

## Addendum No. 3

**Issue Date:** Thursday, 10/31/2024

**Project Name:** Downtown Asheville Municipal Service District Operations

**Project Number:** 298-RFP-DTAVL-BID-FY25

**TO: Prospective Service Providers**

This addendum forms a part of the **Advertisement for Requests for Proposals** and modifies the original Project Number **298-RFP-DTAVL-BID-FY25** only to the extent specifically noted below. Failure to acknowledge this addendum in the submittal may subject the submitter to being deemed non-responsive.

This addendum is posted on the City procurement website at [www.ashevillenc.gov/bids](http://www.ashevillenc.gov/bids). This is the *official source* of this addendum. All addenda and attachments shall be published to the same location.

**This Addendum consists of 5 pages in total.**

**This Addendum is to provide Clarifications, Material Changes and Answers to Questions.**

### **Clarifications**

1. In this RFP, "Municipal Service District" or "MSD" is used interchangeably with "Business Improvement District" or "BID". Municipal Service Districts (MSDs) are formally defined and authorized by NC General Statutes and commonly referred to as Business Improvement Districts (BIDs).
2. In this RFP, BID "Operator" is used interchangeably with BID "Service Provider".
3. The defined MSD boundary area for which the associated tax and supplemental services is authorized is [viewable here](#). In the RFP, this defined area is sometimes referred to as "the district".

### **Material Changes to the RFP**

1. Page 3 (the last paragraph in the Project Description section regarding contract terms) currently states: "This Request for Proposals (RFP) seeks to identify a qualified BID Service Provider to provide the Scope of Work outlined herein for a period of 1-year (12 month period) with two optional 1-year extensions. The BID Service Provider is expected to work with appropriate agencies to supplement, enhance and collaborate on service details to deliver more efficient and effective services in the district overall."

**In response to an inquiry and discussion during the pre-proposal meeting, this section is hereby amended to the following:**

This Request for Proposals (RFP) seeks to identify a qualified BID Service Provider to provide the Scope of Work outlined herein for an initial period of **3 years (36 months) with two optional 1-year extensions**. The contract is anticipated to incorporate the ability and

**responsibility of the Service Provider to make minor adjustments to the level and frequency of services on a semi-annual basis in order to best and continually meet the BID Objectives, and in response to factors such as adjustments to city services and changing needs of the district.**

**As with all City contracts, lack of performance can be a cause for termination or corrective action.**

2. Page 6, Section 3.C.a (the Litter and Debris removal section of Enhanced Cleaning Services under Scope of Work) currently states: "Collect and dispose of litter and debris on sidewalks, along the curb line, in landscaping beds, at transit stops, and throughout the streetscape, coordinating with appropriate city departments and contractors as appropriate to supplement existing services for greater effectiveness and efficiency; empty public trash receptacles as needed and coordinate with appropriate city department to facilitate maintenance of the receptacles; provide supplemental storm drain clearing as needed."

**This section is hereby amended to the following:**

Collect and dispose of litter and debris on sidewalks, along the curb line, in landscaping beds, at transit stops, and throughout the streetscape **after 5:00pm weekdays and additional hours on weekends**, coordinating with appropriate city departments and contractors to supplement existing **weekday** services for greater effectiveness and efficiency; empty public trash receptacles as needed **if full/overflowing (City crews empty receptacles every morning at 6:00 a.m.)** and coordinate with appropriate city departments to facilitate maintenance of the receptacles; provide supplemental storm drain clearing as needed.

## **Answers to Questions**

1. **Question:** On Page 3 of the RFP (Item A.b: Annual City Budget Allocation) it states "The Downtown Asheville Business Improvement District funding allocation for Fiscal Year 2025 is expected to be \$1,250,000."

Should proposals assume alignment with the City's fiscal year in developing budgets, work plans, etc? We want to clarify whether proposals should include budgets and work plans that align with the City's fiscal year (July – June) or the calendar year (January – June).

**Response:** Proposals should assume alignment with the City's fiscal year (July 1 - June 30). Each fiscal year as part of the budget process, City Council adopts the City's annual budget and tax rate. If changes were to be made to the BID's budget or associated tax rate, that would be determined by the City Council as part of the annual budget process.

It is anticipated, however, that the City's contract with the Service Provider will run with the calendar year. Should changes to the BID's budget or tax rate be made by City Council, those associated changes would be incorporated as amendments as appropriate in the upcoming contract renewal; the contract is anticipated to include language that accommodates these minor potential variabilities.

2. **Question:** On Page 6 of the RFP (Item B.d: Community Stewards) it is stated “Community Stewards shall receive training in anti-racism, de-escalation, harm-reduction, and mental health first aid as well as regular training with City staff and other appropriate agencies to stay current on coordination and reporting protocol” and “They shall participate in monthly Outreach Coordination Group meetings convened by the City’s Homeless Strategies Division staff.”

Are these City provided trainings and meetings already in-place or will they be newly established? Will all Community Stewards be required to attend every monthly meeting? Our concern is that, given the number of Community Stewards that may be employed with the BID Service Provider, considering scheduling, and payroll considerations, it may be challenging to ensure that all Stewards are at every meeting. Instead, could the Community Steward Supervisor be the person required to attend regular meetings?

**Response:** Training in anti-racism, de-escalation, harm-reduction and mental health first aid is expected to be handled by the BID Service Provider (or associated vendor/sub-contractor) and completed prior to the initial deployment of the Community Stewards and for any subsequent new hires.

Monthly outreach coordination meetings with local service providers are established and organized by City staff. At minimum, a Community Steward Manager or Supervisor should attend on behalf of the team.

Additional training with City departments on reporting and coordination protocols will be organized by the City. The frequency of these trainings is yet to be determined. A Community Steward Manager or Supervisor can attend on behalf of the team. Depending on the nature of the training, it could be beneficial to have additional Community Stewards attend.

3. **Question:** On Page 6 of the RFP (Item C.a: Litter and Debris Removal) it is stated “Collect and dispose of litter and debris on sidewalks, along the curb line, in landscaping beds, at transit stops, and throughout the streetscape, coordinating with appropriate city departments and contractors as appropriate to supplement existing services for greater effectiveness and efficiency; empty public trash receptacles as needed and coordinate with appropriate city department to facilitate maintenance of the receptacles; provide supplemental storm drain clearing as needed. (Disposal of litter and debris by the BID Service Provider shall be managed directly, taken to appropriate and permitted disposal facilities, preferably within Buncombe County.)”

Where does the City of Asheville currently dispose of trash collected in the BID area? Would it be possible for the BID Service Provider to use the City’s trash disposal site for the first year of operations to gauge the scope of services that they will need to secure in future years?

**Response:** The City of Asheville hauls trash directly to the Buncombe County Transfer Station. The Service Provider will be responsible for hauling trash collected by the Service Provider or associated sub-contractors/vendors.

4. **Question:** On Page 7 of the RFP (Item D.c: Restroom Access and Management) it states “Facilitate supplemental public restroom monitoring and maintenance along with a commitment to working with the City on expanded access to facilities”.

Could ‘supplemental monitoring’ and ‘supplemental maintenance’ be more clearly defined? To avoid duplication of baseline services, should monitoring and maintenance be prioritized by the BID Service Provider after 5:00pm Monday-Friday and on weekends?

**Response:** Currently, City Parks Maintenance staff monitors and provides cleaning and re-stocking of the City’s downtown restroom facilities 2 times per day, 7 days per week, between 7:00 a.m. and 3:00 p.m.

A new, 24/7 “Portland Loo” facility will open to the public this fall. Security and monitoring of this facility will be supplemented after hours by the City’s parking garage security contractor.

The full extent of management, particularly of the new Portland Loo facility, is yet to be known. The City intends to work with the BID Service Provider to determine the full extent of needs and expects the Service Provider to be able to provide additional monitoring and maintenance, most likely with prioritization after 3:00pm during the week, and on weekends when additional use is anticipated.

5. **Question:** On Page 19 of the RFP (Subcontracted Outreach Form) it states “The contractor must contact MWBEs to reach each subcontracting goal on a specific contract at least 10 days prior to the bid opening.”

What are the expectations regarding outreach to MWBEs given the timeline of the RFP process?

**Response:** In response to Helene the ABI (Asheville Business Inclusion) expectations regarding outreach to MWBE’s for the Downtown BID Operator and in alignment with the timeline of the RFP process is that the MWBE Outreach is conducted within (10) days before the proposal deadline; meaning MWBE Outreach to be performed prior to November 13, 2024.

6. **Question:** What is the base technology that runs the Asheville Application? Does it have an API (Application Programming Interface) that could be integrated with the provider’s technology?

**Response:** The base technology for the Asheville App is PublicStuff which is owned by Accela. There is an API and the documentation for that is here:  
<http://api.publicstuff.com/api/index.html?url=/api/api-docs.json>

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I understand that failure to confirm the receipt of addenda may be cause for rejection of this proposal.

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Authorized Signature

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Company

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Date

- End -