

REQUEST FOR PROPOSAL
COMBINED AMBASSADOR AND ENVIRONMENTAL MAINTENANCE SERVICES
STAMFORD (CT) DOWNTOWN SPECIAL SERVICES DISTRICT

July 8, 2025
Stamford Downtown
Special Services District
5 Landmark Square, Suite 110
Stamford, CT 06901
(203) 348-5285

INSTRUCTIONS TO BIDDERS

COMBINED AMBASSADOR AND ENVIRONMENTAL MAINTENANCE SERVICES FOR THE STAMFORD (CT) DOWNTOWN SPECIAL SERVICES DISTRICT

1. GENERAL

1.1 Bid

The Stamford Downtown Special Services District (Stamford Downtown) serves as the Business Improvement District for Stamford's central commercial corridor. Stamford Downtown seeks proposals to establish pricing terms and conditions for combined Ambassador and Environmental Maintenance Services for the area defined in the attached map (see map [Schedule D](#)).

The Services are described in the [Scope of Services](#) of this request for proposals but may not be limited to what is asked for in this document. Bidders should submit proposals by [Friday, August 1, 2025, at 4:00pm \(EST\) to Stamford Downtown \(5 Landmark Square, Suite 110 Stamford, CT 06901\)](#). Proposals will become the property of Stamford Downtown. Please direct questions to Michael Little, Director of Public Realm Operations at little@stamford-downtown.com.

1.2 Scope of Services

[Ambassador \(Hospitality\) Program](#)

The Ambassador Service provides a uniformed, unarmed presence within the boundaries of Stamford Downtown. The Ambassadors serve as the *eyes and ears* of local law enforcement while offering a helping hand, giving directions and enhancing the public's experience while in Stamford Downtown. The Stamford Downtown Ambassadors are *walking concierges* providing Downtown-based information and assistance. Specific services will include – but not be limited to:

- Walking Tours
- Bicycle Tours
- Public Relations Checks
- Response to Quality-of-Life Concerns
- After Hours Escorts
- Information Sharing and Reporting.

Each Ambassador will have a well-equipped bicycle. The Ambassadors are linked by radio to help respond to requests quickly and to report incidents requiring police or medical assistance.

The Ambassadors will work with an array of Downtown stakeholders including (but not limited to): businesses, residents, asset managers, private security staff, the Stamford Police, Fire, Emergency Management Services and social service agencies to mitigate problems with panhandling, drug dealing, public intoxication, or any criminal behavior.

It is important to note, the Ambassador Program mission is to provide hospitality and outreach services only and does not serve as a private security service or supplant Federal, State or local law enforcement. On occasion, Stamford Downtown will seek the selected Contractor's (hereafter Contractor) assistance with special projects including – but not limited to – the creation of an inventory of private security and asset management contacts and assist with the refinement

and implementation of a social service outreach program to address aggressive panhandling. This service will operate under any and all weather conditions, seven days per week, 52 weeks annually. Staffing schedule must be flexible to provide additional coverage, during major events, while keeping overtime costs to a minimum. A pool of qualified staff must be available to augment the normal staff on an as needed basis. (See sample schedule [Appendix E](#) for hours of coverage)

[Environmental Maintenance Program](#)

Stamford Downtown provides a daily, environmental maintenance service that cleans refuse from, and documents physical conditions within, the public right-of-way. Stamford Downtown's environmental maintenance program also includes:

- Manual Removal of Litter and Debris
- Weed control
- Mechanical Cleaning
- Handbill Removal
- Graffiti Removal
- Landscaping (as requested) and
- Special Projects (as requested).

The environmental maintenance Ambassadors assist Stamford Downtown's VP of Operations with condition assessments of multiple physical assets including – but not limited to – streetlights, banners, trees and tree beds, plantings and sidewalks. The Ambassadors will administer a sidewalk power-washing program to clear dirt and residue from public sidewalks.

The Ambassadors also clear curb-cuts, hydrants and bus shelters during winter storm events.

The environmental maintenance service will operate under any and all weather conditions and will consist of up to 112 man-hours per week, seven (7) days per week, 52 weeks annually.

[1.3 Agreement](#)

The Contractor will perform the above Services under the terms of an agreement, which establishes terms, pricing and conditions for one (1) year. The agreement will include renewal options for three subsequent years in one-year increments

1.4 Current Hours, Salaries & Benefits

- Stamford Downtown seeks to contract for 320 hours/week for combined Hospitality Ambassador services, Environmental Maintenance services and on-site operations management services.
- Stamford Downtown presumes continued employment of existing employees and reflect increases for existing employees effective upon execution of a new contract.
- All newly hired Ambassadors start at the rate of \$16.85/hour (State of Connecticut Minimum Wage plus \$0.50) which increases to \$17.35/hour after ninety (90) days of acceptable performance and further increases to \$17.85 after one (1) year. Note, Stamford Downtown is seeking proposals that offer wages that are competitive for the Fairfield County labor market.
- Overtime wages are paid at 1.5X but vendor markup is applied to base rate only.
- All vacation pay is the responsibility of the contractor and not Stamford Downtown
- Seven days per week, fifty-two (52) weeks annually under any and all weather conditions.

Schedule of staffing must be flexible:

- a. Regular staff must be available to work additional hours for events, including Stamford Downtown's Placemaking activities (see [Appendix E](#)).
 - b. A pool of qualified staff must be available to augment or cover time off for the regular staff on an as needed basis and to provide additional coverage, during major events.
- In general, the Stamford Downtown requires a starting pay rate which reflects the level of expertise and training necessary for the job and which distinguishes the position from standard building security positions. Pay rates may be advanced upon merit evaluation, indicating satisfactory performance and completion of the required time in assignment. There must be a merit recognition program.
 - The Contractor will assume the cost of providing individual medical insurance coverage for all employees permanently assigned to Stamford Downtown.
 - **Holidays** – The Stamford Downtown will not require services site on New Year's Day, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas. All full-time employees have the above days off with pay if they are regularly scheduled to work. Part time employees scheduled to work on a closed site day will be given the opportunity to make up their hours on any day during the pay periods immediately preceding, during or following the holiday.

1.5 Training

The Contractor will assume responsibility for adequately training all incoming personnel and will provide a written record of all training to Stamford Downtown. The training record shall include the date, time, location, method of training, instructor and examination results, if applicable. The combined service will operate under any and all weather conditions and will consist of up to 360 man-hours per week, Monday through Sunday, fifty-two (52) weeks annually. The Contractor will assist with Downtown and City orientation, image enhancement, quality of life issues and customer service-related issues.

Ambassadors must receive training in the following areas:

- An overview of the role of the patrol, the Stamford Downtown, the City and street grid
- Urban bicycle riding
- Radio communications
- First Aid, CPR certification and use of an AED.
- Sensitivity sessions relating to cultural diversity, mental illness, homelessness and quality of life issues.
- Daily and incident report writing
- Vehicle and individual identification techniques.
- Situation crisis management including disengagement, de-escalation, self-defense and use of force and limitations.
- Human relations, interpersonal communication and voice command
- Victim assistance

1.6 Equipment

The contractor shall provide:

- Support and maintenance of an electronic route verification system.
- A web-based reporting system that may track numeric outcomes of Ambassadors, permit photo documentation and produce reports for Stamford Downtown and the Stamford Downtown Board of Commissioners.
- One (1) smart phone with telephone, data service and GPS tracking capability for each Ambassador per shift (for both Hospitality and Environmental Maintenance Ambassadors).
- Clean, well-maintained uniforms and accessories suitable for all weather conditions. The contractor will ensure all uniform shirts and outerwear will be imprint uniform shirts and outerwear with **Stamford Downtown Ambassador**. Uniform accessories will include but are not limited to:

Polos – Both Short and Long Sleeve

Three (3) Season Jackets

Parkas

Cargo Pants

Caps

Beanies

Belts

Gloves

Face Masks

Raincoats

Bicycle safety helmets and

One set of insulating undergarments. Extreme cold must be considered.

- Six (6) well equipped, quality utility bicycles with regular maintenance agreement, safety accessories and equipment bags.
- Equipment packs including first aid kit, CPR mask, flashlight, etc.
- The Contractor will supply quality two-way radios for communication among staff, Stamford Downtown, emergency services and Citywide services.

1.7 Personnel Qualifications

The personnel provided by the Contractor shall:

- Be personable and capable of interfacing with the public and making good judgments in public relations situations.
- Have been tested and determined to be drug-free at a minimum of 30 days prior to assignment to Stamford Downtown.

- Have demonstrated acceptable personal character, credit and prior work history in a background check conducted by the Contractor.
- Be able to perform duties requiring physical exertion, such as standing, walking or riding a bicycle the entire shift; lifting and carrying objects weighing up to 50 pounds; and climbing stairs.
- The Contractor will advise Stamford Downtown ***concerning the hiring, termination and promotion of all Ambassadors.***

2. Site Conditions

Bidder shall inform itself of all site conditions and factors which will affect the performance of the Services. It must be understood and agreed that all such factors have been properly investigated and considered in the preparation of the proposal. No claims for financial adjustment to the contract awarded for the Services will be permitted where such claims are based on lack of such prior information or its effect on the cost of the Services. See [Appendix D](#) map for Stamford Downtown boundaries.

3. Insurance - Bonds

The successful bidder shall be required to maintain, at its own expense:

- Comprehensive General Liability Insurance with minimum limits of \$2,000,000/4,000,000 per occurrence.
- Excess/Umbrella Liability - \$7,000,000 occurrence/aggregate.
- Workers' compensation – statutory requirements w/ Employer's liability of \$500,000/500,000/500,000.
- Commercial Automobile - \$1,000,000 combined single limit to include owned autos (if applicable) and hired & non-owned autos.
- An Employee Fidelity Bond covering Stamford Downtown in the amount of at least \$100,000 per employee.

The successful bidder shall provide a Waiver of Subrogation in favor of all Additional Insureds.

The successful bidder must provide an endorsement stating this insurance is primary and non-contributory in favor of Stamford Downtown on the Comprehensive General Liability and Umbrella Policies.

Such policies shall name the Stamford Downtown, its employees and agents and the City of Stamford as additional insured and covering Stamford Downtown for damages, claims or injuries arising out of the actions of the contractor, its employees or agents; and contain a provision stating that Stamford Downtown will be notified not less than 30 days in advance of the cancellation of any such policy.

The successful bidder must submit Certificates of Insurance for approval prior to commencement of the working relationship and provide 30 days written notice prior to cancellation or non-renewal in any policy (10 days notice for non-payment of premium).

Coverage must include but not be limited to personal injury including false arrest, bodily injury and property damage. The insurance carrier must be licensed in the State of Connecticut with Bests Guide rating of A by A.M. Best Companies latest financial rating. Certificates of insurance with coverage as outlined above shall be provided to Stamford Downtown prior to the signing of a contract.

4. Proposal Submittal

Bidders must submit three (3) hard copies and one (1) digital file of your proposal to Stamford Downtown no later than [Friday, August 1, 2025, at 4:00PM \(EST\)](#). Proposals shall be sealed and

mailed or delivered to:

Stamford Downtown Special Services District
Five Landmark Square, Suite 110
Stamford, CT 06901
Attention: Michael Little, Director of Public Realm
Operations little@stamford-downtown.com

5. Proposal Content

The proposal shall be sufficiently detailed to demonstrate that the Services described in Scope of Services, will be properly and completely performed by the bidder.

5.1 Proposal Statement

The Proposal Statement, [Appendix A](#), shall be completed, signed, attested and included in the proposal.

5.2 Insurance Questionnaire

The Insurance Questionnaire, [Appendix B](#), shall be completed, signed, and included in the proposal.

5.3 Work Plan

The proposal shall include a plan for performing the services, a start-up timeline, a suggested deployment schedule, and a list of the equipment bidder will supply to perform the services.

5.4 Subcontractors

The proposal shall include a list of any subcontractors that bidder proposes to use in the Services, and their scope of services.

5.5 Company History

A brief history of the company bidding to provide these services.

5.6 Training Procedures

A description of the procedures to be used to train the guides prior to assignment.

5.7 Capabilities

A discussion of the caliber of Ambassadors which the bidder will provide.

5.8 Management Philosophy

Describe the bidder's proposed philosophy of conducting operations and coordinating with Stamford Downtown.

5.9 Bidder's Ability Opinion

What in your opinion sets your company apart from other companies to provide this service?

5.10 Financial Statement

Attach a copy of your company's latest financial statement.

5.11 References

List three persons who have knowledge of bidder's ability to operate a Hospitality and Environmental Maintenance Ambassador service for Stamford Downtown. State name of firm, address, telephone number and name of the person to be contacted.

5.12 Employee Benefits

Describe all employee benefits that the Contractor will include in the administrative fee, which is included in the charge rate. Also describe any employee recognition program and retention strategy.

5.13 Exceptions

Bidder shall specifically list all exceptions and conflicts between its proposal and the contract, including attached appendices, and/or other supplied documents. Failure to do so shall constitute full acceptance by the bidder of such documents. All listed exceptions shall reference the applicable section of the document involved and shall specify in detail how the section should be modified to be acceptable to bidder. Notations or exceptions which make reference

to bidder's descriptive information as a whole or which refer to or insert bidder's terms and conditions will be considered non-responsive and may be subject to rejection.

5.14 Rates

The bid should include a proposed weekly schedule as well as salary rates with corresponding regular time and overtime billing rates. All fees and expenses should be included in the billing rate. (See [Appendix C](#)). Provide a separate billing rate schedule should be submitted additional event staffing (see [Appendix E](#)).

6. Selection Criteria and Procedures

Proposals will be judged upon the qualifications of the bidder, its experience and reputation in the field, its training programs, its applicant screening process, proposed wages, and the proposed hourly charge rate for the services rendered.

7. Interpretation

If bidder is in doubt as to the meaning of any part of this Request For Proposals, it may call Stamford Downtown for an interpretation. It shall be bidder's responsibility to advise Stamford Downtown, before the bid submittal date, of conflicting requirements or omissions of information which require clarification.

8. Nondiscrimination

The Contractor shall not discriminate against any worker, employee, or applicant, or any member of the public because of race, creed, color, religion, sex or national origin, nor otherwise commit an unfair employment practice. The Contractor will take affirmative action to ensure that applicants are employed and that employees are dealt with during employment without regard to their race, creed, color, religion, sex or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or their forms of compensation; and selection for training, including apprenticeship. The Contractor further agrees that this clause will be incorporated in all contracts entered with suppliers of materials or services, and all labor organizations furnishing skilled, unskilled, and union labor, or who may perform any such labor or services in connection with this contract.

9. Award

Stamford Downtown reserves the right to accept or reject any or all the proposals for any reason, to accept other than the lowest bid, or to perform the Services itself.

10. Terms

The term of the agreement shall commence on or about September 1, 2025, and shall terminate on or about August 31, 2026. Either party may terminate and cancel this agreement at any time for any reason by giving to the opposite party sixty (60) days written notice of such intention to terminate and cancel. The notification shall be received by the opposite party via certified mail, at least thirty (30) days prior to the effective date of termination. Termination for cause will not require any prior notification by Stamford Downtown.

The agreement should include renewal options for three subsequent years in one-year increments by way of signed letter of agreement(s) for a term set forth therein. Such letter agreement(s) shall be executed by a duly authorized officer of each respective party and shall specifically state the scope and billing rate of services for the renewal term.

11. Billing Procedure

Contractor shall bill for services monthly. A detailed payroll document indicating each employee's days and hours worked, subtotaled by week shall be submitted in support of each invoice.

Appendix A

PROPOSAL STATEMENT

TO PROVIDE AMBASSADOR,
HOSPITALITY
AND ENVIRONMENTAL MAINTENANCE SERVICES
FOR THE STAMFORD DOWNTOWN SPECIAL SERVICES DISTRICT
(STAMFORD DOWNTOWN)

PROPOSAL OF: _____

- () 1. A corporation incorporated in the State of _____
- () 2. A partnership consisting of _____
- () 3. Other (identify) _____

TO: Stamford Downtown Special Services District (Stamford Downtown)
Five Landmark Square, Suite 110
Stamford, CT 06901

The undersigned Bidder:

1. Declares that the only person or entities interested in this proposal as principal(s) are named herein and that no other person or entity has any interest in this proposal; that this proposal is made without any connection with any other person or entity making a proposal for the same purpose; that the proposal is in all respects fair and is offered in good faith and without collusion or fraud; and that no person in the employ of the Stamford Downtown is or shall become directly or indirectly interested as principal or surety in this proposal or in the proposed Contract, or in the supplies, work, or business to which it relates, or in any portion of the profits thereof.
2. Declares that it is not in arrears upon any debt or contract, that it is not in default, as a contractor, surety, or otherwise, upon any obligation, and that there is no suit or claim pending as to any such arrears or default except as separately stated in this proposal.
3. Declares that it has examined the Site and informed itself fully in regard to all conditions pertaining to the places where the Services are to be performed; that it has examined the form of the Contract and has satisfied itself as to all matters relating to the Services to be performed.
4. Declares that it is properly licensed and has adequate knowledge to perform the Services specified and agrees to provide the warranties and/or guaranties set forth in the Contract. Declares that it possesses the following valid state contractor's license(s):

License Classification(s) & No(s).

Expiration Date (s)

1. Proposes and agrees that if proposal is accepted, it will furnish and do everything required by the Contract, within the time(s) specified, and for the prices stated in this proposal, the prices to include all applicable taxes such as bidder's sales and excise taxes, unless specifically stated otherwise in this proposal.
2. Agrees, if this proposal is accepted, it will execute the Contract for the prices named in this proposal within ten (10) business days from the date when the Contract is ready for bidder's signature.
3. Agrees that, at the time of signing the Contract, it will furnish and deliver any bonds and insurance certificate(s) then required and supply any bonds that may be later required for the account of the Stamford Downtown.
4. Agrees that this proposal shall remain in force until the acceptance of this or some other proposal and the formal execution and delivery of the Contract, but not to exceed one hundred twenty (120) days from the date stipulated for receipt of proposals.

Dated at _____ this _____ day of _____, 2025.

BIDDER:

BY

TITLE

ATTEST:

BY

TITLE

Business Address of Bidder:

Telephone:

Address of principal office:

Telephone:

Appendix B

INSURANCE INFORMATION QUESTIONNAIRE

TO PROVIDE
AMBASSADOR/HOSPITALITY
AND ENVIRONMENTAL MAINTENANCE SERVICES
FOR THE
STAMFORD DOWNTOWN SPECIAL SERVICES DISTRICT
(STAMFORD DOWNTOWN)

Provide the following information for the types of insurance:

A. Worker's Compensation and Employer's Liability:

1. Insurer: _____
2. Current Experience Modification Factor: _____
3. Employer' Liability Limit: _____

B. Comprehensive General Liability:

- | Policy: | Primary | Excess |
|------------------------|---------------------------------------|---------------------------------------|
| 1. Form (check one) | _____ claims made
_____ occurrence | _____ claims made
_____ occurrence |
| 2. Insurer: | _____ | |
| 3. Limits: | _____ | |
| 4. Policy Period: From | _____ To | _____ |

C. Employee Medical

- Policy:
1. Insurer:
 2. Limits:
 3. Describe Plan:

BIDDER _____
BY _____
NAME _____
TITLE _____
DATE SIGNED _____

Appendix C

COMPENSATION AND PAYMENT TO PROVIDE

AMBASSADOR/HOSPITALITY AND ENVIRONMENTAL MAINTENANCE SERVICES FOR THE STAMFORD DOWNTOWN SPECIAL SERVICES DISTRICT (STAMFORD DOWNTOWN)

- I. Billing Rate/Hour -- The rate shall include:
 - A. All costs for salaries and wages, plus all payable additives to cover employee benefits, and allowances for vacation, sick leave, holidays, company portion of employee insurance, social security, and retirement benefits, all payroll taxes, contributions and benefits imposed by any applicable law or regulation and any other direct or indirect payroll related costs; and
 - B. The bidder's administrative fee which shall include but shall not necessarily be limited to, all costs for administrative and management wages and salaries and all payroll additives to cover employee benefits and allowances for vacation, and sick leave; company portion of employee insurance, social security, and retirement benefits; companies portion of payroll taxes; contributions and benefits imposed by any applicable law or administrative fee shall also include but not necessarily be limited to initial training costs; local transportation; subsistence (meals, lodging, and other tools; mobilization and demobilization of equipment; shift differential; and all costs for indirect charges or overhead; insurance to the levels specified, taxes, as well as Bidder's fee or profit.
- II. Overtime --
 - A. Overtime is defined as the hours worked per person in excess of 40 hours per week by specific request of the DSSD and shall be paid at the rates specified in your proposal in a column titled, "Billing Rate/HR,OT."
 - B. In the event, however, overtime is incurred by Bidder due to shift change problems such as "no shows," or "late shows," premium time of such overtime rate shall be paid by Bidder and District will pay only the regular hourly rates specified above, in the column title "District charge Rate/HR."
 - C. Markup will be applied only to the regular portion of the pay rate and not to the overtime portion.
- III. Spending Limit --
 - A. The total compensation authorized and payable to Bidder for complete performance of the Services and all of Bidder's will be fixed upon execution of contract. The DSSD shall not be obliged to compensate or reimburse Bidder for any costs or expenses incurred by Bidder for complete performance of the Services and all of Bidder's other obligations under this contract in excess of this amount, except as specifically authorized by an amendment or change order.
 - B. Bidder shall notify the DSSD at the time five hundred thousand dollars (\$500,000) has been invoiced. Should it be evident that the spending limit will likely be exceeded, said notice shall include the date on which this limit will be reached and shall include the estimated amount by which this spending limit will likely be exceeded and the reason therefor.
- IV. Payment --
 - A. Invoices for the prior monthly period's services shall be submitted to the Stamford Downtown within ten (10) days of the end of the period. Bidder shall provide to the Stamford Downtown all documentation to support invoice documents, to include authenticated time records. Within thirty (30) days of receipt of proper invoice and approval by Stamford Downtown, Stamford Downtown shall pay the invoice amount to the Bidder.

- B. Failure to comply with the invoicing and documentation provisions may result in delay in the payment of invoices.

Appendix D Downtown Map

(Borders of Stamford Downtown in green line)



1 Avon Theatre
A non-profit, community-supported cinema



2 UConn Stamford
A prestigious public research university in a diverse urban campus



3 The Ferguson Library
Stamford's award-winning public library



4 Target
A general merchandise retailer including a grocery department



5 AMC Majestic 6
Six auditoriums showing first-run films



6 The Palace Theatre
The region's premier center for the performing arts



7 AMC Landmark 8
Eight auditoriums showing first-run films



8 Stamford Town Center
A shopping mall that offers a mix of over 100+ retailers, dining, and services



9 Old Town Hall
A Beaux-Arts style building on the National Register of Historic Places



10 Stamford Government Center
Central node of municipal government



11 NBCUniversal's Stamford Studios
Full-service production facility for film/video, television, photography, podcasts, and corporate events



12 Stamford Transportation Center
An intermodal hub serving Metro-North Railroad and Amtrak trains as well as CTran bus and Stamford's intercity bus station

For More Information





STAMFORD DOWNTOWN
STAMFORD-DOWNTOWN.COM

KEY:

- P Parking
- Main Shopping & Dining Areas



Appendix E Special Event Coverage

The following is a sample of major events for 2025 special event coverage needs. This coverage may extend beyond the standard schedule outlined in Appendix E.

Arts & Crafts on Bedford: Saturday, September 20 (7:00am – 8:00pm)

Parade Spectacular: Saturday, November 22 (Noon – 8:00pm) AND
Sunday, November 23 (6:30am – 2:00pm)

Heights & Lights: Sunday, December 7 (Noon – 7:00pm)

Stamford Downtown also administers a variety of tactical urbanist programming – including but not limited to – chess, a busker style music series entitled **Street Beats**, trivia, and Pinots Palette. These events occur 3 – 4 times per week during warm weather months (approximately 75 event days). The Ambassador Team is asked to assist with preparing these events. Preparations may include erecting mobile tents, installing speaker or ensuring adequate power to the site.