



City of Santa Ana
20 Civic Center Plaza, Santa Ana, CA 92701
Staff Report
February 21, 2023

TOPIC: Agreement with DTSA Services Downtown Santa Ana Clean & Safe Program

AGENDA TITLE:

Agreement with DTSA Services for Downtown Santa Ana Clean & Safe Program

RECOMMENDED ACTION

Authorize the City Manager to execute an agreement with DTSA Services for the Downtown Santa Ana Clean & Safe Program, for a total agreement amount not to exceed \$5,098,307, which includes a 10-percent contingency, for a three-year term beginning March 1, 2023 and expiring February 29, 2026 with an option for one two-year extension, subject to non-substantive changes approved by the City Manager and City Attorney.

DISCUSSION

Downtown Santa Ana is the urban center, county seat, and heart of Orange County. With its rich culture and history, it is the perfect environment for retail, restaurants, and an attractive destination for regional visitors and local residents. Downtown Santa Ana is home to over 600 businesses, approximately 3,000 residents, over 90 historic properties, and over 1,000 visitors daily. An integral part of offering a desirable Downtown to guests, residents, and businesses is by ensuring that the area is clean and safe. Due to the combination of increased businesses, residents, and visitors in the historic area, there is a greater need to require cleaning, maintenance, and special event adaptations.

Due to the recent disestablishment of the Business Improvement District, the City terminated the agreement with Downtown Inc. for Clean and Safe services. On December 7, 2022, in response to the continued need for clean and safe services, the Community Development Agency released a Request for Proposals (RFP) for clean and safe services in the downtown (Exhibit 1). The procurement and terms of the agreement were guided by the City's Purchasing Division and emulated the same process followed by both Parks and Recreation and Public Works Agency for their past maintenance contracts.

Requirements of the RFP included: litter maintenance, special events clean-up, power washing, daily cleaning of City infrastructure (bollards, light posts, benches), cleaning

and maintenance of parklets, alley cleaning, bus stop cleaning, street closure equipment set-up and breakdown, and security guard procurement and oversight. Seven proposals were received in response to the RFP. The proposals were evaluated by a rating committee comprised of five representatives from the following departments: Public Works, Community Development, and Parks and Recreation. The evaluations were based on several criteria including: responsiveness to RFP, experience of firm and personnel, reasonableness of cost, bonus points for experience in Santa Ana, and references. The maximum score was 110 points. Table 1 below provides the ranking of each proposal.

Table 1		
Rank	Proposer	Scores
1	DTSA Services	103
2	Superior Property Services, Inc.	88
3	Swayzer Corporation	87
4	Universal Building Maintenance, LLC	84
5	DMS Facility Services	81
6	Priority Building Services, LLC	72
7	Citiguard Inc.	25

The evaluation committee determined that DTSA Services was the top proposer and received the highest overall ranking as a result of their proposal and oral interview/presentation.

DTSA Services presented the best and most qualified proposal and diligently addressed their proposed operations, staffing plan, equipment, and ambassadors program. DTSA Services also provided several valuable suggestions to accommodate the growing needs of Downtown Santa Ana and had a reasonable cost for the services. DTSA Services has been in business since 2014 and have in-depth familiarity with Downtown Santa Ana as they were the current provider of clean and safe services for the downtown since 2015.

Some highlights of the value-added service with DTSA Services include: a) an office in Downtown Santa Ana, b) secured storage for equipment within Downtown, c) provide a 5-minute response time for businesses, d) serve as visitor ambassadors, and e) have a competent staff that live in Santa Ana. DTSA Services focuses on customer service and will enhance cleaning services to include power washing, maintenance, and overall pleasant experience for all visitors (Exhibit 2).

FISCAL IMPACT

The current fiscal year funding is available in the FY 2022-23 budget and future fiscal year funding will be included in the proposed budgets for City Council consideration.

Agreement with DTSA Services Downtown Santa Ana Clean & Safe Program

February 21, 2023

Page 3

Fiscal Year	Accounting Unit-Account #	Fund Description	Accounting Unit, Account Description	Amount
FY 22-23 (Mar-Jun)	02718133-62300	Downtown Enhancement	Downtown Enhancements Contract Services	\$182,671
ARPA FY 22-23 (Mar-Jun)	18118013-62300	Revive Santa Ana Program	Revive Santa Ana Program	\$71,429
FY 23-24 (Jul-Jun)	02718133-62300	Downtown Enhancement	Downtown Enhancements Contract Services	\$629,249
ARPA FY 23-24 (Jul-Jun)	18118013-62300	Revive Santa Ana Program	Revive Santa Ana Program	\$214,286
FY 24-25 (Jul-Jun)	02718133-62300	Downtown Enhancement	Downtown Enhancements Contract Services	\$808,486
ARPA FY 24-25 (Jul-Jun)	18118013-62300	Revive Santa Ana Program	Revive Santa Ana Program	\$214,286
FY 25-26 (Jul-Jun)	02718133-62300	Downtown Enhancement	Downtown Enhancements Contract Services	\$1,073,910
FY 26-27 (Jul-Jun)	02718133-62300	Downtown Enhancement	Downtown Enhancements Contract Services	\$1,127,606
FY 27-28 (Jul-Feb)	02718133-62300	Downtown Enhancement	Downtown Enhancements Contract Services	\$776,384
Total				\$5,098,307

EXHIBIT(S)

1. Request For Proposal
2. Agreement

Submitted By: Michael L. Garcia, Executive Director of Community Development

Approved By: Kristine Ridge, City Manager