ILLINOIS MEDICAL DISTRICT COMMISSION

June 2, 2026

IMDC RFP 26-006: AMBASSADOR SERVICES

QUESTIONS AND ANSWERS

1. We would like to confirm whether there are any mandatory pre-bid meetings, walkthroughs, vendor registrations, or additional notification requirements that prospective respondents must complete prior to proposal submission.

   Answer: No.

2. Is the service required 5–7 days per week?

   Answer: Standard services are required Monday through Friday, although special event/project support may be required on weekends.

3. What are the responsibilities of the "Public Ambassadors" besides graffiti removal?

   Answer: See Section 2.3.1: Scope of Services.

4. Who provides equipment and supplies?

   Answer: The contractor is required to provide equipment and supplies.

5. Is traffic control needed for certain locations.

   Answer: No, however, ambassadors may be required to assist individuals with crossing intersections.

6. Are overtime or emergency call-outs paid separately?

   Answer: No.

7. Is the work expected during the daytime, nighttime, or both?

   Answer: The standard service hours will start at 8am-5pm. Some evening work may be required for special events.

8. Is graffiti removal performed only after complaints/calls, or is there routine patrol inspection?

   Answer: See #3 in Section 2.3.1 in the RFP. Routine inspections are included in the scope.

9. Does this contract require prevailing wage compliance?

   Answer: No. The scope of work does not constitute a public works project under the Prevailing Wage Act.

10. Which prevailing wage determination applies (federal Davis-Bacon, Illinois Prevailing Wage, city rates,

    Answer: The services do not fall within the Davis-Bacon Act or the Illinois Prevailing Wage Act. The highest applicable minimum wage requirement shall apply.

11. Given the relatively modest scale of the services requested, would IMDC consider flexibility in how these goals are met—specifically, if a respondent can demonstrate that subcontracting may not be operationally efficient without being disqualified or disadvantaged in the evaluation for not meeting the diversity goals?

    Answer: See sections 1.9 and 4.2 of the RFP regarding diversity considerations.

12. Could the District provide information about the current Ambassador program, such as the incumbent provider and the wage and bill rates?

    Answer: This is a new program.

13. What is the District currently doing to engage unhoused and transient populations?

    Answer: IMDC coordinates with the Chicago Police Department and follows the processes mandated by law for notice and removal of personal property.

14. Does IMDC have any expectations, policies, or preferred approaches regarding ambassador interaction with unhoused or vulnerable individuals?

    Answer: IMDC expects such interaction to be consistent with the approach stated with respect to the other situations listed in number 3 of section 2.3.1 of the RFP.

15. How many vehicles and/or bicycles are currently being used for this service?

    Answer: This is a new program.

16. What is the anticipated start date and term length of the awarded contract?

    Answer: September 2026. The initial contract is one year with annual renewal options.

17. How are value-added services evaluated in scoring?

Answer: Additional proposed or value-added services would be considered under "Approach and Strategy" and "Pricing," if applicable.

18. Should the 200/280/320 weekly hour pricing options assume identical service scope, scaled linearly?

    Answer: Yes.

19. Are there expectations for seasonal or demand-based adjustments?

    Answer: The program will be evaluated regularly and adjustments to the schedule and/or staffing may be requested.

20. Will IMDC provide or require specific training certifications?

    Answer: No.

21. Can the District provide a sample schedule to set desired staffing expectations?

    Answer: The assignment should be staffed from 8am-5pm, Monday through Friday. Staffing needs will be evaluated throughout the contract term.