



REQUEST FOR PROPOSALS

DOWNTOWN LANDSCAPE SERVICES & DOWNTOWN HANGING BASKETS

City of Hendersonville, North Carolina

Due Date: **April 19.** Time: 2:00 pm

Receipt Location: City of Hendersonville

Downtown Program

125 5th Avenue W,

Hendersonville, NC 28792

Or e-mail

jcarpenter@hvlnc.gov

Facsimile submissions will not be accepted

Contact Person:

Jamie Carpenter

Downtown Manager

828.233.9144

jcarpenter@hvlnc.gov

Section 1 - Program Overview

Background

Downtown Hendersonville consists of two Municipal Service Districts, otherwise known as Business Improvement Districts. One is the Main Street District and the other is the Seventh Avenue District.

The downtown Hendersonville Main Street Municipal Service District was created in 1977 to provide for the installation of the original “serpentine” street design. The original design was refurbished during a multiphase project that was completed in 2013. The design implemented includes landscaped areas throughout. The district consists of 14 city blocks which lie between Seventh Avenue to the north, King Street to the east, Allen Street to the south & Church Street to the west.

The downtown Hendersonville Seventh Avenue Municipal Service District was created in 1994 to provide additional services to the district, including parking and beautification. The district includes street trees and some landscaped areas around the historic Depot, along with street trees along Seventh Avenue. A map of both of the districts is included as **Exhibit A – Main Street and Seventh Avenue Municipal Service Districts**.

The landscaped areas in the downtown Main Street District, which total over 33,000 square feet, consist of the following: thirty-five raised brick planters & forty-one at grade planters along Main Street, the planting buffers adjacent to four City owned public parking lots and the at grade planters that surround City Hall. The landscaped areas in the downtown Seventh Avenue District, which total 1,200 sq.ft, consist of the following: 900 sq.ft. of raised bed @ the Depot and 30 at grade tree pits.

Each year the city additionally contracts with an outside entity to put together 192 baskets for the Main Street MSD, 61 baskets for the Seventh Avenue. In the past the baskets have then been watered over their lifespan by city staff.

Goal & Service Level for Landscaping

The vision for landscape services within the districts is to provide vibrant, well maintained landscaped areas which contribute to the pedestrian experience in the district. Safety, cleanliness and attractively maintained landscape features are a top priority.

This RFP is intended to help us identify a working partner to maintain our existing service levels while also working with the City’s Downtown program to move towards a more perennially driven landscape program. In doing so we wish to prioritize drought tolerance and native species as appropriate while continuing to consider our longstanding commitment to aesthetic and seasonal appeal.

This focus will primarily be related to our raised beds along Main Street and at grade planters surrounding City Hall, as they are the recipients of the rotations of annuals each year. In addition, we wish to look closely at the planting design within the raised beds with an eye on providing the highest impact to the pedestrian side of the planter. While the attractiveness of every side of the planter is important, the side facing towards the roadway should be the less intensively maintained as a general rule.

Work on the at grade planters along Main and all the beds in the Seventh Avenue district will be more heavily focused on maintaining existing plant health with targeted additions of perennials where appropriate.

Additional beds that need maintenance (added in 2022 RFP) include: two 4 ft x 5 ft raised planter beds at City Hall on 5th Avenue which include Holly trees which need periodic maintenance. Starting in 2023, additional beds will be in place at the newly constructed parking garage at the corner of Main Street and Church Street, this will include shrubs. Plans are added as additional attachments to this document.

Goal and Service Level for Hanging Baskets

There are currently 96 basket poles throughout the Main Street District. There are 28 poles located along Seventh Avenue. Each location hosts two hanging baskets (248 baskets total)

The work associated with the hanging baskets includes the design and plant selection for each basket, the planting and pre-growing of the baskets so that they are established by early spring prior to installation, the installation of the baskets on the poles in the spring in the two MSD districts, the removal of those baskets in late October (or at the first frost, whichever arrives first) and the weekly watering of the baskets in the interim.

Section 2 – Submission Details

Timeline

Advertisement – **April 8, 2022.**

Proposals due by – **Tuesday, April 19, 2022 at 2 PM** and should be submitted to the City of Hendersonville Community Development Downtown Division following guidelines specified herein. Proposals received after this time will not be considered.

Question & Answer Period – Contractors are invited to make inquiries to get a complete understanding of the required services. All inquiries must be submitted via email to jcarpenter@hvlnc.gov by the close of business on **Thursday, April 14, 2022**. All questions and associated answers will be provided to all interested bidders on Friday, April 15.

Proposals will be immediately evaluated after the proposal due date. During this time, we may require additional interviews at our Operations Center with our evaluation team.

Contractor Selection – Will occur via public hearing in **May, 2022. Official date to be announced.**

Contract Negotiation – Will begin immediately after the successful candidate is selected. The contract service date will begin **July 1st, 2022.**

General Qualifications

This is a Fee-for-Service agreement proposal request, as such the City of Hendersonville will not dictate the number of staff nor types of equipment required. The City is seeking a Contractor that desires to

operate as an integral part of the Downtown team, providing comprehensive, measurable, high impact services, in a creative and flexible manner that meets the needs of the District and community at large.

The contract will be renewed for up to 5 years pursuant to N.C.G.S. § 160A-536

The desirable contractor will have demonstrated experience in the following areas:

- ≈ Track record of providing landscape maintenance services to municipal and/or commercial clients.
- ≈ Experience working with local government.
- ≈ Demonstrates continuous improvement attitude.

Proposal Guidelines

The proposal should include the following sections:

Cost Spreadsheet: Complete the attached spreadsheet, **Exhibit B – Cost Spreadsheet**. The original document can be downloaded at www.hvlnc.gov/.

This document is intended to provide a baseline estimate of costs associated with maintaining specified areas of landscape in the manner outlined in the Section 3 – Duties & Level of Service. Should it be determined in the course of contract negotiation that there are variations in the total square footage listed, the estimated costs provided by the contractor will guide contract negotiations.

Note that the “Planting Costs – Annuals” section of the spreadsheet is designed to give us costs for the required annual plantings for the at grade and City Hall planters. Please provide average costs per planting in your square footage numbers. We recognize that different plantings may be more expensive depending on the time of year. We are looking to understand the annual square footage costs.

Note that the “Planting Costs – Perennials” section of the spreadsheet is designed to give us a general sense of cost associated with replacing perennials as needed and for the addition of perennials in targeted locations.

Narrative: Detail your experience in commercial or municipal landscape maintenance. Provide examples which support the idea that you have the ability to accomplish the duties and achieve the level of service outlined in “Section 3 - Duties and Level of Service.”

Outline management team members, their experience and their proposed roles in managing the service provided.

Outline, in brief, how your team would approach managing this project to achieve the duties and level of service required. Outline your annual approach, giving a timeline that gives insight into what your team would be doing in terms of management, materials ordering, installation, maintenance, etc. over the course of a year.

Plant List & Proposed Bed Design: Include a plant list of the types of plants you plan to use, which are reflective of the pricing you’ve provided in the Cost Spreadsheet. Break down your plant lists as follows:

- 1) Spring Annuals
- 2) Late Summer Annuals

- 3) Winter Annuals
- 4) Flowering, Leafy Perennials
- 5) Perennial Grasses
- 6) Perennial Shrubs (denote evergreen perennials)

In addition provide a generic planting bed design reflective of how your company would service and maintain a typical raised bed over the course of the year. Include in this design proposed planting areas, timing of plantings and other information that will give the Downtown Program a clear vision of your team's approach to maintaining this feature of the district. See **Exhibit C – Typical Layout** for an example of a typical bed layout currently.

Hanging Baskets Submittal

- ≈ **Please provide a line item cost overview for baskets.**
- ≈ Include a per unit cost for the Main Street District Baskets.
 - Include plant cost (typ.), soil cost, soil amendment cost, replacement liner cost & any miscellaneous materials costs.
 - Include costs for basket starting.
- ≈ Include a per unit cost for the Seventh Avenue District Baskets.
 - Include plant cost (typ.), soil cost, soil amendment cost & any miscellaneous materials costs.
 - Include costs for basket starting.
- ≈ Include installation cost for hanging the Main Street District Baskets.
 - Note equipment rentals needed, if any.
- ≈ Include installation cost for hanging the Seventh Avenue District Baskets.
 - Note equipment rentals needed, if any.
- ≈ Include a proposed species planting list & proposed basket make-up. This simply needs to be descriptive.
- ≈ Finally, include overall project costs with any costs not included above highlighted and identified.

Submittal – Basket Watering – City of Hendersonville Public Works typically water baskets, however we would like to determine feasibility of contractor providing this service.

- ≈ **Please provide a line item cost overview for watering.**
- ≈ Include estimated man hours (weekly) and hourly rate.
- ≈ Include equipment used and operating expense (weekly)
- ≈ Note and price separately any proposed equipment rentals.
- ≈ Include overall project cost to water for 6 month timeframe with any costs not included above highlighted and identified.

Submittal – Table Cleaning & Organization – City of Hendersonville Public Works typically water baskets, however we would like to determine feasibility of contractor providing this service.

- ≈ **Please provide a line item cost overview on twice weekly downtown furniture reorganization and cleaning**

Submittal Notes

- ≈ We have included a Project Cost worksheet as appendix B.
- ≈ This worksheet is available in digital format (Microsoft Excel) for your use by contacting Jamie Carpenter, Downtown Manager at jcarpenter@hvlnc.gov.
- ≈ **We request that your line item project costs be submitted in this form, along with the other submittal elements requested above.**

Proposal Evaluation Criteria

The contract will be awarded to the contractor best suited to achieve the needs of the service district based on the criteria stated.

Ref #	Criteria
1	ANNUAL COST & FEE QUOTATION
1a	Completes typical costs spreadsheet (Exhibit C) in addition to any needed supporting documents.
1b	Delineates a cost effective approach to achieving outlined service levels as described in Section 3 – Duties and Level of Service.
1c	Company's fee is acceptable for the project.

2	PROPOSAL RESPONSE
2a	Narrative displays an understanding of the comprehensive approach required to achieve the level of service outlined in Section 3.
2b	Plant list and proposed design approach is creative and reflects an understanding of the combined goals of moving toward a more perennially driven drought tolerant landscape, while continuing to prioritize aesthetic and seasonal appeal.
2c	Narrative outlines key personnel assigned to the project, their applicable skills and their availability to work on the project.
2d	Personnel are capable of delivering quality reports that support project oversight and assist in telling the story of the project.

3	CONTRACTOR EXPERIENCE
3a	Company demonstrates a track record of performance, quality and integrity in landscape maintenance as evidenced by experience with other municipal and/or commercial clients.

3b	Company demonstrates a track record of flexibility and creativity in responding to diverse planting and maintenance needs.
3c	Company demonstrates a continuous improvement approach to landscape maintenance, forwarding alterations, enhancements and efficiencies to clients as identified during regular maintenance.

Section 3 – Duties & Level of Service

Duties – Raised Planter & City Hall Planter Maintenance

- ≈ Maintain and keep the planters clean and free of debris and trash.
- ≈ Maintain plantings to promote sidewalk visibility, plant health and aesthetic variety.
- ≈ Work with Program Director to prepare a conceptual plan (see Exhibit B), which reduces the overall area dedicated to annual plantings throughout the district, focusing on pedestrian side plantings and a stronger mix of perennials to deliver aesthetic appeal.
- ≈ Develop corresponding plant list for new perennial additions, examples might include, native azaleas, iris', peonies, hostas, etc.
- ≈ Water, as needed, plantings.
- ≈ Guarantee all new plantings for twelve months or annual lifespan as applies.
- ≈ Remove and replace any plantings which have become unacceptable to either the Project Director or Contractor.
- ≈ Contractor's guarantee shall cover replacement without additional cost to the City of all damaged or diseased plants regardless of the cause, including without limitation from acts of God, vandalism or incidental damage occasioned by parades, festivals, etc.
- ≈ Rotate annuals three times a year in spring, late summer and winter, plant at a maximum spacing of 10" O.C.
- ≈ Include bulbs (tulips) in annual planting plan for spring color.
- ≈ Note: Trees are maintained by a certified arborist & are not part of this Maintenance RFP.

Duties – At Grade Planter Maintenance

- ≈ Maintain and keep planters clean and free of debris and trash.
- ≈ Maintain perennial plantings to promote sidewalk visibility, plant health and aesthetic variety.
- ≈ Guarantee all new plantings for twelve months.
- ≈ Remove and replace any plantings which have become unacceptable to either the Project Director or Contractor.
- ≈ Contractor's guarantee shall cover replacement without cost to the City of all damaged or diseased plants regardless of the cause, including without limitation from acts of God, vandalism or incidental damage occasioned by parades, festivals, etc.
- ≈ Note: Trees are maintained by a certified arborist & are not part of this Maintenance RFP.

Duties – Annual Mulch Application

- ≈ Annually apply a finely ground pine mulch (such as Nature's Helper or equal) to all raised planter beds along Main Street & at-grade planters at City Hall. This should occur once a year following the planting of the spring rotation of annuals. This mulch application should take place before May 15th.
- ≈ Mulch all at grade planters along Main Street twice a year. Use either double ground aged hardwood or pine mulch.
- ≈ Mulch at grade planters in City Owned parking lots in the Main Street District and in the Seventh Avenue district once a year. Use either double ground aged hardwood or pine mulch.

- ≈ Once annual mulch applications should take place April 15th to May 15th.
- ≈ Twice annual applications should take place between April 15th to May 15th and the Second Week of November.
- ≈ Variation to the application schedule is permissible upon discussion with Program Director.
- ≈ Remove old mulch to 2 inches below sidewalk level prior to replacement.

Duties – Activity Monitoring and Reporting

- ≈ Provide Project Director with a quarterly Activity Report
 - Identify # of staff and hours worked
 - Identify hours worked by category of work, i.e. on Maintenance, New Plantings, Mulching, Watering, etc.
- ≈ Report graffiti, unsafe conditions and street/pedestrian light outages or damaged amenities to the City of Hendersonville. Note any trouble spots in the beds or areas in general that need review by Project Director.

Duties – General Responsibilities

- ≈ Work with the Project Director to obtain branded “Downtown Hendersonville” hi-vis vests for staff to use while performing tasks related to this project.
- ≈ Avoid materials or methods that could damage or deteriorate exterior surfaces. In the event that any damage occurs, assume liability, correct the damage as feasible and notify the City of Hendersonville of the incident.
- ≈ Maintain best safety practices for staff and pedestrians according to work in progress. Supply and use temporary barriers or cones when necessary.

Level of Service – Hanging Baskets

- ≈ Prepare a total of 255 baskets.
- ≈ The 192 baskets prepared for Main Street and 7 prepared for the pool and mini-golf course are in standard coconut weave basket hangers. The city currently has the metal frames, liners will need to be replaced. **The city owns 5 23” H2O Labor Saving Hanging Baskets that shall replace the metal frame/liners at a location to be determined by contractor.**
- ≈ **The 61 baskets for Seventh Avenue are planted in 23” H2O Labor Saving Hanging Baskets. The city currently has these baskets and associated inserts. 5 baskets will be placed on the Depot.**
- ≈ Each basket should have a minimum of three plant species.
- ≈ There should be, at a minimum, three basket varieties. I.e. three different combinations of plants provided equally in each district. For example in Main Street, where there is a total of 192 baskets, you would have 66 baskets with species A, B & C, 66 Baskets with species C, D & E and 60 baskets with species D, F & A.
- ≈ Species should be chosen for durability, drought tolerance, visual interest (both alone and in combination with the other species in the basket) and longevity of interest and vibrancy.
- ≈ Baskets should be planted using a quality soil designed for use in planters. It should reflect a good mixture of loamy topsoil and organic materials.
- ≈ Baskets should be planted using a water retaining soil amendment to promote water retention.

- ≈ Baskets must be prepared and grown prior to installation on Main Street. Plant maturity should be, at least, one month at time of installation. The City is unable to provide a location for this, contractor must provide the needed space and protection for the baskets to reach this level of maturity.
- ≈ Install baskets on Hangers in districts.
- ≈ Assure that installation is consistent. Maintain consistency in chain length and height: chain length shall be no more than 18" and height from sidewalk shall not be less than 7'.
- ≈ Remove baskets and dispose of plant materials in late October.
- ≈ Review condition of all existing baskets, inform City staff of any needed replacements.
- ≈ Prepare basket materials for storage and deliver to city directed storage facility.
- ≈ Regular fertilizer application (monthly)

Level of Service –Basket Watering – Please provide a line item expense for basket watering.

- ≈ Water a total of 253 baskets from installation to removal, a total of 6 months.
- ≈ Water outside of downtown business hours, preferred timeslot is early morning between 6:00 am and 8:00 am.
- ≈ Water each basket, at least, three times a week.
- ≈ City will provide no cost water source at our Public Works facility on Williams Street.

Level of Service – Cleaning Furniture.

- ≈ Twice weekly downtown furniture reorganization and cleaning/wiping down city owned furniture

Existing Service Level

Downtown Hendersonville's landscape service program has been focused on three seasonal annual plantings with one each for spring, late summer and winter. This effort to rotate plantings has been focused on the thirty-five raised planters distributed throughout the district representing approximately 5,700 square feet of planters in the district. An additional approximately 1,000 square feet of at grade planters at City Hall have also received this more intensive seasonal rotation of annuals. The at grade planters along Main and around the city's parking lots are dominated by a mix of shrubs and ornamental trees and represent the other approximately 27,000 + square feet of planters.

The raised planters on Main Street typically consist of the following; a central tree, some amount (often a mixed variety) of perennials immediately around the base of the tree and a swath of annuals which are planted around the edge of the beds. The areas dedicated to annuals are rotated. A conceptual diagram showing the existing "typical" bed arrangement is attached as **Exhibit B – Main Street Raised Bed; Typ.** As you can see from this image, it is not the entirety of the 5,700 square feet of raised planters that receive the annuals, but a percentage of each bed.

The raised bed planters and at grade planters at City Hall are mulched in the spring after that season's planting. The at-grade planters have been mulched four times a year. As noted earlier the total square footage of raised beds is approximately 5,700 sq.ft. and the total square footage of at grade planters on Main Street is approximately 13,500 sq.ft. The other at-grade planters throughout the districts, i.e. in the city owned parking lots, along Seventh Avenue, etc. are mulched once annually. The total square footage in these beds is approximately 14,500 sq. ft.(need to add Seventh Avenue)

With this RFP, the City of Hendersonville is seeking proposals from (Contractors) for Landscape & Services to commence operations on July 1st, 2022 for the areas known as the Main Street and Seventh Avenue Municipal Service Districts, identified in **Exhibit A**.

Elevated Levels of Service

This section identifies the specific areas in the district that will require increased attention and efforts to maintain them to the level of service our community has come to expect.

Mid-Block Bosque's

Located in the 300, 400 & 500 north blocks of the districts these visitor friendly areas include outdoor seating with movable tables and chairs alongside a tree canopy.

- ≈ Perform custodial maintenance to tables and chairs by removing liter, debris, discarded food stuffs and other foreign objects and repositioning tables and chairs within the Bosque. Tasks to be performed weekly on Monday mornings.
- ≈ Perform custodial maintenance to tree pits by removing liter debris, discarded food stuffs and other foreign objects on a monthly basis.
- ≈ Monitor and report any damage to tables and chairs or tree wells.

City Hall – At Grade Planters

There are, as noted earlier, approximately 1,000 square feet of at grade planters at City Hall are treated in much the same fashion as the raised planters on Main Street. We wish to apply a similar strategy outlined for the raised planters on Main Street to this group of at grade planters around City Hall.

- ≈ See "Duties – Raised Planter Maintenance"