may be rejected. Although there is no page limit, submissions should provide a straightforward and concise delineation of the respondent's submittal and commitment to satisfy the requirements of the RFP.

Additional submission information is welcome. If the Vendor believes additional services can and should be provided in the Broadway District, provide this information.

SECTION 4: PROPOSAL FORMAT

Please address each section below to fully demonstrate meeting the requirements in Section 2, 3, 6 and 7.

4.1 PROFESSIONAL CREDENTIALS

- Services Proposed: Clearly state whether vendor is offering the **Safety and Security Services**, the **Cleaning and Maintenance Services** or both.
- Contact Information: Name, address, telephone, email addresses, website
- History: Provide a history and description of your company and its capabilities, including number of years in business
- Legal Structure: Publicly or privately held incorporation information. Please provide Federal EIN number.
- Financials: Most recent audited financial statement and/or last quarterly financial statement.
- Insurance: Please provide a list of commercial general liability insurance policies held in conjunction with current contracts similar to that which is proposed herein.
- Partners: If the proposal involves a partnership, include all above company information for the second party.
- Staffing: Detail the staff level of your firm, including principals and associates as of the date of this RFP. Include an organizational chart.
- Resumes: Identify and provide brief résumés of the individuals in your firm who would provide the services for the Broadway GID. Describe each individual's experience and role in rendering services of the nature the GID Board seeks.
- Related Projects: Provide at least three (3) examples of other projects successfully delivered that are similar to the services requested. Projects should have been delivered within the past five (5) years.
- References: Provide three (3) references that can be contacted indicating the name, contact person, his/her title and address and telephone number for whom you have provided similar services over the past two (2) years. Indicate your role for such client.

4.2 SERVICE CAPABILITY

- Experience: Describe the specific experience of the firm, including a thorough description of other relevant projects, which best demonstrates the firm's ability to carry out the services proposed in this RFP within in the Broadway District.
- Expertise: Describe expertise in the services proposed in the RFP and any specific areas of expertise your organization brings to this project.
- Local Knowledge: Describe firm and staff knowledge of local environment, what you know about Broadway, and how that will impact how you will deliver services.

4.3 PROJECT METHODOLOGY

- Scope of Services: Include a full scope of services to be provided, utilizing as much specificity as possible related to how you initiate operations, sustain them, meet expectations and continue to support the GID Board in evolving service delivery as these services are deployed and you learn more about what is needed on the ground.
- Deployment: Include detailed proposed deployment models for all proposed services, including number of staff, hours of operation, how you will shift staff based upon qualitative and quantitative data collected, how you will ramp up services during higher-need times, and generally how you specifically intend to meet the needs of the District.
- Recruitment: Explain methods and procedures for recruiting, hiring and training of staff and managers; policies for hiring people with barriers to employment; staff appearance and behavior;

disciplinary action; wages, benefits, reward systems and incentives; methods and procedures to ensure employee accountability. Provide complete information about employee benefits. Include plan to handle need for employees to work on major national, state and city holidays (New Year's Eve, New Year's Day, President's Day, Independence Day, Memorial Day). Describe the role the Broadway GID Advisory Board will play in the initial and ongoing recruitment activities.

- Training: Provide details of proposed training (both initial and ongoing), including topics, schedule, etc.
- Equipment: Description of equipment, tools, and supplies needed to accomplish the scope of work. Include all heavy equipment, technological and communications equipment. Describe policies and plans for repair/replacement of major equipment and guaranteed turn-around time to replace down equipment.
- Data Collection and Reporting: Description of methods and types of data collected, reports provided, customization opportunities, metrics, and measurements. Include examples of reporting methods and tools used with other clients and provide sample reports from similar contracts.
- Internal and External Communications: Description of internal communications methods and processes among staff and management, and external communications with the GID Board and other key agencies, partners and stakeholders.
- Accountability of Performance: Explain how you propose to be held accountable to the Broadway GID and how performance of employees and overall services program services will be measured and demonstrated.
- Other Relevant Information: Please discuss any other factors not mentioned above which you believe are relevant to the Broadway GID's selection of your firm.
- Timeline/Schedule: Using February/March 2026 as the general timeline for first deployment, provide a schedule showing all steps in the development of all services.

4.4 INSURANCE COVERAGE

Vendor shall be required to carry insurance provided by an insurance company authorized to do business in the State of Colorado and acceptable to the GID Board as detailed in Section 2.14.

Vendor shall describe how each insurance requirement from Section 2.14 will be met and if levels above the requirement are carried what those levels will be.

4.5 CONFLICT OF INTEREST

Describe any existing or potential conflicts of interest your firm might have, or which reasonably might arise, due to your involvement with the Broadway GID. The GID reserves the right: 1) to disqualify any individual or firm or reject any submittal at any time solely on the grounds that a real or perceived legal or policy conflict of interest is presented; 2) to require the individual or firm to take any action or supply information necessary to remove the conflict; or 3) to terminate any contract arising from this solicitation if any such relationship would constitute or have potential to create a real or perceived conflict of interest that cannot be resolved to the Broadway GID's satisfaction.

4.6 PROJECT BUDGET AND COST PROPOSAL

Vendor should provide a comprehensive, detailed and thorough budget which includes staff costs, equipment costs and ongoing program management costs. Detailed costings and justifications for costs should be provided where appropriate. To be included in this proposal are:

- Provide detailed budget figures for a one-year period.
- Provide details on direct labor cost versus overhead associated with the program, including the typical cost of each Team member. Include detailed breakdown of personnel costs (salary, benefits, taxes), equipment costs, training costs, uniform costs, supply costs, overhead, etc.

- Provide a blended hourly rate per man-hour for team members including all applicable costs including but not limited to, oversight, supervision, equipment, insurance and other costs, to be the basis for awarded contract.
- Provide details on your firms invoicing and billing procedures.

4.7 PRIORITY ACTIONS

Based on vendor's visual walk of the Broadway GID area, the vendor should specify any high priority actions that should be addressed in the first three (3) months of the contract. Photos of key action areas may be included in this section. If additional assistance or guidance is needed on visual inspection of the District, please reach out to the contact listed in this document.

4.8 EXCEPTIONS

Vendor should describe any exceptions to the RFP by the RFP section number and replacement language associated with their proposed solution.

SECTION 5: EVALUATION OF SUBMITTAL AND SELECTION PROCEDURES

5.1 EVALUATION OF SUBMITTED DOCUMENTS

The submittals of each individual or firm will be evaluated based upon the requirements of this RFP and the criteria identified. This evaluation process will take into account all items submitted by the vendor's proposal to this RFP and will not be based solely upon the Cost Proposal submitted. The review will focus on the experience and expertise of the firm in providing similar services. This step of the overall evaluation will include verification of credentials and stated experience. The Broadway GID reserves the right to negotiate for upgrades to services, equipment or both at any point during the contract term, upon mutual agreement with the contractor.

5.2 SELECTION CRITERIA

The GID Board will select the vendor, which, in its sole judgment, successfully demonstrates the qualities and capabilities necessary to provide the desired services and meet the objectives of the Broadway GID. Scoring criteria shall be based upon, but not limited to, the following:

- Understanding of the Broadway GID's objectives and ability to deliver services in a manner best suited to those objectives
- Demonstrated ability in public, outdoor-space service provision, including coordinating, scheduling, managing, monitoring, reporting, and attention to detail
- Ability to assume contract responsibilities and to be fully operational by February/March 2026
- Cost analysis
- Approach to staffing
- Personnel wages and benefits structure
- Innovative or creative approaches for provision of services, application of resources, and reporting metrics
- Proposed methods for responding to Broadway GID concerns and ability to resolve issues quickly, efficiently, and effectively
- Demonstrated ability to coordinate and work closely with public and private sector entities involved in safety, hospitality, social service provision, and other business activities in the Broadway District
- Ability to generate detailed data/metrics and to provide timely reports to the Broadway GID detailing services performed and outcomes achieved
- Corporate and financial stability
- References
- Scalability and flexibility of service levels to accommodate the dynamic needs of the Broadway District
- Perceived ability to communicate with and be responsive to the needs of the GID.

5.3 INTERVIEW

The Broadway GID reserves the right to interview the most qualified respondents. Should an individual or firm be selected for a particular activity or project, the Broadway GID reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for the GID.

5.4 TERMINATION CLAUSE

Agreement between the Contractor and the Broadway GID may be terminated by either party without cause at any time during the term of this agreement with 60-days written notice to both parties. This RFP does not commit the Broadway GID to award a contract or to procure a consultant for services. The Broadway GID reserves the right to reject all proposals, to negotiate with competing consultants, and/or make no award.

SECTION 6: CONTRACT INFORMATION

6.1 AWARD

The Broadway GID reserves the right to accept or reject all or part of a proposal. All submissions become the property of the Broadway GID. The Broadway GID shall not pay any costs or losses incurred by any applicant at any time, including but not limited to the cost of responding to the RFP. The Broadway GID will notify each vendor, in writing, to state the acceptance or decline of their proposal. No reason for rejection shall be required.

Awards shall be made publicly by resolution of the Broadway GID Advisory Board. The Broadway GID reserves the right to reject any or all submissions, to waive any requirements of the RFP and to modify or amend submissions with the consent of the respondent. Upon reaching an agreement, the formal contract between the Contractor and the Broadway GID will be presented to the Broadway GID Advisory Board and the Denver City Council for approval and authorization.

6.2 TERM

This proposal is seeking a one (1) year contract with a proposed start date as soon as reasonable possible but hopefully in or around March 2026 with a renewal period at the sole discretion of the Broadway GID Advisory Board. The timeframe for commencement from Contract execution should be stated in the response.

SECTION 7: ADDITIONAL REQUIREMENTS

7.1 COMPLIANCE WITH LAWS

The selected individual or firm shall comply with all applicable federal, state and local statutes, rules and regulations.

7.2 INDEMNIFICATION

The selected individual or firm shall defend, indemnify and hold harmless the Broadway Denver General Improvement District, its officers, board members, agents and employees and all other contributors and partners from any and all claims and costs of any nature whether for personal injury, property damage or any other liability arising out of or in any way connected with the any acts or omissions of the individual or firm or any of its principals, employees or agents under this RFP or under any agreement executed with the Broadway GID.

7.3 SUBCONTRACTORS

If the individual or firm intends to subcontract out any part of the work contained in the scope of this RFP, the firm shall provide a complete description of the services to be subcontracted, an estimate of the overall amount of work to be subcontracted, the rationale behind the need to subcontract, the extent of previous working relationship with the subcontractor and a description of the experience of the proposed subcontractor. The Broadway GID reserves the right to disapprove any proposed subcontractor and to revoke previous approval of a subcontractor should the need arise. Payment of all sub-consultants shall be the sole responsibility of the Consultant Firm. Nothing contained herein shall create a contractual relationship between any sub-consultant and the Broadway GID.

7.4 SUBMITTAL AS PUBLIC INFORMATION AND PROPERTY OF THE BROADWAY GID

The information submitted may be subject to public disclosure pursuant to State Law. All submittals will become the property of the Broadway GID. All work products produced by the selected contractor, the Broadway GID and/or by any third party during the term of a Contract resulting from this RFP are the sole property of the Broadway GID. The Broadway GID has the right to use, distribute or dispose of the work products without the consent of the Firm.

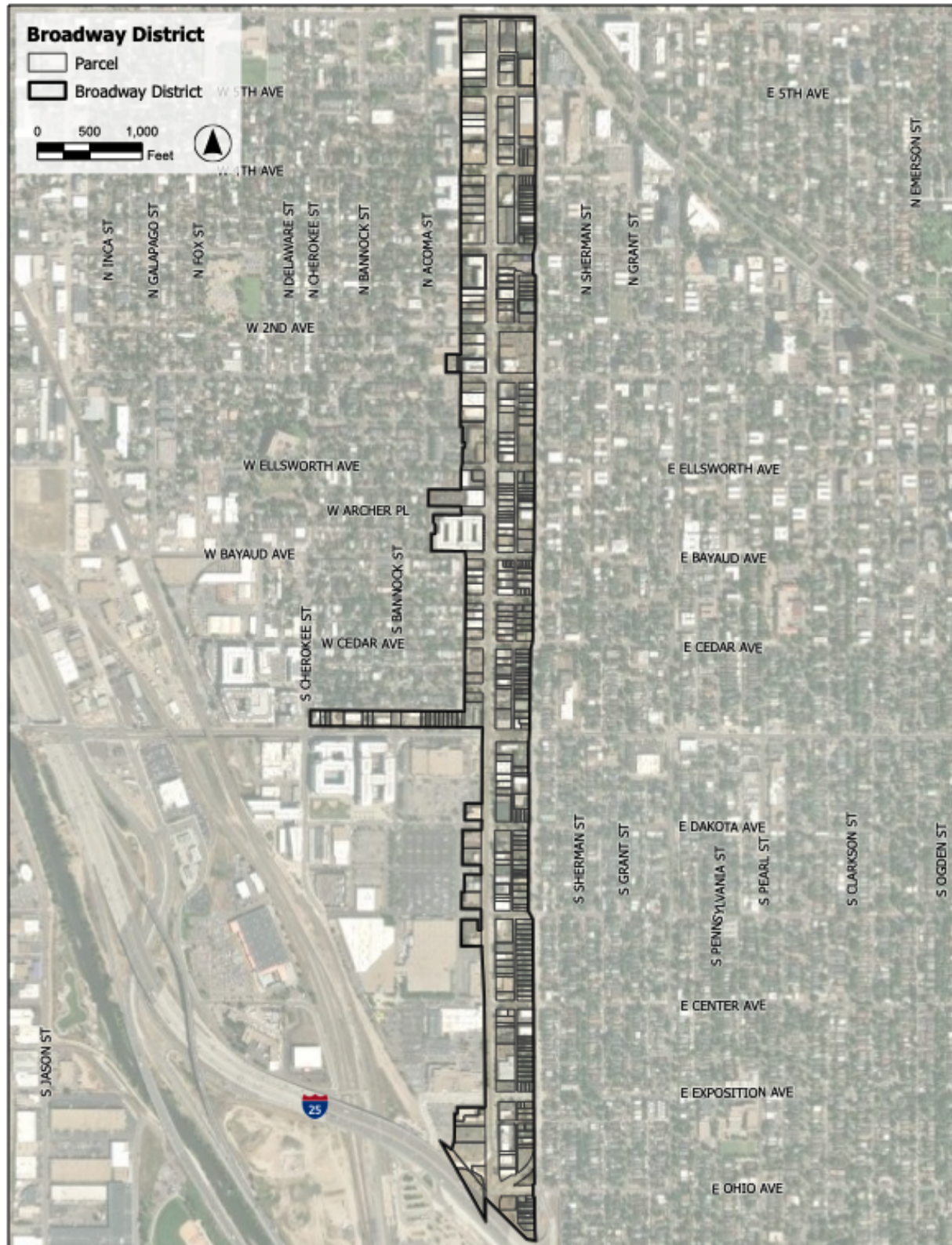
7.5 ACCEPTANCE OF RFP

Respondent shall include exceptions to any of the conditions outlined in this RFP. It is assumed that the Contractor has accepted the condition of this RFP, unless the exceptions are specified in the Respondent's proposal.

7.6 NO WARRANTY

Respondents are required to examine the RFP, specifications, and instructions pertaining to the services requested. Failure to do so will be at the Respondent's own risk. It is assumed that the Respondent has made full investigation so as to be fully informed of the extent and character of the services requested and of the requirements of the specifications including inspection and assessment of the Broadway GID area. No warranty is made or implied as to the information contained in the RFP, specifications, or instructions. Any item that, in the opinion of the Vendor, may have been inadvertently omitted and would be necessary for successful completion of the project should be included in the proposal and documented. Respondents are responsible for implementation of all health and safety measures taken to complete the required services. The Broadway GID assumes no responsibility for the health and safety of Respondent, Respondent employees, subcontractors employees or other associated personnel or staff.

ATTACHMENT A: BROADWAY GID BOUNDARIES



ATTACHMENT B: SAMPLE LIST OF DATA TO BE COLLECTED

The list provided below is not an all-inclusive list of data to be collected but rather an initial list of indicators the Broadway GID is interested in tracking. Vendor should provide a list of indicators they intend to track.

Cleaning and Maintenance Services Data

- Block Faces and Alleys Cleaned
 - Pan and Broom, Pressure Washing and Weed Abatement
 - Identify hot spots
- Litter and Debris Removal
 - Number of bags, hot spots identified, types of waste removed
 - Large item removal and location
- Graffiti Removal
 - Type, location
- Trees
 - Tree watering
 - Tree replacement
 - Tree trimming
- Lighting
 - Lighting repair
 - Lighting replacement

Safety and Security Services Data

- Safety Patrols
 - Total number of miles patrolled on bike, foot
 - Contacts made/issues resolved
 - Code compliance issues reported
- Nuisance Activity, Panhandling, Public Intoxication, Loitering/Trespassing, Disorderly Conduct, Fighting, etc.
 - Identify if police were called or not called and how matter was resolved
- Engagement with Unhoused Individual
 - Contact made, assessment for services, referrals made, transportation provided, etc.
- Safety Escort Requests

Hospitality Services

- Businesses Contacted
- Public Assists and Hospitality Services
 - Directions Given, Maps Provided, Questions Answered, Other General Help Provided

ATTACHMENT C: CONTRACTED SERVICES REQUIRED

Those vendors that respond to only the Safety and Security Services or only the Cleaning and Maintenance Services must respond to and price according to the following table. All sections are required for those vendors responding to both set of required services.

Section	Safety and Security Service Provider	Cleaning and Maintenance Service Provider
Section 1 <i>all subsections</i>	Informational	Informational
2.1 Staffing	Required	Required
2.2 Safety and Security Services Tasks	Required	Not applicable
2.3 Cleaning and Maintenance Services Tasks	Not applicable	Required
2.4 Hospitality Services	Required	Required
2.5 Reporting		
2.6 Operation Hours and Deployment	Required	Required
2.7 Facilities	Required	Required
2.8 Uniforms	Required	Required
2.9 Equipment and Additional Costs	Required	Required
2.10 Administrative Tasks	Required	Required
2.11 Invoicing and Billing	Required	Required
2.12 Contract Changes	Required	Required
2.13 Performance Evaluation	Required	Required
2.14 Insurance	Required	Required
Section 3 <i>all subsections</i>	Required Proposal Instructions	Required Proposal Instructions
Section 4 <i>all subsections</i>	Required	Required
Section 5 <i>all subsections</i>	Required	Required
Section 6 <i>all subsections</i>	Required	Required
Section 7 <i>all subsections</i>	Required	Required