



REQUEST FOR PROPOSAL

Public Space Management:
Clean Team Ambassador Program

Wichita, KS

Date Released: October 10, 2025

Proposals Due: October 31, 2025

Term: A one-year contract with options for two one-year renewal periods commencing after the completion of the first contract year.

Deadline: Proposal submission deadline is Friday, October 31, 2025, by 5 p.m.

Format: Proposals must include:

- A statement of qualifications which details the organization's experience and success in providing comparable services.
- A management plan that explains how the project will be managed and supervised. The management plan must contain the resumes of all proposed managers/supervisors and identify the frequency that senior management from the corporate headquarters will make announced and unannounced on-site visits.
- An operational plan that clearly defines and explains how services will be provided. This plan must respond to each of the items in the Scope of Services and include the following elements:
 - Implementation timeline, including proposed date to begin contract, details of roles and relationship of vendor and Downtown Wichita in program development.
 - Proposed staffing levels and functions, reporting structure, and hours of operation/weekly schedule.
 - How ambassadors will be dispatched to handle calls or emails requesting services.
 - Expectations of Downtown Wichita's involvement in the initial and ongoing oversight of the contract and program management.
 - Initial deployment plan.
 - Efficiencies, innovations, and suggestions for improvement that you can provide to the program that differ from the proposed scopes outlined in the RFP.
 - How you propose to be held accountable by Downtown Wichita and how your performance will be measured and demonstrated, including benchmarks upon completion of ramp-up activities, six months, and 12 months.
- At least three references from downtown management organizations whose total organizational budget is less than \$1.5 million annually.
- A cost proposal that includes a schedule of direct and indirect costs of the proposed staffing model, with proposed hours and wages/benefits, equipment/vehicle costs, overhead costs, uniform expenses, disposable and durable supplies (bags, brooms, etc.), and cost/type of task management software.

Submittal Instructions: Please send an electronic copy of your application in PDF form to heather@downtownwichita.org. Responses received after the submission deadline will not be considered. Downtown Wichita assumes no responsibility for delays or errors in the delivery of proposals.

Inquiries: Proposers may direct questions related to the RFP to:

Heather Schroeder, Executive Director
(316) 235-9921
heather@downtownwichita.org



Award: Downtown Wichita shall award the contract to the qualified proposer whose proposal it determines to be the best fit for Downtown Wichita. The organization reserves the right to award the contract to other than the lowest bidder. Downtown Wichita also reserves the right to invite some or all respondents to attend an interview or to make a presentation on their proposals, at the time and in the manner specified by the organization. Travel costs for interviews, if applicable, are solely borne by the Vendor and Downtown Wichita is under no obligation to reimburse for these costs

Cancellation: Downtown Wichita reserves the right to postpone or cancel this RFP and to reject all proposals.

I. BACKGROUND

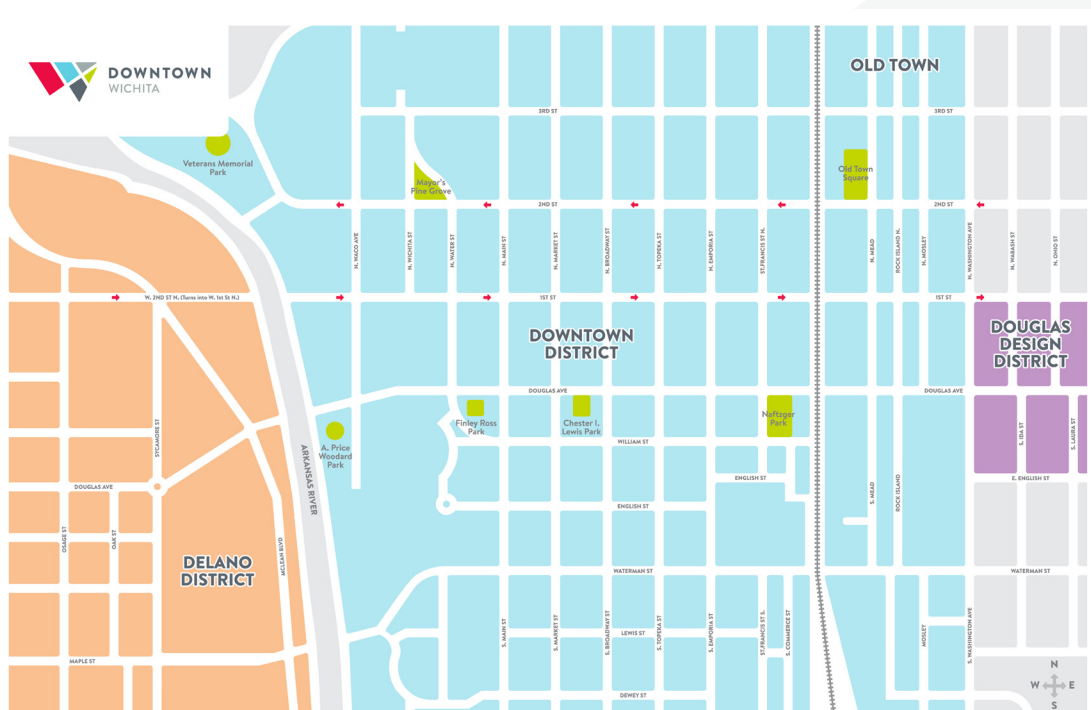
A. About Downtown Wichita

Founded in 2002 as the Wichita Downtown Development Corporation, Downtown Wichita is a private 501 (c) 3 organization that amplifies the energy, capital, and growth of downtown by empowering residents, visitors, and businesses to explore the possibilities of our city's core.

Our mission is to cultivate opportunities that revitalize and enhance Wichita's urban center. Downtown Wichita collaborates with stakeholders to stimulate investment and interest in downtown. The organization works to achieve this mission through three key focus areas: developing downtown, marketing the district, and enhancing vibrancy.

B. Self Supported Municipal Improvement District

Downtown Wichita is funded by a special assessment on eligible real property within the Self Supported Municipal Improvement District (SSMID). The SSMID is the 103-block area depicted in light blue on the map below. It is bounded by the Arkansas River to the west, Kellogg to the south, Washington to the east, and Central to the north.



C. Outdoor Maintenance Pilot Program

In spring 2025, Downtown Wichita received a contribution from a local bank to begin a Clean Team Pilot Program. The Clean Team works to ensure downtown is clean, safe, and welcoming by providing enhanced maintenance services within the public realm.

The first part-time Public Space Ambassador worked 28 hours/week from June through August. In September, a second qualified Ambassador was hired, also working 28 hours/week. In total, the team has worked 538 hours to date.

Expenses in addition to labor have included carts/bins, brooms, weed sprayers, spray paint, graffiti remover, scrapers, and other hand tools necessary to perform downtown maintenance work. Total expenses from May 20 through October 3 are approximately \$10,000.

Clean Team Ambassadors perform the following tasks:

- Litter and broken glass pick-up
- Graffiti and sticker removal
- Weed spraying
- Minor repairs of street furnishings (spray painting bike racks, lampposts, etc.)
- Tree trimming of branches less than 1" in diameter
- Support for volunteer events and other programs
- Report issues to the City of Wichita via a cell phone app called "See, Click, Fix."

Issues reported to the City of Wichita via See, Click, Fix have included but are not limited to the following:

- Dead trees or hanging/low tree limbs
- Homeless encampments (the city's Homeless Outreach Team through Wichita Police Department logs people in need of connection to services through this system and dispatches the Parks Department to clear encampments 24 hours after posting notices to residents.)
- Clogged street drains
- Graffiti on masonry (e.g. bridge underpasses, sidewalks) or on private property
- Overgrown weeds on public and private property
- Broken windows or other possible code violations on private property
- Street furnishings in need of repair/replacement (e.g., damaged waste receptacles)
- Traffic signalization or signage requiring repairs
- Streetlamp outages
- Pavement heaving/tripping hazards
- Cones, barricades, trash totes, or other city property left behind following events

In addition, Public Space Ambassadors on the Downtown Wichita Clean Team serve as a resource for downtown stakeholders – from instructing how to use the new parking meters, to giving street directions, to providing recommendations on where to eat and what to do in downtown Wichita. They greet inquiries with a smile and are ready to assist.



The current hours for the Clean Team are 8 a.m. – 3:30 p.m., with staffing as follows:

Day	Ambassador 1	Ambassador 2
Monday	X	X
Tuesday	X	
Wednesday		X
Thursday	X	
Friday	X	X
Saturday		X
Sunday		

II. SCOPE OF SERVICES

Given the level of activity in the core – from 30,000 daily workers and 6,000 residents, to visitors and special event attendees – Downtown Wichita recognizes that the district requires additional support beyond the basic services the City of Wichita provides.

Downtown Wichita’s goal in seeking a contract with a third party is to scale up the Clean Team to provide additional services and more staff and geographic coverage on a daily basis. We recognize that deploying a Clean Team not only serves the primary purpose of providing enhanced services to maintain the physical environment; it also provides a positive presence within the downtown ecosystem. When the ambassadors are present, it provides another set of eyes for other stakeholders on the block. It enhances feelings of safety and reinforces that this is a place people care about.

Downtown Wichita will contract with a partner experienced in delivering measurable impact. The provider will employ a model with the flexibility necessary to adjust and respond to changing downtown dynamics. The selected contractor will perform all services in a manner that advances the organization’s objective of providing a clean, safe and welcoming environment for visitors, residents and businesses.

A. Clean Team Services

Staffing models will provide adequate Clean Team and supervisory personnel to meet the requirements of the contract. Services shall be provided at least six days a week, with coverage from 7 a.m. to 3 p.m.

Services are anticipated to include:

- Prepare a daily recommended deployment schedule to achieve a clean environment and clearly communicate assignments to staff.
 - Indicate the contractor’s capability to offer dynamic scheduling among team members. Staffing may need to be adjusted depending on factors such as special events, weather and pedestrian volume.
- Power wash (or like method approved by Downtown Wichita) the sidewalks on a schedule agreed to by Downtown. The schedule should include a regular rotation of pre-determined “hot spots,” such as private property vestibules and public park restrooms.



- Storefronts and building facades shall be protected when pressure washing, and facades, windows, and sidewalk amenities shall be wiped down to remove overspray, dirt, and film after washing.
- Vendor must comply with all local, state, and federal laws governing environmental and water drainage protection, water use, noise amplification, and pedestrian/worker safety.
- Immediately remove illegally dumped or accidentally spilled materials as needed including, but not limited to, furniture, litter, broken glass, food/beverage spills, urine, feces and vomit.
- Clean and restore the finish of public fixture surfaces including trash/recycling cans, light poles, benches, fire hydrants, utility boxes and parking meters.
- Remove weeds from sidewalks, tree wells, landscaped areas, the curb line, the building line and the gutter area.
- Remove tree shoots and trim low-hanging tree branches less than 1” in diameter.
- Spray for weed killing and prevention using Downtown Wichita’s non-toxic formula.
- Clear clogged drains at curbs.
- Document graffiti and remove/repaint on public property, and on private property with owner/manager’s permission.
- Remove unauthorized posters, signs, stickers, placards and similar items from buildings, fixtures (utility poles, kiosks, signage, parking meters, etc.) and public space.
- Remove fallen leaves and snow on sidewalks.
- Install banners on light poles as requested by Downtown Wichita for place-based branding enhancements. This also includes moving or installing new banner brackets to be provided by Downtown Wichita. Additionally, organizations may request banner installation for downtown special events. It’s expected that all installations can occur with a ladder, and that up to six banner change-outs will occur annually.
- Provide setup, cleaning and tear down support during various Downtown special events. The number of these events will vary.
- Carry out a variety of special projects mutually agreed upon by Downtown and the contractor.
- Coordinate services with the City of Wichita, other governmental agencies and nonprofits to maximize the effectiveness of the service offered.
- Report other issues to the City of Wichita and coordinate repairs/maintenance with city departments (Public Works (including Engineering), Parks and Recreation (including Forestry)).
- Provide a friendly and welcoming face in the community.
- Provide information and direction assistance to businesses, residents and visitors.
- Track performance through data collection, before/after photos, and reporting of key metrics, including but not limited to:
 - Hours worked
 - Blocks covered
 - Litter collected, by volume (i.e., gallons) and by weight (i.e., tons)
 - Graffiti tags removed
 - Stickers and/or posters removed
 - Reports made by Downtown Wichita to City of Wichita through See, Click, Fix
 - Weed killer applied, by volume (i.e., gallons)



- Trees trimmed
- On-demand service requests completed for properties and businesses (e.g. power washing)
- Visitor interactions completed (e.g. giving directions, providing restaurant recommendations, sharing building or historical information)
- Thank Yous received by Ambassadors

III. OPERATIONAL REQUIREMENTS

The contractor shall assume complete responsibility for ensuring that performance by its employees meets the needs and standards established by Downtown Wichita.

A. Workforce Recruitment

Workforce recruitment should actively work to represent the Wichita community. Potential recruits may include seniors, people with lived experience (e.g., a personal with a criminal background that does not include serious crimes against other persons, etc.), veterans, English-language learners, and persons with developmental disabilities. Ambassadors must have a passion for and positive perspective regarding Wichita's downtown.

The positions should offer a competitive wage and a strong benefits package, including health insurance coverage. Currently, wage rates start at \$15/hour. The program and compensation should be designed to limit turnover of personnel and provide a stable roster of skilled employees with in-house advancement opportunities.

B. Training Requirements

First and foremost, Ambassadors must be hospitable, dependable, trustworthy, and kind. Ambassadors perform their work in the public realm where they are seen and observed by thousands of individuals every day. As representatives of Downtown Wichita, Ambassadors interact with a wide range of people with diverse personalities and backgrounds. They must be able to effectively communicate, perform their duties, and serve the public in a clear and friendly manner with extreme professionalism, superior customer service, and a hospitality-first approach. All ambassadors are to be cross trained to ensure that no task is left for the next person to perform.

The contractor will train, supervise and direct all contract employees with respect to the performance of the services identified in this RFP. These employees should be capable of representing Downtown Wichita and interacting with the public in a courteous and professional manner. Training should be provided at initial hire and on an ongoing basis.

Initial and ongoing training is critical to program success. All staff will need to be trained in soft skills to appropriately interact with the public. Ambassadors will need information on downtown history, businesses, events and "fun facts."

The contractor is responsible for providing all licensures and training required for employees, including any chemical handling and OSHA training as dictated by activities outlined in the Scope of Services.



C. Equipment and Uniforms

The contractor shall also supply all materials necessary to complete the work identified in the Scope of Services.

The contractor will own, maintain and provide all vehicles and equipment used within the coverage area boundaries. Equipment shall include, but is not limited to, trucks, carts, mechanical equipment, machines, phones/radios, power tools, hand tools, supplies, and materials.

The contractor will be responsible for repair, maintenance and replacement of vehicles, maintenance equipment, machines, power tools and hand tools.

All equipment used within the coverage area boundaries is to be maintained in a clean and serviceable condition and repaired or replaced when needed. Equipment maintenance and replacement will be made in a timely manner. Broken, damaged, defective, dull or dirty equipment is not to be used in Downtown Wichita. All vehicles will be maintained in a manner that reflects a positive image of Downtown Wichita. The contractor will cause all appropriate equipment to be branded with a design and color scheme provided by Downtown Wichita.

The contractor shall provide complete uniforms for each worker, including weather related clothing and footwear, approved by Downtown Wichita. Uniforms will feature branding and color schemes provided by Downtown Wichita. Only uniforms in clean, good condition may be worn. Uniforms must serve the workers' needs in all types of weather. Workers will not be permitted to wear other garments over any part of their uniforms. The contractor will maintain an inventory of uniform components issued and will be authorized to request additional uniform components as needed.

Uniforms shall not be used or worn at any time other than when on duty within downtown Wichita.

D. Communication and Reporting Requirements

All reporting must be done through computerized software that Downtown Wichita management can access. Photos of work, including mandatory before/after documentation of representative projects, should be available for Downtown Wichita use.

All contracted staff should report any deficient streetscape conditions within the SSMID through the computerized software. Issue identification should pinpoint the specific location and categorize and document the issue.

The software should be able to track a project from identification to resolution, and to produce reports categorized by day and by type of activity (e.g. graffiti removal, bulk waste removal).

Contractor management will complete a daily inspection of the SSMID. Contractor management will be accessible (within one hour) on a daily basis to respond to Downtown Wichita questions or concerns.

Downtown Wichita and the contractor will mutually agree to key metrics to track. These metrics should be used to track program impact, identify ways to optimize the program and respond to evolving needs.



Contract management will submit a monthly report that includes:

1. A summary of work orders, open and completed, generated during the reporting period.
2. A State of the SSMID summary (metrics report detailing outcomes including but not limited to those tracked by the Clean Team Pilot Program; additional metrics will include requests performed, and city referrals logged through See, Click, Fix).
3. A list of trouble spots or potential problem areas and objectives for the coming month.
4. Plans for special projects and/or special events.

IV. CONTRACT TERMS

A. Firm Price

The price agreed upon by the contractor and Downtown Wichita for the stated services shall be delivered in writing and will not be subject to change unless mutually agreed to by Downtown Wichita and the contractor.

B. Taxes

The price shall include all sales, franchise, or other taxes with regard to the work, which shall be paid by the contractor. The contractor assumes exclusive liability for and shall pay all contributions or taxes imposed or required by the unemployment insurance laws of Kansas, the Federal Social Security Act, or any other act, now or hereafter in effect, upon or in respect of wages, salaries or other compensation paid to employees engaged upon or in connection with the work to be performed.

C. Changes in Workforce and Scope of Services

Downtown Wichita reserves the right to make reasonable changes in the general scope of the services, geographical boundaries, number of hours worked and in the workforce. Any such changes shall be made pursuant to written instruction. If Downtown Wichita directs any such changes which affect the cost of the service, an equitable adjustment agreed to by both parties shall be made in the contract price.

D. Assignment: Subcontracting

The contractor shall not assign, transfer, convey or otherwise dispose of this contract or any part thereof, or of its interest herein or assign, by power of attorney or otherwise, any of the monies due or to become due under this contract, without the prior written consent of Downtown Wichita, which consent may be withheld in Downtown Wichita's sole discretion.

The contractor shall not subcontract all or any portion of the service to be rendered hereunder without the express prior written approval of Downtown Wichita as to the work to be subcontracted and the subcontractor, and provided that the contractor shall not be relieved of any obligations hereunder by reason of any such approved subcontracting.



E. Indemnification

The contractor agrees to indemnify and hold Downtown Wichita, the City of Wichita, and the agents, directors, officers, employees and volunteers of these entities, harmless from any and all claims, damage, loss, judgments, or liabilities, including costs and expenses, legal or otherwise, to which they may be subject as a result of any act or omission of the contractor, its agents, employees, subcontractors, contractors, or permittees in connection with the contract. The contractor shall be solely responsible for the safety and protection of all its employees and shall assume all liability for injuries, including death, which may occur to said employees due to the negligence, fault, or default of the contractor. The contractor shall also require such indemnification from its contractors, subcontractors and permittees.

F. Warranties: Covenants

The contractor warrants that services of any nature furnished hereunder shall be rendered competently by qualified personnel in accordance with the best accepted practices. The contractor further warrants that such services shall comply with all requirements of federal, state, and local laws and regulations, including, without limitation, the Occupational Safety and Health Act of 1970.

The contractor will agree to use its best effort to provide the services herein described with employees hired from the local community.

G. Permits

The contractor shall be responsible for obtaining any necessary permits from the appropriate governmental authority for the work to be performed. Upon request, Downtown Wichita shall be provided with a copy of each such permit.

H. Insurance

Throughout the term of the contract, the contractor shall provide and maintain insurance coverage as described below with an insurer licensed to do business in the State of Kansas during the term of the Agreement.

The contractor and all its subcontractors and permittees shall maintain and provide, in effect comprehensive liability and vehicular insurance in amounts no less than \$1,000,000 for each occurrence involving death of one or more persons, and/or property damage. Downtown Wichita and the City of Wichita, their officers and employees shall be named as additional insureds on all such policies obtained by its subcontractors and permittees.

During the performance of the work covered by the contract, the contractor shall maintain and shall require any subcontractors to maintain Statutory Workers' Compensation Coverage, covering all aspects of its performance under the contract.

All insurance policies entered into by the contractor in relation to the contract shall provide that any change in or cancellation of any such policies shall not be valid until Downtown Wichita has had thirty (30) days' notice in writing of such change or cancellation.

The contractor shall procure and deliver to Downtown Wichita certificates of insurance executed by the insurance companies evidencing each coverage and naming Downtown Wichita as additional insured.



I. Independent Contractor and Licensee

Notwithstanding anything contained herein to the contrary, it is specifically understood and agreed that in the performance of the terms, covenants, and conditions of the contract, the contractor and any of its employees, agents, independent contractors, subcontractors, and permittees shall not be deemed to be acting as agents, servants, or employees of Downtown Wichita by virtue of the contract or by virtue of any approval, permit, license, grant, right, or other authorization given by Downtown Wichita or any of its officers, agents, or employees pursuant to this contract, but shall be deemed to be independent contractors performing services for Downtown Wichita or the contractor, as the case may be, and shall be deemed solely responsible for all acts taken by them pursuant to the contract.

J. Termination and Cancellation

Downtown Wichita reserves the right to terminate this Agreement with or without cause upon thirty (30) days' written notice to the contractor. In the event of such cancellation, payment to the contractor shall be adjusted on a pro-rated basis or refunded to Downtown Wichita on a pro rata basis, as applicable. Upon the occurrence of an Event of Default, Downtown Wichita shall have all remedies against the contractor provided by law and equity.

K. No Waiver

The failure of either party to insist on strict performance of any of the terms or conditions of the contract or of the party's rights hereunder in any one or more instances shall not constitute a waiver by the party of such performance, terms, conditions, or rights, whether then or for the future. Any waiver shall be effective only in writing and signed by the party's authorized representative, and only with respect to the particular case expressly covered therein.

L. Compliance with Laws

The contractor shall comply with all applicable federal, state, and local laws, executives' orders, regulations and rules, including, but not limited to, affirmative action and equal employment opportunity. The contractor shall hold harmless and indemnify Downtown Wichita and the City of Wichita from any fines, penalties, and expenses which Downtown Wichita may suffer by reason of the breach or non-observance by the contractor of its obligations under this provision.

M. Payment Schedule

Payments shall be made on a monthly basis subject to the provisions of the section above provided that the bills are submitted in a proper and timely manner. Payment will be made within 30 days after receiving the invoice.

N. Books, Records, Audits and Inspections

The contractor shall keep accurate records and books in accordance with generally accepted accounting practices.

Such books and records shall include, but shall not be limited to, employee time and payment; accounts receivable and payable; purchase orders and sales receipts; and liabilities and payments rendered for the purposes of the contract.

All books and records of the contractor shall be available within three business days' notice for the purposes of auditing or inspection, for purposes of verifying compliance with the terms of the contract and applicable process of law.

