Attachment J: Proposed Scope of Work for Park Street

Contractor will maintain an attractive, clean appearance of the City's public right-of-way, including sidewalks, public litter cans, and other elements of this infrastructure. This maintenance should meet high-quality standards, focus on results, and be performed competently and expeditiously.

Contractor will exhibit exemplary customer service by being visible, courteous, and responsive to the area's visitors, residents, tenants, and owners.

Contractor will be responsible for directly liaising with staff of the business association, its board, and/or any of its subcommittees.

A. Geography

Park Street, including:

-Park Street from Blanding Avenue to San Jose Avenue.

-Lincoln Avenue from Oak Street to Everett Street.

-Santa Clara Avenue from Oak Street to Broadway.

-Central Avenue from Oak Street to Everett Street.

-Alameda Avenue from Park Street to Oak Street; and

-Encinal Avenue from Oak Street to Park Avenue.

(See attached map.)

B. Service delivery

1. Service will be provided Monday through Sunday in the Park Street Business District.

2. Any requests for additional service will be responded to within the same-day as often as possible.

3. Contractor will provide timely and effective responses to service requests from staff of either the City the business association, whether these requests are made by phone, email, or the City's customer feedback system, currently Alameda Access (powered by Comcate).

4. Contractor will leave each part of the service area in an attractive, orderly, and clean condition.

5. Contractor will proactively prepare for occurrences in non-service hours that might lead to an unclean, unattractive area. (For example, if a public litter can repeatedly is overfilled by bar patrons on Thursdays overnight, the contractor might ensure that the can is completely empty by the end of day Wednesday. If this can continues to be overfilled, the contractor might move an additional public litter can closer to the bar.)

6. Contractor will perform all related duties in an efficient, competent, expeditious, and courteous manner.

7. Contractor cannot use sidewalk cleaning machines prior to 6:00 a.m.

C. Daily activities

l. General litter and trash removal from sidewalks and street furniture including recycling and disposal at proper facilities.

2. General litter and trash removal from litter cans including tops and sides, space between cage and internal can liner, and any materials not contained within can. This assures a clean and orderly appearance of the litter can and surrounding area.

3. Ensure no public litter cans overflow, including proactively removing material from cans which are about to, or later will, overflow.

3.1 Monitor public litter cans to ensure the City's waste hauler (Alameda County Industries) services those containers on scheduled days of service, typically Monday, Wednesday, and Friday, and that no material from the container spilled over in the process of servicing the container. Where violations, report to Alameda County Industries and City staff. (Added 4/15/2014)

4. Operate sidewalk sweeping machine.[5]

5. Shopping cart removal and retum.

6. Remove graffiti from public property and email City staff "before" and "after" photographs.

7. All illegal signage removed in a timely manner.

8. Monitor landscaping (performed by a separate contractor) and report any problems to City staff.

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[5] The City owns, maintains, and is responsible for a sweeping machine located behind a locked gate at the ground floor of the Civic Center parking garage. The machine's operating cost is the responsibility of the Contractor (i.e., fuel).

9. Remove weeds from sidewalk or other areas, as needed.

10. Ensure staff are visible and present on the street, especially for visitors and business association members.

D. Weekly activities

1. Clean corners, steps, and drains, not accessible by street sweepers, at amenity plazas and bus stops.

2. Newsracks wiped down.

3. Bus stops swept and street furniture wiped down.

4. Spot power washing as needed to removes grime, gum, gum stains, and discoloration from the sidewalks and public litter cans.

4. Hang/install and water flower baskets on Park Street in the spring and remove baskets in the fall.

5. Sweep parking lot between Central Avenue and Alameda Avenue, 2336 Central Avenue.

6. Remove litter from parking lot adjacent to 2308 Encinal Avenue.

E. As directed

1. Provide special signage service, i.e., posting of signage for special events on Park Street for:

    a. Spring Festival, second full weekend of May (Mother's Day Weekend).

    b. Art & Wine Faire, last full weekend of July.

    c. Classic Car Show, second Saturday of October.

    d. Free Parking every Saturday between Thanksgiving and Christmas.

2. Provide monthly reports as requested by City Representative.