

# CITY OF **RIVERSIDE**

REQUEST FOR PROPOSALS  
FOR SERVICES

RFP 2557 - On-Call Homeless  
Encampment Clean Up Services



## Overview

### Summary

The City of Riverside ("City") is seeking a qualified entities ("Company") to provide on-call homeless encampment clean-up services.

Proposals are requested from Companies that have a demonstrated ability to perform the tasks identified in this Request for Proposal ("RFP").

### Issued By

The City of Riverside  
Finance-Purchasing Division

### Issued For

Housing and Human Services Department  
3900 Main Street  
Riverside, California 92522

### Key Dates

Event	Date & Time
Questions Due	06/30/2026, Before 2:00pm PST
<b>Proposals Due</b>	<b>07/16/2026, Before 2:00pm PST</b>

*The City reserves the right to modify these dates at any time, with appropriate notice to prospective Companies.*

### Official Contact

Angela Kilgo

All communication with the City related to this RFP must be directed to the contact listed above.

## Proposer Checklist

Proposers are encouraged to use this table as a checklist to ensure all components are included in their Proposal.

PROPOSAL REQUIREMENTS	
<input type="checkbox"/> Narrative Proposal	Complete Exhibit "G" containing: <ul style="list-style-type: none"> <li>• Company Information</li> <li>• Company Personnel</li> <li>• Subcontractor Confirmation</li> <li>• Disclosures</li> <li>• Narrative Questions               <ul style="list-style-type: none"> <li>○ Qualifications and Experience</li> <li>○ Approach and Methodology</li> <li>○ Professional References</li> </ul> </li> </ul>
<input type="checkbox"/> Cost Proposal	<ul style="list-style-type: none"> <li>• Complete Exhibit "F" – Cost Summary</li> </ul>
<input type="checkbox"/> Minimum Requirement for Eligibility	<ul style="list-style-type: none"> <li>• Three (3) years minimum years of experience</li> <li>• HAZ Certification</li> </ul>
ITEMS TO SUBMIT IN PLANETBIDS	
<input type="checkbox"/> Confirm contact information and vendor profile is up to date	
<input type="checkbox"/> Register as a "Prospective Bidder" for this opportunity	
<input type="checkbox"/> Upload Exhibit F - Cost Summary as the Cost File	
<input type="checkbox"/> Upload completed Exhibit "G" – Narrative Proposal as the Response File	
<input type="checkbox"/> Enter required license and registration numbers, if applicable	
<input type="checkbox"/> Enter subcontractors (including license and DIR numbers), if applicable	
<input type="checkbox"/> Addenda acknowledgement, if applicable	
AWARD ITEMS   Upon award, Company will be required to submit the following or verify an existing version on file with the City is correct. We encourage you to note these requirements now to expedite processing.	
<input type="checkbox"/> City of Riverside Vendor ID	
<input type="checkbox"/> IRS W-9 Form	
<input type="checkbox"/> City of Riverside Business License	
<input type="checkbox"/> Required Certificates of Insurance	



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# 1. The Opportunity

## 1.1 Project Summary

The City of Riverside ("City") is seeking qualified entities or individuals ("Companies") to enter an Agreement establishing a list of Companies ("Contractors") to provide on-call homeless encampment clean up services throughout the City of Riverside ("Services"). The City anticipates selecting up to five (5) Companies to perform the Services on an as-needed basis in all three categories of Standard Homeless Encampment Clean-up, Emergency Homeless Encampment Clean-Up, and Hazardous Encampment Clean-up throughout the City. Individual Contractors may receive requests for homeless encampment clean up services up to (20) twenty or more locations during a typical fiscal Service period.

Companies shall provide the services as identified in Exhibit A, Scope of Services, attached hereto and incorporated herein.

## 1.2 Background

**Needs Statement:** The City of Riverside aims to improve the quality of life through ensuring timely removal of homeless encampments in the Public Right of Way in alignment with Riverside Municipal Code Chapter 9.11.

**Department Background:** The Housing and Human Services Department is responsible for managing the operations of the Public Safety Engagement Team (PSET), a dedicated team consisting of Code Enforcement Officers, Outreach Workers, and Police Officers that engage with and provide resources to homeless individuals located in encampments on public property. The PSET team work alongside contracted service professionals to assist with the removal of debris from the Public Right of Way.

**Project Background:** The PSET team successfully removed approximately 497 tons of debris associated with encampments located in the Public Right of Way during the period of January 2025 through December 2025. During the calendar year of 2025, PSET mitigated an average of 667 sites a month resulting in anticipated monthly service level of 133 site abatements per vendor during the contract period.

In an effort to enhance encampment response, the City entered into agreements with the Riverside County Flood Control and Caltrans to remove encampments located on the agency's property. Current response time to encampment clean-up efforts result in abatement efforts taking place within a 24-hour period and on the rare occasion, a three-hour window.

The Contractors shall provide all equipment, supplies, insurance, training and personnel for the services as described in Exhibit A – Scope of Services. Riverside has 81.5 square miles with a population of 327,728 and is the County seat of Riverside County. The selected contractors will work alongside the Public Safety Engagement Team.

### 1.3 Goals

The City's goal is to provide balance between maintaining the City's quality of life for businesses and residents and access to the resources that individuals experiencing homelessness need. The clean-up team will be part of a holistic approach to homeless services with contractors working alongside the PSET team which includes a team of police officers, code enforcement, and outreach workers.

### 1.4 Scope of Services

**Description of Services:** The City of Riverside is soliciting proposals to engage qualified contractors to provide homeless encampment site clean-up within City limits within or near waterways, parks, and public spaces to protect the environment and safe use of public areas. The selected Companies shall provide the services required in Exhibit A, Scope of Services.

The Public Safety Engagement Team operates daily with services rendered seven days a week.

#### Exhibits:

Exhibits
Exhibit "A" – Scope of Services
Exhibit "B" - Public Safety Engagement Team Encampment Response Procedure
Exhibit "C" – Sample Transient Report
Exhibit "D" – Sample After Action Report
Exhibit "E" – Sample Services Agreement
Exhibit "F" – Cost Summary
Exhibit "G" – Narrative Proposal

### 1.5 Contract Management

As part of the City's commitment to improved outcomes, the City seeks to actively and regularly collaborate with the selected Company to enhance contract management, improve results, and adjust service delivery based on learning what works.

**Communication and Reporting:** Contractor shall submit invoices, photos, and any supporting documents by email no less than 30-days after services have been rendered. Invoices and supporting documents will be reviewed for accuracy and timeliness monthly. Contractor shall submit any invoice corrections or amendments no less than five business days of request.

**Vendor Performance Evaluation:** If the Scope of Services for this RFP falls under the projects included in the Vendor Performance Plan Procedures in the [Administrative Manual, section 07.021.00](#), the City will document the vendor's performance by completing a Vendor Performance Evaluation Form at the end of the Agreement term. Performance evaluations may be used in the evaluation of the Company for future business opportunities with the City. The City Council may disbar vendors with 1 or more overall performances under 50% from bidding for a minimum of 1 year based on unsatisfactory performance evaluations when concerns over poor performance or non-compliance have been communicated to the vendor during the Agreement term, but not adequate or sufficient corrective measures have been implemented. The City Council may also debar a Contractor if the City finds, in its discretion, that the Contractor has or is engaged in egregious and unprofessional acts against the City.

## 1.6 Term

The initial term of the Agreement shall be for **two (2)** years upon City execution of the Agreement with an option to extend for **three (3)** additional one-year terms not to exceed five (5) year's total based upon acceptable performance by the Company, acceptable fees and subject to the same terms and conditions of the Agreement.

Pricing is to remain firm for the initial Agreement term. Should the option to renew for additional years be exercised, City and Company may negotiate any and all price modifications.

## 1.7 Payment

The contractor will provide documentation of employee hours, subcontract costs, equipment and material costs and disposal costs to the City including reports required by partner agencies such as Cal-trans & Flood Control. All invoices are to be submitted no later than 30 days after the work has been completed.

# 2. Evaluation & Selection

## 2.1 Minimum Qualifications

Proposals will only be considered from Companies that meet the following

## prerequisites:

- Have at least three (3) years of experience, within the past [five] (5) years under the same legally registered business name, in providing services of a similar type and scope as described in the Scope of Services.
- Have obtained and verified Hazardous Substances Removal Certification issued by the Contractor State License Board.
- Have not filed for bankruptcy under any business name over the past five (5) years.
- If applicable, Company and/or its key personnel, shall hold an appropriate license for the Company's discipline and the Scope of Services on the date the Proposal is submitted.
- No contractor or subcontractor may be listed on a bid proposal for a public works project (submitted on or after March 1, 2015) unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5 [with limited exceptions from this requirement for bid purposes only under Labor Code section 1771.1(a)].
- No contractor or subcontractor may be awarded a contract for public work on a public works project (awarded on or after April 1, 2015) unless registered with the Department of Industrial Relations pursuant to Labor Code section 1725.5.
- This project is subject to compliance monitoring and enforcement by the Department of Industrial Relations.
- Registration can be accomplished through the DIR website by using this link: <http://www.dir.ca.gov/Public-Works/PublicWorks.html>
- If Professional Services: Have passing quality of work previously performed by the Company for the City, per the Administrative Manual, section 02.004.00. Proposers may be deemed non-responsive if they have received a performance rating below 50% on a previous Vendor Performance Evaluation conducted per the Administrative Manual, section 07.021.00.

## 2.2 Evaluation Criteria

Proposals meeting the minimum qualifications shall be consistently evaluated based upon the following criteria:

Criteria	Weight
1. Qualifications and Experience (Projects of similar size and scope)	35%
2. Approach and Methodology	35%
3. Professional References	10%
4. Pricing	20%



## 2.3 Interviews

The City may interview or request demonstrations from none, one, some, or all Proposers. If needed, interviews will be scheduled on the date listed in the Schedule of Events table in Section 3.1 of this RFP.

## 2.4 Selection

The City anticipates selecting up to five (5) Companies to perform the Scope of Services. The City intends to select the Companies that offers the best value to the City based on the criteria outlined above.

Following the evaluation, the selected Company shall then enter into exclusive negotiations with the City to formalize the Scope of Service and Compensation. If the City is unable to obtain a fair and reasonable price or cannot reach agreement regarding the terms for the Scope of Services, then the City will end negotiations with that Company and begin negotiations with the next Company which best meets the needs of the City, and so on until the City and a Company reach agreement.

# 3. Proposal Instructions & Content

## 3.1 Schedule of Events

It is the goal of the City to select and retain a Company by September 1, 2026. In preparation for that action, the following **tentative** schedule of events has been prepared:

Event	Date & Time	Additional Information
Request for Proposals Released	06/17/2026	
Final Questions Due	06/30/2026, Prior to 2:00pm PST	Submit all inquiries via "Q&A" through PlanetBids. More information is provided in Section 3.4 of this RFP.
Responses to Questions Released	07/07/2026 By end of day	Responses to the questions will be posted on the RFP's page in PlanetBids.
<b>Proposals Due</b>	<b>07/16/2026, Prior to 2:00pm PST</b>	<b>Proposals should be submitted electronically via PlanetBids. More information is provided in Section 3.5 of this RFP.</b>
Interviews, If Needed	TBD	More information is provided in Section 2.3 of this RFP.
Notification of	TBD	Intent to Award decision will be

Meeting to Consider Awarding Agreement		
Proposer Debrief	After Agreement Execution	Any Proposers are able to request a debrief with the City to provide constructive feedback to equip them with information to effectively meet the City's needs and be successful in future proposals.

### 3.2 Narrative Proposal

The Company shall submit a Narrative Proposal to demonstrate their qualifications and approach for fulfilling the goals and requirements of the RFP. The Narrative Proposal to be thoroughly completed and submitted is attached as Exhibit "H".

An editable version of the Narrative Proposal has been posted with the RFP materials on PlanetBids. The Company should download the Narrative Proposal document from PlanetBids, complete them and upload a completed version to the Response File on PlanetBids.

The Narrative Proposal contains the following sections:

- Company Information
- Company Personnel
- Subcontractor Confirmation
- Disclosures
- Narrative Questions
  - Qualifications and Experience
  - Approach and Methodology
  - Professional References

### 3.3 Cost Proposal

The Company's dollar bid amount for providing the services outlined in the Scope of Services shall be entered into PlanetBids following the format and breakdown requested in PlanetBids. The requested format is as follows:

- Site Clean-Up Mobilization (per occurrence)
- Labor Rate – Standard Prevailing Wage (hourly)
- Labor Rate – Overtime Prevailing Wage (hourly)
- Biohazard Technician – Standard (hourly)
- Biohazard Technician – Overtime (hourly)
- Equipment (hourly)
- Equipment (daily)
- Biohazardous Material Disposal (each)

- Non-Biohazardous Material Disposal (each)

**Cost Exhibit:** Complete and submit the Cost Summary included in the attached Exhibit "F".

### 3.4 Questions & Inquiries

If prior to the date fixed for submission of Proposals, a prospective Company discovers any ambiguity, conflict, discrepancy, omission or other errors in this RFP or any of its appendices or exhibits, the Company shall immediately notify the City of such error in writing and request modification or clarification of the document. Modifications shall be made by written Addenda to the RFP.

If a Company fails to notify the City, prior to the date fixed for submissions of Proposals, of an error in the RFP known to the Company, or an error that reasonably should have been known to the Company, the Company shall submit its Proposal at its own risk, and if the Company is awarded an Agreement, it shall not be entitled to additional compensation or time by reason of the error or its later correction.

**All requests for clarifications or changes to the Scope of Services must be submitted via "Q&A" through the City's Electronic Bidding System, PlanetBids Vendor Portal.** If the question deadline has passed, notification about an error in this RFP shall be submitted to the Official Contact indicated on the Overview page of this RFP.

**The Final day for receipt of questions from the Proposer shall be on or before the date and time listed in the Schedule of Events table.** To ensure fairness and avoid misunderstandings, **all communications must be in written format** and submitted **only** in the format set forth above. Any verbal communications will not be considered or responded to. All questions received by the due date will be logged and reviewed and if required, a response will be provided on PlanetBids. Any addenda to the RFP will be posted on the City's website as necessary.

### 3.5 Submission of Proposals

**Proposals are due by the date and time listed in the Schedule of Events table.**

All prospective Companies submitting a Proposal must appear on the City's electronic Current Prospective Bidders List as a "Prospective Bidder." Companies shall register on the City's Electronic Bidding System, [PlanetBids Vendor Portal](#). Once registered, Companies must **download the RFP by clicking "Place eBid" while logged in** under their own name and identification number to appear on the Current Prospective Bidders List as a "Prospective Bidder." If a Company is unable to register or download the RFP from the bidding website, a representative

may contact Planet Bids at (818) 992-1771.

All Proposal documents and supplementary documents must be uploaded using the City's bidding website prior to event date and time as instructed in this solicitation. Once file(s) have been uploaded and the Submission Status shows as "Submitted" the submission is complete. At that point respondents will receive an email confirmation from the bidding website.

The City reserves the right to reject any and all Proposals and to waive information and minor irregularities in any Proposal received.

The time and date are fixed, and extensions will not be granted unless specifically stated by the City in an addendum to this RFP. Proposals not received before the bid event time will not be accepted.

### 3.6 Addenda

Any addenda issued during the time of bidding must be acknowledged electronically via the City's Bidding Website, which will be made part of the Proposal. Addenda notifications will be provided to those listed on the Electronic Prospective Bidder's List via email.

Any Proposer who submits their Proposal before an addendum is released must review and acknowledge the addendum and re-submit their Proposal. Any Proposal submitted before the final addendum will be deemed invalidated. Only Proposals received after all addenda have been released will be considered.

## 4. Terms & Conditions

### 4.1 Contract Agreement with City

The successful company will be required to execute a Master Services Agreement ("Agreement"). A sample is attached as Exhibit "E". The Agreement Documents shall be deemed to include the Agreement and all exhibits to the Agreement.

The successful company must meet all insurance requirements in the Agreement.

The successful company must possess valid City of Riverside Business License throughout the term on the Agreement.

No exceptions to the insurance or indemnification terms of the Agreement will be accepted.

## 4.2 Execution of Agreement

The following shall be signed and returned to the City within fourteen (14) calendar days from the date the City mails, or by other means delivers said documents to the Company:

- One (1) original of the Agreement in the form included herein, properly executed by the Company. The Company shall be prepared to execute the Agreement by digital signature.
- Certificates of Insurance and Additional Insured Endorsement evidencing coverage as specified in the agreement.
- Confirmation of current business tax certificate.
- Bonds, if required as part of this RFP or in the Agreement.

In any event, that day fourteen (14) of calendar days falls on Saturday, Sunday, a legal holiday for the State of California, or on days when the City is closed, the Agreement Documents shall be delivered by the following working day.

No Agreement shall be binding upon the City until all documents are fully executed by the Company and the City.

## 4.3 Failure to Execute the Agreement

Failure to execute the Agreement and furnish the required insurance and business tax certificate within the required time period shall be just cause for the rescission of the award. If bonds are also required, failure to furnish sufficient bonds shall cause rescission of the award. If the successful Company refuses or fails to execute the Agreement, the City may award the Agreement to the next most qualified Company.

## 4.4 Subsequent Agreements

Company's duties and services under this Agreement shall not include preparing or assisting the public entity with any portion of the City's preparation of a Request for Proposals, Request for Qualifications, or any other solicitation regarding a subsequent or additional agreement with the City. The City shall at all times retain responsibility for public contracting, including with respect to any subsequent phase of this project. Company's participation in the planning, discussions, or drawing of project plans or specifications shall be limited to conceptual, preliminary, or initial plans or specifications. Company shall cooperate with the City to ensure that all bidders or proposers for a subsequent agreement on any subsequent phase of this project have access to the same information, including all conceptual, preliminary, or initial plans or specifications prepared by contractor pursuant to this Agreement.



#### 4.5 RFP Documents Precedence

In the event a conflict exists between documents in this RFP, the following order of precedence shall apply:

- Agreement
- City of Riverside's Request For Proposals
- Company's Response to the Request For Proposals

#### 4.6 Clarification

The City reserves the right to request or obtain additional information about any and all submittals before making an award. The City also reserves the right to seek clarification from any Proposer about any statement in its Proposal that the City finds ambiguous. Additionally, the City reserves the right to request additional information about any and all Proposals that in City's opinion, is necessary to assure that the Company's competence, number of qualified employees, business organization, experience, and financial resources are adequate to perform the Scope of Services.

#### 4.7 Changes or Cancellation

The City reserves the right to amend or withdraw this RFP. The City reserves the right to cancel this RFP at any time, should it be deemed to be in the best interest of the City. No obligation either expressed or implied exists on the part of the City to make an award based on the submission of any Proposals.

#### 4.8 Completion of Proposal

The Company, in responding to this RFP, must submit a Proposal in the format identified in this RFP and complete in all respects as required by this RFP. Proposals must address all requirements of the RFP even if a "no response" is appropriate.

All items and questions included in the Narrative Proposal Exhibit must be answered. Failing to provide a complete answer to any item may deem the Proposal non-responsive. Submitting anything additional to what is requested in this RFP is not required and may not be evaluated. Anything additional or supplementary should be submitted as an appendix to the Proposer's Narrative Proposal.

Proposals should be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this RFP. Responses should emphasize the Company's demonstrated capability to perform work of this type. Emphasis should be concentrated on completeness and clarity of content. Statements made by a Company shall be without ambiguity, and with adequate elaboration, where necessary, for clear understanding.

Costs for developing Proposals are entirely the responsibility of the Company and shall not be chargeable to the City. The City shall not be liable for any costs incurred in response to this RFP, including but not limited to, costs for any interviews, presentations, or other follow-up information necessary as part of the selection process. All costs shall be borne by the Company responding to this RFP. The Company responding to this RFP shall hold the City harmless from any liability, claim, and expense whatsoever incurred by or on behalf of the Company.

#### 4.9 Withdrawal of Proposal

All Proposals shall be firm offers and may not be withdrawn for a period of one hundred twenty (120) days following the deadline date for submission of Proposals noted herein. Submitted Proposals may be withdrawn at any time prior to the submission deadline.

#### 4.10 Rejection of Proposals

The City reserves the right to reject all responses to this RFP at any time prior to Agreement execution. The City may reject any/or all Proposals and may waive any immaterial deviation in a Proposal. The City's waiver of an immaterial defect shall in no way modify this RFP or excuse the Company from full compliance with this RFP and/or the Agreement Documents if awarded the Agreement.

All Proposals shall be reviewed to verify that the Company has met the minimum requirements as stated in this RFP. Proposals that have not followed the rules, do not meet minimum requirements or content and quality standards, and/or do not provide references will be rejected as non-responsive.

A Proposal may be rejected if conditional or incomplete, or if it contains any alterations or other irregularities of any kind, and will be rejected if any such defect or irregularity can materially affect the quality of the Proposal. Proposals which contain false or misleading statements may be rejected. If, in the opinion of the City's Selection Committee, such information was intended to mislead the City in its evaluation of the Proposal, and the attribute, condition, or capability is a requirement of this RFP, the Proposal will be rejected. Unauthorized conditions, exemptions, limitations, qualifications, or provisions attached to a Proposal not disclosed in the Agreement Exceptions Summary Form will render the Proposal non-responsive and will be rejected.

The City may make investigations as deemed necessary to determine the ability of the Company to perform the work, and the Company shall furnish to the City all such information and data for this purpose as requested by the City. The City reserves the right to reject any Proposal if the evidence submitted by, or investigation of, such Company fails to satisfy the City that such Company is properly qualified to carry out the obligations of the Agreement and to complete

the work described herein.

#### 4.11 Alternative Proposals

Only one Proposal is to be submitted by each Company for this RFP. Multiple simultaneous Proposals will result in rejection of all Proposals submitted by Company. A Company may, prior to the Proposal due date and time, withdraw a Proposal and submit a new Proposal, so long as the new Proposal is submitted before the Proposal due date and time.

#### 4.12 Examination of RFP and Sites of Work

The Company shall carefully examine the RFP and all sites, if applicable, of the work contemplated. The submission of a Proposal shall be conclusive evidence that the Company has investigated and is satisfied as to the conditions to be encountered, as to the character, quality, and quantities of work to be performed and materials to be furnished, the difficulties to be encountered, and to the requirements of the Proposal, RFP, and other Agreement Documents.

By submitting a Proposal, the Company hereby certifies that it has: examined the local conditions, read each and every clause of this RFP, included all costs necessary to complete the specified work in its proposed prices, and agrees that if it is awarded the Agreement it will make no claim against the City based upon ignorance of local conditions or misunderstanding of any provision of the Agreement. Should the conditions turn out otherwise than anticipated by it, the Company agrees to assume all risks incident thereto.

#### 4.13 Public Records

All Proposals submitted in response to this RFP become the property of the City and pursuant to the Public Records Act (Gov. Code, § 6250 et seq.) are public records, and as such may be subject to public review at least 10 days before award of the work.

The Company must notify the City in advance of any proprietary or confidential materials contained in the Proposal and provide justification for not making such material public. The City shall have sole discretion to disclose or not disclose such material subject to any protective order that the Company may obtain. Note that under California law, price proposal to a public agency is not a trade secret.

The City reserves the right to make use of any information or idea contained in the Proposal. All materials, ideas and formats submitted in response to this RFP will become the property of the City on receipt.

#### 4.14 Protest Procedures

A Proposer not selected by the City for the award of the Agreement desiring to protest the City's selection, may do so by following the City's Procurement Protest Procedures in Administrative Manual, section 07.019.00. Protests not conforming to this procedure will be rejected as invalid. The City's Protest Procedures are available on the City's website at: <https://riversideca.gov/finance/purchase.asp>. The policy is titled "Procurement Protest Procedures" and is listed under the Bidding for City Business section.

#### 4.15 Communicating about this Opportunity

Any communications, whether written or verbal, with any City Councilmember, the Honorable Mayor, or City staff prior to award of an agreement is strictly prohibited, unless it is the Official Contact indicated on the Overview page of this RFP or in response to an inquiry from the City. Any Proposer who violates this provision shall be immediately disqualified from consideration as a vendor under the terms of this RFP.

## EXHIBIT A – Scope of Services

The City of Riverside ("City") is seeking qualified entities or individuals ("Companies") to enter a Service Agreement establishing a list of Companies ("Contractors") to provide on-call homeless encampment clean up services throughout the City of Riverside ("Services"). The City anticipates selecting up to five (5) Companies to perform the Services on an as-needed basis in all three categories of Standard Homeless Encampment Clean-up, Emergency Homeless Encampment Clean-Up, and Hazardous Encampment Clean-up throughout the City. Individual Contractors may receive requests for homeless encampment clean up services up to (20) twenty or more locations during a typical Service period. Companies shall provide the services as identified in Exhibit A, Scope of Services.

The Contractor will provide all labor and expertise for conducting survey, documentation, clean up, removal and disposal services involving City homeless encampment projects on City property.

### **General Specifications/Project Description**

1. **Overview:** As directed by the City, Contractor will provide clean-up services as follows:
  - a) Cleaning homeless encampment sites where one or more homeless persons have established an encampment as defined in Riverside Municipal Code 9.11. All property removal/relocation services will be performed in a manner consisting of City abatement procedures (Exhibit B), in compliance with all applicable laws, and generally within 24 hours of notice from the City.
  - b) Cleaning other sites where homeless or other persons have left behind biohazards or other waste with no encampment.
  - c) Sites are considered to contain a variety of material that may contain hazardous materials, including biohazardous materials, garbage, general debris, human waste, constructed temporary shelter, and other items associated with homeless occupancy.
2. **Site Conditions:** Sites will be identified individually. The City will make an effort, when possible, to cluster sites. Sites may include under structures (i.e. bridges),



vegetated ground cover, in the public right-of-way, open fields, park lands, or abandoned structures on city property.

3. **Biohazard Handling:** The Contractor's site supervisor and workers must be trained and certified in handling and disposal of hazardous materials. (HAZ – Hazardous Substance Removal Certification, Business and Professions Code: Division 3, Ch. 9. Contractors, Article 4. Classifications – 7058.7). Provide copies of any applicable training records, certifications, and licenses required to perform the work.
4. **Structure Demolition:** Some work may require removal of wood frames or other building structures. It is assumed such structures will be of relatively simple construction using "cast off" materials. The contractor will consult with the City's contract manager if more complex building types are involved, or if potential health threats such as asbestos may be present.
5. **Occupants:** All sites will be cleared.
6. **Payment:** Work shall be performed under a force account (time and material) contract. The contractor will provide documentation of employee hours, subcontract costs, equipment and material costs and disposal costs to the City including reports required by partner agencies such as Cal-Trans & Flood Control. All invoices are to be submitted no later than 30 days after the work has been completed.
7. **Prevailing Wages:** Prevailing wages are required on this project. The Contractor will register with Department of Industrial Relations.

**Contractor Duties and Responsibilities:**

1. Cleanup duties shall include surveying sites, collecting debris, dismantling temporary structures, removal of trash, and removal of human waste using State approved handling and removal procedures for all material. Disposal shall be at a site permitted to accept such materials and approved by the City.

2. Supply all labor, materials, tools, protective clothing and gear, and equipment that is required or needed to perform the work to handle, remove, transport and dispose of the waste materials and leave a clean site.
3. Contractor will assign a Project Manager to provide all supervision and management of its crews and ensure all necessary safety procedures are followed.
4. Transport identified property for storage to a site designated by City as directed by City Staff. Guidelines for the property identification and classification of personal property may be found in Exhibit B – Public Safety Engagement Team Encampment Response Procedure.
5. Photograph the encampment site before and after cleaning and provide an electronic copy of each photograph to the City.
6. Provide the City with a clean-up report for each site, including total weight of debris removed.
7. Follow best practices work procedures to safely manage any hazardous materials found on the site, including urine, feces, solid personal hygiene items, syringes and other materials which could pose a health threat.
8. Trim shrubs and vegetation as required by the City as a deterrent measure for future encampments.
9. Immediately notify the site leader or Riverside Police Department personnel on site if a weapon is found.
10. Perform work in a timely and efficient manner and in a courteous and business-like manner at all times.
11. Properly handle and dispose of solid waste and hazardous waste in accordance with all applicable laws.

**City Responsibilities:**

1. Coordinate with Contractor on a site-by site basis to determine the work order for each encampment clean-up. The work order will establish the site start

date, estimated timeframe of the work, staging areas, traffic control, if required, and the name of the onsite lead.

2. Post "Notice to Vacate" signs at the work site prior to the commencement of each removal project, 24 hours in advance of the clean-up.
3. Post notice at each cleanup indicating contact information for reclaiming personal property.
4. Coordinate all necessary permits as required, such as Cal Trans or Fish and Game permits.
5. Provide security during the clean-up.

### **Safety and Training:**

Safety and appropriate training/licensing are critical requirements for the selected contractor. At no time is the Contractor expected to interact with the homeless residents or put their employees at risk.

1. Contractors shall comply with all safety rules, protocols, and licensing requirements mandated by the State of California.
2. Work may be performed in inclement weather. Jobsites can be in heavy foliage, steep embankments, next to train tracks, by creeks and lakes, and other areas requiring alertness to the environment and pre planning to prevent injury or illness. Contractor shall perform a hazard assessment and provide all training and supplies necessary.
3. Contractor shall be OSHA certified to operate any heavy equipment required to complete the encampment clean-up work, including trash compactors, bulldozers, graders or other ground moving equipment.
4. Contractors shall conform to all applicable occupational safety and health standards, rules, regulations and orders established by the State of California. The Contractor shall provide all safety equipment, materials and will supply training as agreed. The Contractor shall provide employees with appropriate safety apparel.

5. Contractors shall be trained in OSHA's Bloodborne Pathogen Standard 1910.1030. This training must be supplemented with precautions regarding West Nile Virus, Hanta virus, and Histoplasmosis. Employees must have work procedures to be able to safely manage urine, feces, solid personal hygiene items, syringes, and other materials which could pose a health threat. Wearing Personal Protective Equipment and following other protocols established for this situation must be followed.
6. Contractor shall provide copies of any training records and licenses required by the City upon request.

**Pricing:**

Pricing shall include all contractor costs, including labor, fleet fuel, etc. Costs not included in the proposal will be at the Contractor's expense for the following categories.

1. *Site Clean Up Mobilization*: Single mobilization for each site, with only one payment per site regardless of how many days a single clean up may require, including all pre-site work set up times, site travel times, planning and other tasks to get the site ready to perform cleanup.
2. *Site Cleanup Labor and Equipment*: Includes prevailing wage labor and equipment necessary to perform all site clean-up operations.
3. *Biohazard Technician*: Includes prevailing wage labor, containment of biohazardous waste, transient debris or any litter that poses health and safety risk, removal of contaminated contents, personal protective equipment, consumable supplies, administrative fees and photo documentation.
4. *Biohazardous Material Disposal*: Containment, transportation, and disposal of biohazard material per 40-gallon containment unit.
5. *Non-Biohazardous Material Disposal*: The City of Riverside has an agreement with Agua Mansa Transfer Station for trash disposal. Should Contractor wish to contract with a City Provider for non- biohazardous waste bins and

disposal, the City has non-exclusive franchise agreements with Athens Waste, Burrtec Waste and CR&R, all operating under the same agreement terms.

**Deliverables:**

The Contractor will provide all labor and expertise for conducting surveys, documentation, clean up, removal, and disposal services involving homeless encampments located in the Public Right of Way. Key deliverables are included in Exhibit A, Scope of Services and include but are not limited to:

1. Supply all labor, materials, tools, protective clothing and gear, and equipment that is required or needed to perform the work to handle, remove, transport, and dispose of the waste materials and leave a clean site.
2. Assign a Project Manager to provide all supervision and management of its crew and ensure all necessary safety procedures are followed.
3. Photograph the encampment site before and after cleaning and provide an electronic copy of each photograph to the City.
4. Provide the City with a clean-up report for each site, including total weight of debris removed.
5. Contractor will provide transportation of functional shopping carts to a location designated by the City.
6. Contractor will submit physical copies of all manifests generated for the City to Risk Management quarterly.
7. Contractor will provide City with invoices listing date, location address and GPS location, weight of debris removed, before and after photos of site, and both start and finish time of encampment clean up within 30 days of encampment abatement.
8. Contractor will provide separate invoice and cost statements associated with site abatements located on Cal-trans, Flood Control, or other designated encampment sites.

Contractor completing abatements on County, State, or other partnering agency property will be responsible for completing any additional reporting documents such as Transient Reports (Exhibit C) and After-Action Reports (Exhibit D).



## EXHIBIT B – Public Safety Engagement Team Encampment Response Procedure



**City of Riverside**  
**Housing & Human Services Department**  
**Outreach Division – Administrative Manual**

*City of Arts & Innovation*

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**Effective Date:** 05/2025  
**Next Review Date:** 05/2027  
**Policy Owner:** Housing and Human Services

**Approved:**

*Michelle Davis*

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Department Head

**SUBJECT:**

**Public Safety Engagement Team Encampment Response Procedure**

**PURPOSE:**

To outline the process used by the Public Safety Engagement Team (PSET) to respond to encampments located in the Public Right of Way in alignment with current legislation and the Riverside Municipal Code.

**PROCEDURE:**

Chapter 9.11 – *Camping and Encampments* of the Riverside Municipal Code permits the removal of personal property, camping paraphernalia, and all other property including contraband, litter, and waste found at an encampment or at a location where a person is engaged in unlawful camping. Encampment locations are primarily reported through the 311 App, however in some cases, reports from individuals in the field will be reported via email.

The process used to mitigate an encampment is as follows:

- A. A list of encampments are received from the 311 system.
- B. A Code Enforcement Officer visits the encampment site and posts a written notice indicating the date of the clean-up and providing a minimum 24-hour notification for individuals to remove their personal property.
- C. On the day of the encampment clean-up, the PSET Team including a Code Enforcement Officer, two Police Officers, two Outreach Workers, and encampment clean-up vendors arrive at the encampment site to:
  - a. (Outreach Workers) engage with individuals located at the encampment site and offer resources.
  - b. (Code Enforcement Officer) takes pictures of the encampment before clean-up efforts begin, identifies any personal belongings to be inventoried and stored in

alignment with the Housing and Human Services Retention and Return of Personal Belongings Policy, and directs vendor to remove and dispose of debris.

- c. (Police Officers) are on-hand to assist with keeping the peace including any enforcement of the Municipal Code or any other laws.
- D. At the conclusion of the encampment clean-up, the Code Enforcement Officer takes pictures of the encampment site, documents any collected items, completes case notes in the GoEnforce Software System and delivers items to be stored to the Access Center storage containers.
- E. Collected items are available to be picked up at the Access Center and are held for a 60-day period.

## ROLES:

Responsibility	Action
Police Officers	<ol style="list-style-type: none"> <li>1. Provide a safe working environment for all members of PSET during interactions with those experiencing homelessness.</li> <li>2. Provide security during clean-up efforts.</li> <li>3. Manage and coordinate the law enforcement response with regards to all crimes and/or individuals with active warrants.</li> <li>4. Enforce violations of the law in accordance with policy and law.</li> <li>5. Act as the subject matter expert for all criminal related investigations to include violations of ordinances and code infractions, misdemeanors, and felony offenses.</li> <li>6. In conjunction with fire, file all criminal cases and act as the investigating officer / co-case agent throughout adjudication.</li> <li>7. In conjunction with fire, divert all appropriate investigations to the City Attorney's Office and homeless court for adjudication.</li> </ol>
PSET Code Enforcement	<ol style="list-style-type: none"> <li>1. Preparation Before Pick-Up - Affix a weather resistant tag to every stored item with client name (as provided), date, and brief description.</li> </ol>

Responsibility	Action
	<p>Photograph each item at intake and upload to the shared Property Inventory Log.</p> <p>Complete the Property Intake Form, recording:</p> <ul style="list-style-type: none"> <li>– Exact location and circumstances of collection.</li> <li>– Verbal identifiers (nicknames, service animals, unique possessions, phone number).</li> <li>– A client photo (with consent) to aid later verification.</li> </ul> <p>2. Field Posting &amp; Follow-Up - Post “Notice of Pending Removal” when required and record deadline in the Inventory Log. Reinspect after the deadline; document status and arrange on-call homeless encampment clean-up.</p> <p>3. Documentation &amp; Chain of Custody - Maintain all photos, forms, and notes in the Property Log to ensure a verifiable chain of custody.</p>
Outreach Team	<p>1. Actively reach out to those experiencing homelessness and link them to housing and service interventions.</p> <p>2. Conduct quality face-to-face interaction in the field with people experience homelessness.</p> <p>3. Coordinate persistent and creative outreach efforts with the City, County, and private enterprises.</p> <p>4. Conduct targeted outreach services for those persons who have the most severe service needs.</p> <p>5. Build trust and relationships with people experiencing homelessness, including those who are unsheltered, by helping them access housing services.</p> <p>6. Conduct intake assessments with homeless individuals and make referrals to housing and social services based on needs and as clients open to receive services.</p>
Encampment Vendor	<p>1. At the direction of Code Enforcement, clean homeless encampment sites where one or more homeless persons have established a campsite.</p>

Responsibility	Action
	<ol style="list-style-type: none"> <li>2. At the direction of Code Enforcement, clean sites where homeless or other persons have left behind biohazards or other waste with no encampment.</li> <li>3. Transport identified property for storage (shopping carts) to a site designated by the City as directed by Code Enforcement.</li> <li>4. Photograph the encampment site before and after cleaning and provide an electronic copy of each photograph to the City.</li> <li>5. Trim shrubs and vegetation as required by the City as a deterrent measure for future encampments.</li> <li>6. Properly handle and dispose of solid waste and hazardous waste in accordance with all applicable laws.</li> </ol>
Access Center Staff	<ol style="list-style-type: none"> <li>1. <u>Intake When Client Has Government Issued ID:</u> <ul style="list-style-type: none"> <li>– Greet the client and explain verification steps.</li> <li>– Match ID name and photo to the Property Log entry.</li> <li>– Have client sign and date the Property Release Form.</li> <li>– Sign, date, and mark the record “Released.” Hand over belongings.</li> </ul> </li> <li>2. <u>Intake When Client Lacks ID (3Point Verification)</u> Collect <b>any three</b> of the evidence types below: <ul style="list-style-type: none"> <li>– Service Records – prior intake, HMIS/Clarity profile, case notes.</li> <li>– Photographic Match – photo taken by PSET or outreach team.</li> <li>– Detailed Item Description – color, brand, hidden contents, unique markings.</li> </ul> </li> <li>3. <u>Knowledge Based Questions:</u> <ul style="list-style-type: none"> <li>– Where and when items were taken, officer name, circumstances.</li> <li>– Witness Verification – confirmation from outreach worker or service provider.</li> <li>– J Biometric Confirmation – existing HMIS photo (no new biometrics collected).</li> </ul> </li> </ol> <p>Step by Step without ID</p> <ul style="list-style-type: none"> <li>– Explain 3-point process and its purpose.</li> <li>– Gather evidence in any order the client prefers.</li> <li>– Crosscheck each point with the Property Log or HMIS.</li> <li>– When three points align, have client sign Release Form (include</li> </ul>



Responsibility	Action
	perjury clause). <ul style="list-style-type: none"><li>– Supervisor or Lead Outreach Worker or PSET staff performs a quick secondary check.</li><li>– Mark record “Released – No ID” and note the three accepted evidence points.</li></ul>

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## SOURCE OF AUTHORITY

- Riverside Municipal Code 9.04.400 (G)
- City Manager Administrative Policy 01.001.00 (Administrative Manual Guidelines)

*Attachments:*      Sample **Notice of Pending Removal**

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City of Riverside  
Housing and Human Services Department  
Code Enforcement PSET Division  
3900 Main Street, Riverside, CA 92522  
(951) 826-5633



## **NOTICE OF PENDING REMOVAL**

THIS PROPERTY IS LOCATED IN THE CITY OF RIVERSIDE  
PUBLIC RIGHT-OF-WAY

**PURSUANT TO RMC 9.04.400(G); YOU ARE HEREBY  
ORDERED TO REMOVE ALL OBJECTS, STRUCTURES,  
PROPERTY, TRASH, DEBRIS, PERSONAL BELONGINGS AND  
MISCELLANEOUS ITEMS FROM THE RIGHT-OF-WAY.**

FAILURE TO DO SO MAY RESULT IN THE PROPERTY BEING  
CONSIDERED ABANDONED AND REMOVED/DISPOSED OF  
WITHOUT FURTHER NOTICE.

**REMOVAL OF PROPERTY IS REQUIRED BY:**

Officer: \_\_\_\_\_ Date: \_\_\_\_\_  
I.D. #: \_\_\_\_\_ Phone: \_\_\_\_\_

## EXHIBIT C – Sample Transient Report

**APPENDIX B**  
***Transient Encampment Cleanup Report***

**DATE:** \_\_\_\_\_ **TIME:** \_\_\_\_\_  
**CONTACT PERSON:** \_\_\_\_\_ **PHONE:** \_\_\_\_\_

**SITE LOCATION:** \_\_\_\_\_  
**PARCEL NO:** \_\_\_\_\_

**NEAREST CROSS STREET:** \_\_\_\_\_ **CITY:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**IS THE ENCAMPMENT LOCATED IN A WATERCOURSE OR CHANNEL** ☐ YES ☐ NO

**IS THE ENCAMPMENT DIRECTLY DISCHARGING INTO RECEIVING WATERS:** ☐ YES ☐ NO

**IS THE ENCAMPMENT DIRECTLY DISCHARGING TO A STORM DRAIN:** ☐ YES ☐ NO

**SUBSTANCES INVOLVED:** ☐ Electronic Waste ☐ Oil/Grease ☐ Human Waste/Sewage ☐ Paint  
☐ Household Products ☐ Trash ☐ Fuel (Gas/Diesel/Jet A) ☐ Chemicals ☐ Other \_\_\_\_\_

**APPROXIMATE QUANTITIES (Gallons/Units/Tons):** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INVESTIGATION DETAILS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**PHOTOS TAKEN BEFORE AND AFTER:** ☐ YES ☐ NO [include photos]

**PHOTO DESCRIPTIONS:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**OTHER AGENCIES CONTACTED:** ☐ HazMat Team ☐ RWQCB ☐ EPA ☐ Dept. of Fish & Wildlife  
☐ County Environmental Health Services ☐ Other \_\_\_\_\_

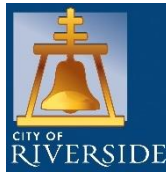
**ACTION TAKEN:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**INVOICE NO:** \_\_\_\_\_ **DATE:** \_\_\_\_\_ **AMOUNT:** \_\_\_\_\_

**NAME:** \_\_\_\_\_ **AGENCY:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

## EXHIBIT D – Sample After Action Report



City of Riverside  
Department of Housing and Human Services  
**PSET Code Enforcement**  
3900 Main Street, Riverside, CA 92522  
(951) 826-8986



### Encampment After-Action Report

Dist	City	County	Rte	Location	Start time	End Time	Direction of travel	Code Enforcement Officer	Contacts
8	Riverside	RIV	91						

#### Notice and Removal Timeline

- Date/Time 'Notice to Vacate' Posted:
- Date of Removal:
- Start time/End Time of Work:

#### Risk Factors Identified

1. Fire danger: yes or no
2. Fence damage: yes or no, where?



### **Outreach Summary**

- Outreach offered on:
- Services Accepted:

### **Work Coordination & Partners**

- Encampment Removed By: City vendor?
  - # of staff:
  - # of trucks:
  - Roll off- yes or no:
- Scope of Work: Encampment Removal

### **Additional Comments/Notes**

- Before and After photos attached

### **Caltrans Contact Information**

- Name: Kelly Salazar
- Title: Unsheltered Encampment Coordinator
- District: 8

## EXHIBIT E - Sample Master Services Agreement

## MASTER SERVICES AGREEMENT

[\*\*ENTER CONTRACTOR'S NAME\*\*]

### On-Call Homeless Encampment Clean-Up Services Panel – RFP 2557

This MASTER SERVICES AGREEMENT is made and entered into on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_ (“Effective Date”), by and between the CITY OF RIVERSIDE, a California charter city and municipal corporation (“City”), and [\*\*CONTRACTOR'S NAME\*\*], a [\*\*Enter in entity, for example: a California corporation, a limited partnership, a limited liability company, etc.\*\*] (“Contractor”).

### RECITALS

A. The City, acting through the Housing and Human Services Department, issued an open Request for Proposals (“RFP”) to establish a contractor panel for encampment clean up services (“Contractor Panel”) whereby, qualified contractors have the opportunity to perform encampment clean-up work, on as needed basis, at various locations throughout the City.

B. Contractor submitted a response to the RFP demonstrating Contractor's willingness and qualifications to perform such work.

C. City desires to include Contractor in its Contractor Panel to perform Specific Project Work and Contractor desires to be included in City's Contractor Panel

NOW THEREFORE, in consideration of the foregoing recitals, which are incorporated herein to this Agreement, and the following covenants and conditions, the parties agree as follows:

#### 1. Scope of Services.

1.1. Retention of Contractor. City hereby retains Contractor to perform, and Contractor agrees to labor, materials and equipment for various City projects (“Specific Project Work”) as those services are more particularly described in Exhibit “A,” “Scope of Services” (“Services”), attached hereto and incorporated herein by reference.

1.2. Specific Project Work. The scope of work for each project will be defined in either a purchase order assigned by the City to the Contractor to perform Specific Project Work (Purchase Order); or in a request for proposals (“Request for Proposals”) issued by the City. In the event of a Request for Proposals issued by the City, the Contractor may submit a proposal, which shall be reviewed by the City, and a single contractor will be selected to perform the services for the Specific Project Work contained in the Request for Proposals. Acceptance of Contractor's proposal related to a Request for Proposals shall be made in the form of a Supplemental Agreement for Specific Project Work, a sample of which is attached hereto as Exhibit “B.”

1.3. Contractor shall at all times maintain a work force and equipment capable of performing the Specific Project Work generally described in RFP 2557 and in accordance with this Master Agreement.

1.4. Insurance. At all times during the term of this Agreement Contractor shall maintain insurance required under this Agreement.

1.5. Master Agreement. Contractor understands and agrees that all Purchase Orders for Specific Project Work and Supplemental Agreements for Specific Project Work assigned to Contractor shall be governed by, and Contractor shall perform all Specific Project Work, in accordance with this Master Agreement and the Contract Documents.

1.6. Contract Documents. Contract Documents for this Master Agreement shall consist of the following: Request for Proposals for On-Call Homeless Encampment Clean Up Services Panel (RFP 2557); Contractor's proposal (including any documentation accompanying the Proposal and any post-RFP proposal documentation submitted prior to City's execution of the Master Agreement); this Master Agreement; Supplemental Agreements for assigned Specific Project Work (if any); Purchase Orders for Specific Project Work (if any); Change Orders; and all other documents, maps, texts and items referred to in the foregoing documents. These Contract Documents are incorporated herein by reference and are intended to be correlative and constitute Contractor's performance obligations.

1.7. Assignment of Specific Project Work. Contractor shall be assigned Specific Project Work on an as needed basis. However, City reserves the right, in its sole discretion to assign Specific Project Work, including the ability to assign Specific Project Work to contractors that are not part of the Contractor Panel. Execution of this Master Agreement does not guarantee Contractor will be assigned any Specific Project Work.

1.8. Public Safety Engagement Team Encampment Response Procedure. Contractor shall perform all work in compliance with the City's Public Safety Engagement Team Encampment Response Procedure, attached as Exhibit "D," which may be updated from time to time upon written notification by the City to the Contractor.

1.9. Transient Encampment Cleanup Report. Contractor shall submit a Transient Encampment Cleanup Report, in the same form as Exhibit "E," as required by the Scope of Services and/or by the Purchase Order or Supplemental Agreement Scope of Work.

1.10. Encampment After-Action Report. Contractor shall submit a Encampment After-Action Report, in the same form as Exhibit "F," as required by the Scope of Services and/or by the Purchase Order or Supplemental Agreement Scope of Work.

1.11. Execution of this Agreement by Contractor and/or the submission of proposals for City Specific Project Work does not guarantee the award of any Specific Project Work.

2. **Term.** This Agreement shall be in effect from August 1, 2026, and remain in effect for two (2) years, until September 30, 2028, unless otherwise terminated pursuant to the provisions herein. Upon mutual written consent of the parties, this Agreement may be extended for three (3) additional one (1) year terms, not to exceed a total of five (5) years, subject to the same terms and conditions of this Agreement.

3. **Compensation.** Contractor shall receive compensation for all services rendered under this Agreement at the rates negotiated for the Specific Project Work, and set forth in a Purchase Order for Specific Project Work or Supplemental Agreement for Specific Project Work. The total compensation for all services rendered under this Agreement shall not exceed One Million Dollars (\$1,000,000) for the five year term.

4. **General Compliance with Laws.** Contractor shall keep fully informed of federal, state and local laws and ordinances and regulations which in any manner affect those employed by Contractor, or in any way affect the performance of Services by Contractor pursuant to this Agreement. Contractor shall at all times observe and comply with all such laws, ordinances and regulations, and shall be solely responsible for any failure to comply with all applicable laws, ordinances and regulations.

5. **Business Tax Certificate.** As a condition of this Agreement, Contractor shall secure a business tax certificate to operate in the City of Riverside pursuant to Chapter 5.04 of the Riverside Municipal Code and shall also secure any other licenses or permits which may be required.

6. **Business Tax and Penalties.** Contractor acknowledges and agrees that with respect to any business tax or penalties thereon, utility charges, invoiced fee or other debt which is owed, or which becomes owed, by Contractor to City, City reserves the right to withhold and offset said amounts from any payments, refunds or reimbursements owed by City to Contractor under the Agreement. Notice of such withholding and offset shall promptly be given to Contractor by City in writing. In the event of a dispute as to the amount owed or whether such amount is owed to City, City will hold such disputed amount until either the appropriate appeal process has been completed or until the dispute has been resolved.

7. **Personnel.** Contractor shall furnish all personnel necessary to perform the Services and shall be responsible for their performance and compensation. The key personnel are listed in Exhibit "C," attached hereto and incorporated herein by reference. Contractor shall furnish qualified personnel to perform the Services.

8. **Assignment and Subcontracting.** Neither party shall assign any right, interest, or obligation in or under this Agreement to any other entity without prior written consent of the other party. In any event, no assignment shall be made unless the assignee expressly assumes the obligations of assignor under this Agreement, in a writing satisfactory to the parties. Contractor acknowledges that any assignment may, at the City's sole discretion, require City Manager and/or City Council approval. Contractor shall not subcontract any portion of the work required by this Agreement without prior written approval by the responsible City Contract Administrator. Subcontracts, if any, shall contain a provision making them subject to all provisions stipulated in this

Agreement, including without limitation, the insurance obligations set forth in Section 11. The Contractor acknowledges and agrees that the City is an intended beneficiary of any work performed by any subcontractor for purposes of establishing a duty of care between any subcontractor and the City.

9. **Independent Contractor.** In the performance of this Agreement, Contractor, and Contractor's employees, subcontractors and agents, shall act in an independent capacity as independent contractors, and not as officers or employees of the City of Riverside. Contractor acknowledges and agrees that the City has no obligation to pay or withhold state or federal taxes or to provide workers' compensation or unemployment insurance to Contractor, or to Contractor's employees, subcontractors and agents. Contractor, as an independent contractor, shall be responsible for any and all taxes that apply to Contractor as an employer.

10. **Indemnification.** Except as to the sole negligence or willful misconduct of the City, Contractor shall indemnify and hold harmless the City, and the City's employees, officers, managers, agents and council members from any liability, claim, damage or action whatsoever to the extent it is based or asserted upon any wrongful act or omission of Contractor, its officers, employees, subcontractors, agents or representatives, or arises out of or in any way relates to this agreement including but not limited to property damage, bodily injury, or death. Contractor shall defend, at its sole cost and expense, including but not limited to attorney fees, cost of investigation, defense and settlement or awards, the City and the City's employees, officers, managers, agents and council members in any such action or claim. With respect to any action or claim subject to indemnification herein by Contractor, Contractor shall, at its sole cost, have the right to use counsel of its own choice and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of the City; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes Contractor's indemnification of City. Contractor's obligations hereunder shall be satisfied when Contractor has provided to City the appropriate form of dismissal (or similar document) relieving the City from any liability for the action or claim involved. The specified insurance limits required in this Agreement shall in no way limit or circumscribe Contractor's obligations to indemnify and hold harmless the City.

## 11. **Insurance.**

11.1 General Provisions. Prior to the City's execution of this Agreement, Contractor shall provide satisfactory evidence of, and shall thereafter maintain during the term of this Agreement, such insurance policies and coverages in the types, limits, forms and ratings required herein. The rating and required insurance policies and coverages may be modified in writing by the City's Risk Manager or City Attorney, or a designee, unless such modification is prohibited by law.

11.1.1 Limitations. These minimum amounts of coverage shall not constitute any limitation or cap on Contractor's indemnification obligations under Section 10 hereof.

11.1.2 Ratings. Any insurance policy or coverage provided by Contractor or subcontractors as required by this Agreement shall be deemed inadequate and a material breach of this Agreement, unless such policy or coverage is issued by insurance companies authorized to

transact insurance business in the State of California with a policy holder's rating of A or higher and a Financial Class of VII or higher.

11.1.3 Cancellation. The policies shall not be canceled unless thirty (30) days' prior written notification of intended cancellation has been given to City by certified or registered mail, postage prepaid.

11.1.4 Adequacy. The City, its officers, employees and agents make no representation that the types or limits of insurance specified to be carried by Contractor pursuant to this Agreement are adequate to protect Contractor. If Contractor believes that any required insurance coverage is inadequate, Contractor will obtain such additional insurance coverage as Contractor deems adequate, at Contractor's sole expense.

11.2 Workers' Compensation Insurance. By executing this Agreement, Contractor certifies that Contractor is aware of and will comply with Section 3700 of the Labor Code of the State of California requiring every employer to be insured against liability for workers' compensation, or to undertake self-insurance before commencing any of the work. Contractor shall obtain and thereafter maintain a Worker's Compensation Insurance policy in an amount not less than \$1,000,000 per accident, injury, or disease, or provide self-insurance of the same amount, to protect Contractor from claims under the Workers' Compensation Act. The policy shall be endorsed to waive any right of subrogation against the City and its subconsultants, employees, officers, agents and directors for work performed under this Agreement, or if self-insured the Contractor shall waive any right of subrogation against the City and its subconsultants, employees, officers, agents and directors for work performed under this Agreement. Prior to City's execution of this Agreement, Contractor shall file with City either 1) a certificate of insurance showing that such insurance is in effect, or that Contractor is self-insured for such coverage, or 2) a certified statement that Contractor has no employees, and acknowledging that if Contractor does employ any person, the necessary certificate of insurance will immediately be filed with City. Any certificate filed with City shall provide that City will be given ten (10) days' prior written notice before modification or cancellation thereof.

11.3 Commercial General Liability, and Automobile Insurance. Prior to City's execution of this Agreement, Contractor shall obtain, and shall thereafter maintain during the term of this Agreement, commercial general liability insurance and automobile liability insurance as required to insure Contractor against damages for personal injury, including accidental death, as well as from claims for property damage, which may arise from or which may concern operations by anyone directly or indirectly employed by, connected with, or acting for or on behalf of Contractor. The City, and its officers, employees and agents, shall be named as additional insureds under the Contractor's insurance policies.

11.3.1 Contractor's commercial general liability insurance policy shall cover both bodily injury (including death) and property damage (including, but not limited to, premises operations liability, products-completed operations liability, independent contractor's liability, personal injury liability, and contractual liability) in an amount not less than \$1,000,000 per occurrence and a general aggregate limit in the amount of not less than \$2,000,000.



11.3.2 Contractor's automobile liability policy shall cover both bodily injury and property damage in an amount not less than \$1,000,000 per occurrence and an aggregate limit of not less than \$1,000,000. All of Contractor's automobile and/or commercial general liability insurance policies shall cover all vehicles used in connection with Contractor's performance of this Agreement, which vehicles shall include, but are not limited to, Contractor owned vehicles, Contractor leased vehicles, Contractor's employee vehicles, non-Contractor owned vehicles and hired vehicles.

11.3.3 Prior to City's execution of this Agreement, copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, for both commercial general and automobile liability insurance, shall be filed with City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall be in the usual form of commercial general and automobile liability insurance policies, but shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

11.3.4 The insurance policy or policies shall also comply with the following provisions:

a. If the policy is written on a claims made basis, the certificate should so specify and the policy must continue in force for one year after completion of the services. The retroactive date of coverage must also be listed.

b. The policy shall specify that the insurance provided by Contractor will be considered primary and not contributory to any other insurance available to the City and Endorsement No. CG 20010413 shall be provided to the City.

c. The policy shall be endorsed to waive any right of subrogation against the City and its subconsultants, employees, officers, agents and directors for work performed under this Agreement.

**11.4 Pollution Liability Insurance.** Prior to City's execution of this Agreement, Consultant shall obtain, and shall thereafter maintain, pollution liability insurance policy in the minimum amount of \$1,000,000 per occurrence, an aggregate limit in the amount not less than \$1,000,000, to protect the City from claims resulting from Contractor's activities. Copies of insurance policies or original certificates along with additional insured endorsements acceptable to the City evidencing the coverage required by this Agreement, shall be filed with the City and shall include the City and its officers, employees and agents, as additional insureds. Said policies shall include the following provisions:

It is agreed that the City of Riverside, and its officers, employees and agents, are added as additional insureds under this policy, solely for work done by and on behalf of the named insured for the City of Riverside.

12. **Termination.** City shall have the right to terminate any or all of Contractor's Services and work covered by this Agreement at any time upon thirty (30) calendar days' written notice to Contractor. In the event of such termination, Contractor shall submit Contractor's final written statement of the amount of services provided as of the date of such termination for payment by the City.

Notwithstanding the foregoing, the City may terminate Contractor's performance of this Agreement upon five (5) calendar days' written notice if:

- (1) Contractor fails to promptly begin performance of the Services;
- (2) Contractor fails to perform the Services;
- (3) Contractor discontinues performance of the Services;
- (4) Contractor fails to make payment to employees in accordance with applicable law;
- (5) Contractor disregards laws, ordinances, or rules, regulations, or orders of a public authority having jurisdiction;
- (6) Contractor otherwise is guilty of breach of a provision of this Agreement;
- (7) Contractor becomes insolvent, is adjudicated bankrupt, or makes a general assignment for the benefit of creditors and fails to provide City with adequate assurances of Contractor's ability to satisfy its contractual obligations.
- (8) A receiver, trustee, or other judicial officer shall not have any right, title, or interest in or to this Agreement. Upon that person's appointment, City has, at its option and sole discretion, the right to immediately cancel the Agreement and declare it null and void.

13. **Non-Discrimination.** During Consultant's performance of this Agreement, Consultant shall not discriminate on the grounds of race, religious creed, color, national origin, ancestry, age, physical disability, mental disability, medical condition, including the medical condition of Acquired Immune Deficiency Syndrome (AIDS) or any condition related thereto, marital status, sex, genetic information, gender, gender identity, gender expression, or sexual orientation, military and veteran status, in the selection and retention of employees and subcontractors and the procurement of materials and equipment, except as provided in Section 12940 of the California Government Code. Further, Consultant agrees to conform to the requirements of the Americans with Disabilities Act in the performance of this Agreement.

14. **City's Right to Employ Other Consultants/Contractors.** City reserves the right to employ other Contractors in connection with the Services. If the City is required to employ

another contractor to complete Contractor's work, due to the failure of the Contractor to perform, or due to the breach of any of the provisions of this Agreement, the City reserves the right to seek reimbursement from Contractor.

15. **Conflict of Interest.** Contractor, for itself and on behalf of the individuals listed in Exhibit "C," represents and warrants that by the execution of this Agreement, they have no interest, present or contemplated, affected by the above-described Services. Contractor further warrants that neither Contractor, nor the individuals listed in Exhibit "C" have any real property, business interests or income interests that will be affected by this project or, alternatively, that Contractor will file with the City an affidavit disclosing any such interest.

16. **Solicitation.** Contractor warrants that Contractor has not employed or retained any person or agency to solicit or secure this Agreement, nor has it entered into any agreement or understanding for a commission, percentage, brokerage, or contingent fee to be paid to secure this Agreement. For breach of this warranty, City shall have the right to terminate this Agreement without liability and pay Contractor only for the value of work Contractor has actually performed, or, in its sole discretion, to deduct from the Agreement price or otherwise recover from Contractor the full amount of such commission, percentage, brokerage or commission fee. The remedies specified in this section shall be in addition to and not in lieu of those remedies otherwise specified in this Agreement.

17. **Prevailing Wage.** If applicable, pursuant to Section 1771 of the California Labor Code, Contractors are required to pay the general prevailing rates of per diem wages, overtime and holiday wages as determined by the Director of the Department of Industrial Relations and implemented by Resolution No. 13346 of the City Council of the City of Riverside. The Director's determination of prevailing wage rates is available on-line at [www.dir.ca.gov/dlsr/DPreWageDetermination.htm](http://www.dir.ca.gov/dlsr/DPreWageDetermination.htm), and is referred to and made a part hereof as though fully set forth herein. California Labor Code Sections 1725.5 and 1771.1 requiring all general contractors and subcontractors to be registered with DIR. Registration can be accomplished through the DIR website by using this link: <http://www.dir.ca.gov/PublicWorks/PublicWorks.html>.

18. **Notices.** Service of any notices, bills, invoices or other documents required or permitted under this Agreement shall be sufficient if sent by one party to the other by United States mail, postage prepaid and addressed as follows:

To City

Housing & Human Services  
Department  
City of Riverside  
Attn: Michelle Davis  
3900 Main Street  
Riverside, CA 92522

To Contractor

[\*\*Name of Contractor\*\*]

Attn: [\*\*Name of Representative\*\*]

[\*\*Address\*\*]

[\*\*City, State, ZIP\*\*]

19. **Venue.** Any action at law or in equity brought by either of the parties hereto for the purpose of enforcing a right or rights provided for by this Agreement shall be tried in the

Superior Court of California, County of Riverside, and the parties hereby waive all provisions of law providing for a change of venue in such proceedings to any other county.

20. **Waiver.** No action or failure to act by the City shall constitute a waiver of any right or duty afforded City under this Agreement, nor shall any action or failure to act constitute an approval of or acquiescence in any breach thereunder, except as may be specifically provided in this Agreement or as may be agreed in writing.

21. **Severability.** Each provision, term, condition, covenant and/or restriction, in whole and in part, in this Agreement shall be considered severable. In the event any provision, term, condition, covenant and/or restriction, in whole and/or in part, in this Agreement is declared invalid, unconstitutional, or void for any reason, such provision or part thereof shall be severed from this Agreement and shall not affect any other provision, term, condition, covenant and/or restriction of this Agreement and the remainder of the Agreement shall continue in full force and effect.

22. **Amendments.** This Agreement may be modified or amended only by a written agreement and/or change order executed by the Contractor and City.

23. **Authority.** The individuals executing this Agreement and the instruments referenced herein on behalf of Contractor each represent and warrant that they have the legal power, right and actual authority to bind Contractor to the terms and conditions hereof and thereof.

24. **Entire Agreement.** This Agreement constitutes the final, complete, and exclusive statement of the terms of the agreement between the parties pertaining to the subject matter of this Agreement, and supersedes all prior and contemporaneous understandings or agreements of the parties. Neither party has been induced to enter into this Agreement by, and neither party is relying on, any representation or warranty outside those expressly set forth in this Agreement.

25. **Digital and Counterpart Signatures.** Each party to this Agreement intends and agrees to the use of digital signatures that meet the requirements of the California Uniform Electronic Transactions Act (Civil Code §§ 1633.1, et seq.), California Government Code § 16.5, and California Code of Regulations Title 2 Division 7 Chapter 10, to execute this Agreement. The parties further agree that the digital signatures of the parties included in this Agreement are intended to authenticate this writing and to have the same force and effect as manual signatures for purposes of validity, enforceability, and admissibility. For purposes of this section, a “digital signature” is defined in subdivision (d) of Section 16.5 of the Government Code and is a type of “electronic signature” as defined in subdivision (h) of Section 1633.2 of the Civil Code. This Agreement may be executed in any number of counterparts, each of which will be an original, but all of which together will constitute one instrument. Each certified or authenticated electronic copy of an encrypted digital signature shall be deemed a duplicate original, constituting one and the same instrument and shall be binding on the parties hereto.

26. **Interpretation.** City and Contractor acknowledge and agree that this Agreement is the product of mutual arms-length negotiations and accordingly, the rule of construction, which provides that the ambiguities in a document shall be construed against the drafter of that document,

shall no application to the interpretation and enforcement of this Agreement.

26.1 Titles and captions are for convenience of reference only and do not define, describe or limit the scope or the intent of the Agreement or any of its items. Reference to section numbers, are to sections in this Agreement unless expressly stated otherwise.

26.2 This Agreement shall be governed by and construed in accordance with the laws of the State of California in effect at the time of the execution of this Agreement.

26.3 In the event of a conflict between the body of this Agreement and Exhibit “A” – Scope of Services hereto, the terms contained in Exhibit “A” shall be controlling.

27. **Exhibits.** The following exhibits attached hereto are incorporated herein to this Agreement by this reference:

Exhibit “A” – Scope of Services

Exhibit “B” – Sample Supplemental Agreement for Specific Project Work

Exhibit “C” – Key Personnel

Exhibit “D” – Public Safety Engagement Team Encampment Response Procedure

Exhibit “E” – Sample Transient Report

Exhibit “F” – Sample After-Action Report

**[SIGNATURES ON FOLLOWING PAGE.]**

IN WITNESS WHEREOF, the parties hereto have caused this Agreement to be executed the day and year first above written.

CITY OF RIVERSIDE, a California  
charter city and municipal corporation

**[\*\*CONTRACTOR'S NAME\*\*],**  
**[\*\*Enter in entity type\*\*]**

By: \_\_\_\_\_  
City Manager

By: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
(Signature of Board Chair, President, or  
Vice President)

Attest: \_\_\_\_\_  
City Clerk

**and**

Certified as to Availability of Funds

By: \_\_\_\_\_  
Print Name: \_\_\_\_\_  
Title: \_\_\_\_\_

By: \_\_\_\_\_  
Chief Financial Officer

(Signature of Secretary, Assistant Secretary,  
CFO, Treasurer, or Assistant Treasurer)

Approved as to Form:

By: \_\_\_\_\_  
Deputy City Attorney

**EXHIBIT “A”**

**SCOPE OF SERVICES**



## EXHIBIT "B"

### SUPPLEMENTAL AGREEMENT FOR SPECIFIC PROJECT WORK

Contractor: \_\_\_\_\_

Project Name: \_\_\_\_\_

The Project Narrative for [\*\*Insert Project Name\*\*] ("Project"), a copy of which is attached hereto as Exhibit "A" and incorporated herein by this reference, and Contractor's proposal dated [\*\*Insert Date of Proposal\*\*], a copy of which is attached hereto as Exhibit "B" and incorporated herein by this reference, shall constitute a supplement to the Master for Services Agreement for On-Call Homeless Encampment Clean Up Services Panel – RFP 2557 by and between City and Contractor dated [\*\*Insert Date of Master Agreement\*\*] (the "Agreement"). Contractor agrees to perform the services described in the Project Narrative within the time set forth in the Notice to Proceed for a not-to-exceed amount of \$ [\*\*Insert agreed to Contract amount\*\*] unless otherwise modified by Change Order. Performance of the services shall be subject to the terms and conditions contained in the Agreement.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_.

CITY OF RIVERSIDE, a California charter  
city and municipal corporation

[\*\*CONTRACTOR\*\*]  
[\*\*Insert form of legal entity\*\*]

By: \_\_\_\_\_  
City Manager

By: \_\_\_\_\_  
Title: \_\_\_\_\_

By: \_\_\_\_\_  
Title: \_\_\_\_\_

ATTEST:

By: \_\_\_\_\_  
City Clerk

CERTIFIED AS TO AVAILABILITY  
OF FUNDS:

By: \_\_\_\_\_  
Chief Financial Officer

APPROVED AS TO FORM:

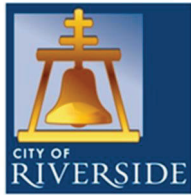
By \_\_\_\_\_  
Deputy City Attorney

**EXHIBIT “C”**

**KEY PERSONNEL**

**EXHIBIT “D”**

**PUBLIC SAFETY ENGAGEMENT TEAM ENCAMPMENT RESPONSE PROCEDURE**



**City of Riverside**  
**Housing & Human Services Department**  
**Outreach Division – Administrative Manual**

*City of Arts & Innovation*

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**Effective Date:** 05/2025  
**Next Review Date:** 05/2027  
**Policy Owner:** Housing and Human Services

**Approved:**

*Michelle Davis*

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Department Head

**SUBJECT:**

**Public Safety Engagement Team Encampment Response Procedure**

**PURPOSE:**

To outline the process used by the Public Safety Engagement Team (PSET) to respond to encampments located in the Public Right of Way in alignment with current legislation and the Riverside Municipal Code.

**PROCEDURE:**

Chapter 9.11 – *Camping and Encampments* of the Riverside Municipal Code permits the removal of personal property, camping paraphernalia, and all other property including contraband, litter, and waste found at an encampment or at a location where a person is engaged in unlawful camping. Encampment locations are primarily reported through the 311 App, however in some cases, reports from individuals in the field will be reported via email.

The process used to mitigate an encampment is as follows:

- A. A list of encampments are received from the 311 system.
- B. A Code Enforcement Officer visits the encampment site and posts a written notice indicating the date of the clean-up and providing a minimum 24-hour notification for individuals to remove their personal property.
- C. On the day of the encampment clean-up, the PSET Team including a Code Enforcement Officer, two Police Officers, two Outreach Workers, and encampment clean-up vendors arrive at the encampment site to:
  - a. (Outreach Workers) engage with individuals located at the encampment site and offer resources.
  - b. (Code Enforcement Officer) takes pictures of the encampment before clean-up efforts begin, identifies any personal belongings to be inventoried and stored in

alignment with the Housing and Human Services Retention and Return of Personal Belongings Policy, and directs vendor to remove and dispose of debris.

- c. (Police Officers) are on-hand to assist with keeping the peace including any enforcement of the Municipal Code or any other laws.
- D. At the conclusion of the encampment clean-up, the Code Enforcement Officer takes pictures of the encampment site, documents any collected items, completes case notes in the GoEnforce Software System and delivers items to be stored to the Access Center storage containers.
- E. Collected items are available to be picked up at the Access Center and are held for a 60-day period.

## ROLES:

Responsibility	Action
Police Officers	<ol style="list-style-type: none"> <li>1. Provide a safe working environment for all members of PSET during interactions with those experiencing homelessness.</li> <li>2. Provide security during clean-up efforts.</li> <li>3. Manage and coordinate the law enforcement response with regards to all crimes and/or individuals with active warrants.</li> <li>4. Enforce violations of the law in accordance with policy and law.</li> <li>5. Act as the subject matter expert for all criminal related investigations to include violations of ordinances and code infractions, misdemeanors, and felony offenses.</li> <li>6. In conjunction with fire, file all criminal cases and act as the investigating officer / co-case agent throughout adjudication.</li> <li>7. In conjunction with fire, divert all appropriate investigations to the City Attorney's Office and homeless court for adjudication.</li> </ol>
PSET Code Enforcement	<ol style="list-style-type: none"> <li>1. Preparation Before Pick-Up - Affix a weather resistant tag to every stored item with client name (as provided), date, and brief description.</li> </ol>

Responsibility	Action
	<p>Photograph each item at intake and upload to the shared Property Inventory Log.</p> <p>Complete the Property Intake Form, recording:</p> <ul style="list-style-type: none"> <li>– Exact location and circumstances of collection.</li> <li>– Verbal identifiers (nicknames, service animals, unique possessions, phone number).</li> <li>– A client photo (with consent) to aid later verification.</li> </ul> <p>2. Field Posting &amp; Follow-Up - Post “Notice of Pending Removal” when required and record deadline in the Inventory Log. Reinspect after the deadline; document status and arrange on-call homeless encampment clean-up.</p> <p>3. Documentation &amp; Chain of Custody - Maintain all photos, forms, and notes in the Property Log to ensure a verifiable chain of custody.</p>
Outreach Team	<ol style="list-style-type: none"> <li>1. Actively reach out to those experiencing homelessness and link them to housing and service interventions.</li> <li>2. Conduct quality face-to-face interaction in the field with people experience homelessness.</li> <li>3. Coordinate persistent and creative outreach efforts with the City, County, and private enterprises.</li> <li>4. Conduct targeted outreach services for those persons who have the most severe service needs.</li> <li>5. Build trust and relationships with people experiencing homelessness, including those who are unsheltered, by helping them access housing services.</li> <li>6. Conduct intake assessments with homeless individuals and make referrals to housing and social services based on needs and as clients open to receive services.</li> </ol>
Encampment Vendor	<ol style="list-style-type: none"> <li>1. At the direction of Code Enforcement, clean homeless encampment sites where one or more homeless persons have established a campsite.</li> </ol>

Responsibility	Action
	<ol style="list-style-type: none"> <li>2. At the direction of Code Enforcement, clean sites where homeless or other persons have left behind biohazards or other waste with no encampment.</li> <li>3. Transport identified property for storage (shopping carts) to a site designated by the City as directed by Code Enforcement.</li> <li>4. Photograph the encampment site before and after cleaning and provide an electronic copy of each photograph to the City.</li> <li>5. Trim shrubs and vegetation as required by the City as a deterrent measure for future encampments.</li> <li>6. Properly handle and dispose of solid waste and hazardous waste in accordance with all applicable laws.</li> </ol>
Access Center Staff	<ol style="list-style-type: none"> <li>1. <u>Intake When Client Has Government Issued ID:</u> <ul style="list-style-type: none"> <li>– Greet the client and explain verification steps.</li> <li>– Match ID name and photo to the Property Log entry.</li> <li>– Have client sign and date the Property Release Form.</li> <li>– Sign, date, and mark the record “Released.” Hand over belongings.</li> </ul> </li> <li>2. <u>Intake When Client Lacks ID (3Point Verification)</u> Collect <b>any three</b> of the evidence types below: <ul style="list-style-type: none"> <li>– Service Records – prior intake, HMIS/Clarity profile, case notes.</li> <li>– Photographic Match – photo taken by PSET or outreach team.</li> <li>– Detailed Item Description – color, brand, hidden contents, unique markings.</li> </ul> </li> <li>3. <u>Knowledge Based Questions:</u> <ul style="list-style-type: none"> <li>– Where and when items were taken, officer name, circumstances.</li> <li>– Witness Verification – confirmation from outreach worker or service provider.</li> <li>– J Biometric Confirmation – existing HMIS photo (no new biometrics collected).</li> </ul> </li> </ol> <p>Step by Step without ID</p> <ul style="list-style-type: none"> <li>– Explain 3-point process and its purpose.</li> <li>– Gather evidence in any order the client prefers.</li> <li>– Crosscheck each point with the Property Log or HMIS.</li> <li>– When three points align, have client sign Release Form (include</li> </ul>

Responsibility	Action
	perjury clause). <ul style="list-style-type: none"><li>– Supervisor or Lead Outreach Worker or PSET staff performs a quick secondary check.</li><li>– Mark record “Released – No ID” and note the three accepted evidence points.</li></ul>

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## SOURCE OF AUTHORITY

- Riverside Municipal Code 9.04.400 (G)
- City Manager Administrative Policy 01.001.00 (Administrative Manual Guidelines)

*Attachments:*      Sample **Notice of Pending Removal**

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City of Riverside  
Housing and Human Services Department  
Code Enforcement PSET Division  
3900 Main Street, Riverside, CA 92522  
(951) 826-5633



## **NOTICE OF PENDING REMOVAL**

THIS PROPERTY IS LOCATED IN THE CITY OF RIVERSIDE  
PUBLIC RIGHT-OF-WAY

**PURSUANT TO RMC 9.04.400(G); YOU ARE HEREBY  
ORDERED TO REMOVE ALL OBJECTS, STRUCTURES,  
PROPERTY, TRASH, DEBRIS, PERSONAL BELONGINGS AND  
MISCELLANEOUS ITEMS FROM THE RIGHT-OF-WAY.**

FAILURE TO DO SO MAY RESULT IN THE PROPERTY BEING  
CONSIDERED ABANDONED AND REMOVED/DISPOSED OF  
WITHOUT FURTHER NOTICE.

**REMOVAL OF PROPERTY IS REQUIRED BY:**

Officer: \_\_\_\_\_ Date: \_\_\_\_\_  
I.D. #: \_\_\_\_\_ Phone: \_\_\_\_\_

**EXHIBIT “E”**

**SAMPLE TRANSIENT REPORT**

## *Transient Encampment Cleanup Report*

DATE: \_\_\_\_\_

TIME: \_\_\_\_\_

CONTACT PERSON: \_\_\_\_\_

PHONE: \_\_\_\_\_

SITE LOCATION: \_\_\_\_\_

PARCEL NO: \_\_\_\_\_

NEAREST CROSS STREET: \_\_\_\_\_ CITY: \_\_\_\_\_ ZIP: \_\_\_\_\_

IS THE ENCAMPMENT LOCATED IN A WATERCOURSE OR CHANNEL ☐ YES ☐ NO

IS THE ENCAMPMENT DIRECTLY DISCHARGING INTO RECEIVING WATERS: ☐ YES ☐ NO

IS THE ENCAMPMENT DIRECTLY DISCHARGING TO A STORM DRAIN: ☐ YES ☐ NO

SUBSTANCES INVOLVED: ☐ Electronic Waste ☐ Oil/Grease ☐ Human Waste/Sewage ☐ Paint

☐ Household Products ☐ Trash ☐ Fuel (Gas/Diesel/Jet A) ☐ Chemicals ☐ Other \_\_\_\_\_

APPROXIMATE QUANTITIES (Gallons/Units/Tons): \_\_\_\_\_

INVESTIGATION DETAILS: \_\_\_\_\_

PHOTOS TAKEN BEFORE AND AFTER: ☐ YES ☐ NO [include photos]

PHOTO DESCRIPTIONS: \_\_\_\_\_

OTHER AGENCIES CONTACTED: ☐ HazMat Team ☐ RWQCB ☐ EPA ☐ Dept. of Fish & Wildlife

☐ County Environmental Health Services ☐ Other \_\_\_\_\_

ACTION TAKEN: \_\_\_\_\_

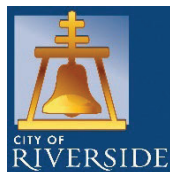
INVOICE NO: \_\_\_\_\_ DATE: \_\_\_\_\_ AMOUNT: \_\_\_\_\_

NAME: \_\_\_\_\_ AGENCY: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

**EXHIBIT “F”**

**SAMPLE AFTER-ACTION REPORT**



City of Riverside  
Department of Housing and Human Services  
**PSET Code Enforcement**  
3900 Main Street, Riverside, CA 92522  
(951) 826-8986



### Encampment After-Action Report

Dist	City	County	Rte	Location	Start time	End Time	Direction of travel	Code Enforcement Officer	Contacts
8	Riverside	RIV	91						

### Notice and Removal Timeline

- Date/Time 'Notice to Vacate' Posted:
- Date of Removal:
- Start time/End Time of Work:

### Risk Factors Identified

1. Fire danger: yes or no
2. Fence damage: yes or no, where?

**Outreach Summary**

- Outreach offered on:
- Services Accepted:

**Work Coordination & Partners**

- Encampment Removed By: City vendor?
  - # of staff:
  - # of trucks:
  - Roll off- yes or no:
- Scope of Work: Encampment Removal

**Additional Comments/Notes**

- Before and After photos attached

**Caltrans Contact Information**

- Name: Kelly Salazar
- Title: Unsheltered Encampment Coordinator
- District: 8

## EXHIBIT F - Cost Summary

**Cost Exhibit:** Complete and submit the Exhibit "F" - Cost Summary as Cost File.

Descriptions	Rates
Site Clean-Up Mobilization (per occurrence)	
Labor Rate – Standard Prevailing Wage (hourly)	
Labor Rate – Overtime Prevailing Wage (hourly)	
Biohazard Technician – Standard (hourly)	
Biohazard Technician – Overtime (hourly)	
Equipment (hourly)	
Equipment (daily)	
Biohazardous Material Disposal (each)	
Non-Biohazardous Material Disposal (each)	

## EXHIBIT G - Narrative Proposal

COMPANY INFORMATION		
<b><u>Organization</u></b>	Company Name	
	Main Office Address	
	Main Office Phone Number	
	Office Anticipated to Perform the Work: Address and Phone Number (if different from above)	
<b><u>Point of Contact for Proposal</u></b>	Name	
	Title	
	Email Address	
	Phone Number	
<b><u>City of Riverside Vendor ID</u></b>	Are you currently registered as a vendor with the City with a Vendor ID?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
	If yes, enter Vendor ID:	
What type of enterprise is the organization?		<input type="checkbox"/> Corporation <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Partnership <input type="checkbox"/> Joint Venture <input type="checkbox"/> Limited Liability Company <input type="checkbox"/> Other
<b><u>Answer if Corporation</u></b>	Date of Incorporation	
	State of Incorporation	
	Corporate ID Number	
	President's Name	
<b><u>Answer if Partnership</u></b>	Date of Organization	
	Type of Partnership (if applicable)	
	Name(s) of General Partner(s)	
	Date of Organization	



<b>Answer if <u>Individually Owned</u></b>	Name of Owner	
If your organization type is other than those listed, describe it and name principals.		
<b><u>Licenses and /or Certifications</u></b>	Provide California DIR registration number:	
	List jurisdictions and trade categories which your organization is legally qualified to do business and indicate registration or license numbers, if applicable.	
	List any other certifications held by your organization, and the name under which they are held.	
Please identify any litigation, mediation, or arbitration, regarding the performance of any services similar to the Scope of Services, in which the Company has been involved in the past five years. If the Scope of Services require a license or certification, the Proposal shall include any claims or disciplinary action taken against the Company or any of Company's key personnel within the past five years.		
If the Company has any supplemental organization information believed to be pertinent to the selection process, provide the information here.		

### COMPANY PERSONNEL

Complete the tables below for each key personnel included in this Proposal. If you have less personnel than tables, delete or leave blank. If you have more personnel than tables below, copy and add additional tables. Resumes are not needed, but can be submitted as an appendix to the Narrative Proposal if desired.

Key Personnel #1		
<b>Contact Information</b>	Name	
	Title	
	Email Address	
	Phone Number	
How will this individual be involved in this project?		
Provide any licenses or certifications held by this individual.		
Provide a short description of this individual's qualifications and experience as relevant to the Scope of Services described in this RFP.		

Key Personnel #2		
<b>Contact Information</b>	Name	
	Title	
	Email Address	
	Phone Number	
How will this individual be involved in this project?		
Provide any licenses or certifications held by this individual.		
Provide a short description of this individual's qualifications and experience as relevant to the Scope of Services described in this RFP.		

Key Personnel #3		
<b>Contact Information</b>	Name	
	Title	
	Email Address	
	Phone Number	
How will this individual be involved in this project?		
Provide any licenses or certifications held by this individual.		

Provide a short description of this individual's qualifications and experience as relevant to the Scope of Services described in this RFP.	
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Key Personnel #4		
<b>Contact Information</b>	Name	
	Title	
	Email Address	
	Phone Number	
How will this individual be involved in this project?		
Provide any licenses or certifications held by this individual.		
Provide a short description of this individual's qualifications and experience as relevant to the Scope of Services described in this RFP.		

Key Personnel #5		
<b>Contact Information</b>	Name	
	Title	
	Email Address	
	Phone Number	
How will this individual be involved in this project?		
Provide any licenses or certifications held by this individual.		
Provide a short description of this individual's qualifications and experience as relevant to the Scope of Services described in this RFP.		

SUBCONTRACTOR CONFIRMATION	
Does the Proposal include subcontractors?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

If yes, enter all subcontractor information for subcontractors exceeding the percentage threshold into PlanetBids. Selecting no and not entering subcontractor information into PlanetBids will be interpreted as the work being self-performed by the Proposer.

All subcontractors must be registered with CA DIR and have valid required licenses at time of Proposal submittal.

## Disclosure Questionnaire

Proposer shall submit a completed Disclosure Questionnaire. Please disclose any and all past or current business and personal relationships with any current Riverside elected official, appointed official, City employee, or family member of any current Riverside elected official, appointed official, or City employee. **Any past or current business relationship may not disqualify the firm from consideration.** Disclose any administrative proceedings, claims, lawsuits, or other exposures pending against the Proposer.

DISCLOSURE QUESTIONNAIRE		
1	Has the Company, any officer of the Company, or any employee of the Company who has proprietary interest in the Company, ever been <i>disqualified, removed, or otherwise prevented from bidding on, or completing a federal, state, or local government project because of a violation of law or safety regulation?</i>	<input type="checkbox"/> Yes
		<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	
2	Has the Company, any officer of the Company, or any employee of the Company who has proprietary interest in the Company, ever had <i>any administrative proceedings, claims, lawsuits, or other exposures pending against the Company?</i>	<input type="checkbox"/> Yes
		<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	
3	Has the Company, any officer of the Company, or any employee of the Company who has proprietary interest in the Company, <i>filed for bankruptcy under any business name over the past five (5) years?</i>	<input type="checkbox"/> Yes
		<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	
4	Has the Company, or any officer of the Company, or any employee of the Company who has proprietary interest in the Company, <i>have any past or current business and personal</i>	<input type="checkbox"/> Yes

	<i>relationships with any current City of Riverside elected official, appointed official, City employee or family member of any current City of Riverside elected official, appointed official or City employee?</i>	<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	
5	Has the Company, or any officer of the Company, or any employee of the Company who has proprietary interest in the Company, <i>had a contract terminated for default of cause?</i>	<input type="checkbox"/> Yes
		<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	
6	Has the Company, or any officer of the Company, or any employee of the Company who has proprietary interest in the Company, <i>been assessed any penalties, including liquidated damages, under any of its existing or past contracts with any organization of governmental entity?</i>	<input type="checkbox"/> Yes
		<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	
7	Has the Company, or any officer of the Company, or any employee of the Company who has proprietary interest in the Company, <i>been convicted of a felony or is currently under indictment on any felony charge?</i>	<input type="checkbox"/> Yes
		<input type="checkbox"/> No
	If the answer is yes, explain the circumstances:	

## Qualifications and Experience (35%)

Proposer shall demonstrate their proposed qualification and experience for executing the Scope of Services in this RFP by answering the following questions in the fields below. Written responses to the questions should be entered into the table below. Any appendices provided should be relevant to the questions and referenced in the main narrative below. Responses to the following questions shall be consistently evaluated based on the following responses.

NARRATIVE QUESTIONS	
1. Describe why the Company is qualified to provide the Scope of Services described in this RFP. Provide a general overview of the Company and what sets it apart from competitors.	
2. Describe the experience of the Company and its key personnel relevant to the Scope of Services described in this RFP. Note any projects of similar size and/or scope and outcomes.	
3. Identify the process the company uses to document and log site activities for both large and small encampment abatements.	
4. Describe methodology that will be used to bifurcate hazmat and debris disposal costs for encampments located on Flood Control or Cal-trans properties.	

## Approach and Methodology (35%)

Proposer shall demonstrate their proposed approach and methodology for executing the Scope of Services in this RFP by answering the following questions. Written responses to the questions should be entered into the table below. Any appendices provided should be relevant to the questions and referenced in the main narrative below. Responses to the following questions shall be consistently evaluated based on the following responses.

1. Describe the Company's general approach to providing the services and accomplishing all goals of the RFP. Demonstrate your understanding of the Scope of Services.
2. Demonstrate how the Company approach and methodology align with the City Encampment Process outlined in Exhibit B.
3. Describe the Company's organization and staff to provide the requested services and meet all requirements of the RFP. Demonstrate the Company's capacity to successfully undertake this Scope of Services.
4. Provide a workplan and timeline with key milestones for accomplishing the deliverables and other requirements in the Scope of Services.
5. Describe how the Company will mitigate or address the risks and challenges described in the Background section of the RFP.



## Professional References (10%)

Proposer shall provide at least four (4) references, within the past [three] (3) years, of clients for whom services have been performed that are comparable in quality and scope to that specified in this RFP.

<b>Reference 1</b>	Organization Name	
	Address	
	Contact Name	
	Email Address	
	Phone Number	
	Explanation of Services Provided	
	Project Start and End Dates	

<b>Reference 2</b>	Organization Name	
	Address	
	Contact Name	
	Email Address	
	Phone Number	
	Explanation of Services Provided	
	Project Start and End Dates	

<b>Reference 3</b>	Organization Name	
	Address	
	Contact Name	
	Email Address	
	Phone Number	
	Explanation of Services Provided	
	Project Start and End Dates	

<b>Reference 4</b>	Organization Name	
	Address	
	Contact Name	
	Email Address	
	Phone Number	
	Explanation of Services Provided	
	Project Start and End Dates	