



WEST SIDE MARKET

CLEVELAND'S PUBLIC MARKET

Request for Proposals

Cleaning Services at West Side Market

Issued: November 29, 2023

Cleveland Public Market Corporation

c/o Ohio City, Inc.
3308 Lorain Avenue
Cleveland, OH 44113
(216) 781-3222

Introduction

Cleveland Public Market Corporation (“CPMC”), an independent, tax-exempt organization, will soon assume management of West Side Market from the City of Cleveland and be responsible for all operating and service agreements. CPMC is seeking bids from area firms (“Contractor”) to provide **cleaning services** for the Market.

While an independent contractor, the selected firm will play an integral role in operating Cleveland’s historic public market, working closely with CPMC’s on-site management staff. The service is expected to commence when CPMC takes over Market management in early 2024. CPMC seeks to contract with an experienced cleaning company for a period of one year, with two one-year renewal options.

West Side Market is located at 1979 West 25th Street, Cleveland, OH 44113. The Market Hall includes about 17,000 SF of common area walkways and entrances, plus a similar amount of common areas in the basement, four freight elevators, an electrical mezzanine, two sets of public restrooms, three employee restrooms, and four individual restrooms. The Market offices and meetings rooms comprise approximately 4,000 SF and are located on a mezzanine at the western side of the Market Hall. The Arcade, a one-story structure adjacent to the north and east sides of the Market Hall, has approximately 11,000 SF of common areas.

About 60 individual merchants lease space within the Market Hall and Arcade and are responsible for maintaining cleanliness in their leaseholds. The Contractor will be responsible for cleaning all other areas throughout the property, including:

1. Public common spaces, including aisles, entrances/vestibules, and stairways
2. Restrooms
3. Basement aisleways, boiler room, and electrical room
4. Loading dock
5. Market offices (mezzanine)
6. Vacant (non-tenanted) stands
7. Outdoor areas
8. Any other areas not occupied by merchants

Since merchants at West Side Market sell primarily food, facility cleanliness is critical for both surpassing health codes and assuring customers that they are shopping at a sanitary and well cared for place.

The Contractor's cleaning staff are expected to be visible and easily recognizable throughout West Side Market during public market hours. Staff must be scheduled to prepare West Side Market for opening and to maintain clean, safe, and sanitary conditions throughout the day. While the Market generally closes at 5 pm, cleaning staff may remain on-site until 8 pm for night cleaning duties. Noisy or intrusive cleaning projects can be scheduled when the Market is closed to the public (Tuesdays, Thursdays, and before and after public hours).

Public market hours

- Monday, Wednesday, and Friday from 8 am to 5 pm
- Saturday from 8 am to 5 pm
- Sunday from 10 am to 4 pm

This schedule is subject to change

The Market is closed for the following holidays: New Year's Day, Easter, Memorial Day, July 4, Labor Day, Thanksgiving, and Christmas Day

West Side Market occasionally hosts special events and programming that occurs after-hours. Contractor is expected to offer flexibility with cleaning schedules and staffing to support these events, as needed, with a contracted fee for hourly services.

The Contractor will be responsible for refining standards of service and procedures for monitoring the firm's activities. In their proposals, firms are required to identify the services they will provide. As part of the Market management team, the cleaners are expected to inform CPMC's Operations Director (or other CPMC staff member) about any equipment malfunctions or items that need repair.

Contractor shall supply all dispensers (replaced as needed) and supplies including but not limited to:

- trash can liners
- soap (foam soap in motion-controlled dispensers)
- toilet tissue
- paper towels
- toilet seat covers
- deodorant urinal screens
- sanitary napkins
- tampons
- cleaning products. Contractor is required to use certified green cleaning products where applicable and available. Approved certifications include "Green Seal," "EPA Safer Choice," and "Eco logo." Contractor must provide documentation if a certified green alternative is not available for a specific product. Contractor shall furnish CPMC with Material Safety Data Sheets

(MSDS) for all chemicals.

CPMC has budgeted \$310,000 for both daytime and night cleaning services in 2024. Bidders are encouraged to propose their most competitive offer. The proposal should provide separate bids for the day and night cleaning services.

Proposal submission

Interested firms should express their intent to bid by emailing cpmc@westsidemarket.org so they can receive any future correspondence or RFP addenda. Please include the name, telephone number, and email of the firm's contact person.

Any questions should be submitted via email to cpmc@westsidemarket.org. A written response, if provided, will be in the form of an addendum to the RFP and will be sent to all bidders registered by CPMC. Corrections or changes to this document will be made only by written addendum; any oral explanation or interpretation shall not be binding.

If bidders would like a site tour and in-person review of this RFP, please so indicate via email to cpmc@westsidemarket.org by Wednesday, December 20, 2023. CPMC will make all registered firms aware of the meeting time and place.

Proposers are cautioned not to contact CPMC board members or City officials concerning this RFP during the competitive procurement process or the evaluation process except as outlined above.

Proposals are due on Friday, January 12, 2024 at 5 pm. Submit proposals in PDF format to cpmc@westsidemarket.org.

CPMC will not reimburse bidders for the cost incurred in preparing the proposal or any oral presentation. CPMC reserves the right to reject all proposals, or portions of any or all proposals, to waive irregularities and technicalities, to re-advertise or to proceed to provide the service otherwise in the best interest of CPMC.

By submitting a proposal in response to this RFP, the firm certifies that all work will be performed in conformance with applicable local, state, and federal laws and regulations and accepts the terms and conditions set forth herein, all of which will be made a part of any contract awarded as a result of this RFP. The selected firm is expected to maintain and provide evidence of appropriate liability, workers' compensation, and employer's liability insurance. The firm must also possess all applicable licenses, certificates, permits, or other authorizations required by all relevant governmental authorities and be authorized to conduct business in the City of Cleveland.

Proposal contents

The proposal submittal shall consist of the following elements in the following sequence:

1. Cover letter: The cover letter should identify the firm, its legal form, principal address, principal contact for this proposal, federal tax identification number, telephone number, and email address. The cover letter should include a concise summary of the firm's background and relevant experience, and an overview of cleaning services. The letter should include the firm's case as the best candidate for providing the required services.
2. Qualifications/experience
 - a. Describe the firm's business experience in providing cleaning services, particularly for large, intensely used facilities and historic buildings.
 - b. Identify key staff setting forth their specific responsibilities and how much of their time will be devoted to the project. Provide a one-page resume for each proposed key staff person detailing relevant professional qualifications and experience.
 - c. Provide the names and addresses of at least three (3) references at similar facilities. The references should include the name and title of the contact person, e-mail address, telephone number, and a brief summary of the scope of work.
 - d. CPMC prefers to engage with firms that utilize union labor for services. Please indicate whether your firm utilizes union labor.
 - e. Provide the name, location and date of all similar contracts that have been terminated or canceled within the past three (3) years, prior to the expiration of their contractual term, and also list any judgments terminating or any pending lawsuits or unresolved disputes for the termination of such services provided by the firm within the past three (3) years.
3. Services
 - a. Confirm that the firm will provide the list of services (Appendix A) or identify any proposed variations. Describe any sustainability initiatives.
 - b. Describe proposed uniforms and photo identification.

- c. Describe any resources or approaches that the firm will take to increase efficiencies and reduce costs, including time tracking and attendance systems.
- d. Describe how the firm will monitor and report on its performance, including the use of logs or other methods to ensure tasks are completed.
- e. Identify how many people the firm anticipates hiring for this job and how the firm will identify, screen (background checks), train, and provide oversight to employees. Identify who will serve as point-of-contact for CPMC staff. If employees are expected to have limited English proficiency, describe how the firm will address communication both internally and with CPMC.
- f. List all cleaning materials and supplies, identify from where they will be acquired, and confirm that Material Safety Data Sheets (MSDS) will be provided.
- g. Confirm that firm will provide services for after-hours events.

4. Financial Proposal

- a. Identify all fees and an estimated monthly and annual cost for services, separated between services offered during operating hours and after-hour services. List price escalations between years and the cost of after-hours services by the hour.
- b. Financial background information
 - i. Ownership structure of the proposer
 - ii. Three (3) bank and trade references
 - iii. Proof of a surety bond or an irrevocable letter of credit equal to one (1) year's management fee.
- c. Draft service agreement, including key terms such as proposed duration and cancellation provisions.
- d. Confirm that Contractor shall, at its own expense, keep and maintain Worker's Compensation, employer's liability insurance, comprehensive automobile liability insurance, and comprehensive general liability insurance including hazards and broad form contractual liability with limits on no less than \$500,000 for each person and \$500,000 for each occurrence and \$500,000 for property damage. In addition, the Contractor shall maintain umbrella liability with limits of liability of \$1,000,000 each occurrence and limits of liability \$1,000,000 aggregate. Such insurance shall include the interest of the Contracting Company as additional

insured. Contractor shall also show evidence of 3rd Party Dishonesty Bond or Fidelity Bond in the amount of \$50,000 coverage.

Evaluation criteria

CPMC will use the following criteria to evaluate proposals:

1. Experience and references (30 points)
2. Financial proposal (30 points)
3. Proposed services and customer service (30 points)
4. Sustainability initiatives (5 points)
5. Proposed contract terms, including duration and cancellation provisions (5 points)

Appendix A: List of Cleaning Services for West Side Market

Market Hall and Market Arcade, loading dock, elevators, vestibules, stairwells, hallways, balcony, second floor mezzanine, aisles except café and import store		
Task	Anticipated frequency	Restricted to closed hours?
Spot sweep debris and litter from all spaces visible to public and vendors including Market Hall and Market Arcade floor, balcony, alleyways, sidewalks, public seating, loading dock, ramp, steps and compost area.	Ongoing daily	No
Address any spills that occur utilizing proper products to remove residue and using Caution Wet Floor signs until the area is dry.	Ongoing daily	No
Empty public trash containers and insert liners as required.	Ongoing daily	No
Spot wash public trash containers.	Ongoing daily	No
Transport waste from loading dock to dumpsters	Ongoing daily	No
Extract water from area mats during inclement weather.	Ongoing daily	No
Keep hallways and stairwells clear of all cleaning equipment.	Ongoing daily	No
Damp wash and sanitize all high-touch hand rails.	Daily	No
Wash and sanitize drinking fountain.	Daily	No
Remove gum and any other sticky residue from floors, walls, and building equipment.	Ongoing daily as needed	No
Sanitize and spot wash ATM.	Daily	No
Ensure all trash containers are emptied and liners replaced before leaving in the evening.	Daily	No
Low dust all horizontal surfaces to hand height (70") including, but not limited to sills, ledges, molding, shelves, picture frames, furniture, ducts, radiators, etc.	Weekly	No
Spot wash all walls, doors and partitions including frames.	Check daily	No

Wash and/or vacuum area mats.	Daily	Yes
Spot wash stains on carpeted and resilient floors.	Check daily	Yes
Sweep and wash resilient and hard floors or vacuum carpeted floors, including elevator floors.	Daily	Yes
Spot wash and sanitize AED	Daily	No
Spot clean display case glass for vacant stands.	Daily	Yes
Wash and sanitize sinks and fixtures in old fish market.	Weekly	No
Clean vacant stands (both in Market all and Market Arcade) including display glass, interior of display cases, mopping floors, dusting shelves and light fixtures, and removing debris from behind stands.	Weekly	Yes
Wash and sanitize interior and exterior of public trash containers.	Weekly and as needed	Yes
Remove scuff and heel marks; re-wax and buff to maintain protective coating and gloss on tile floor.	As needed	Yes
Clear debris from gutters under stands in the Market Hall	Weekly	Yes
Scrub Market Hall and Market Arcade floors with a machine and hand scrub where machine is inaccessible (vestibules, corners, etc.)	Three times per week	Yes
Scrub gutters	Monthly	Yes
Check & replace bulbs as needed in Shepherd and lowest rows of arched ceiling lights (anything reachable with 35 ft ladder)	As needed	Yes
Wash Shepherd light shades and globes.	Quarterly	Yes
Flush alleyways, sidewalks, loading dock, ramp and steps by fire hose unless otherwise determined by Market Management. Permit required for use of hydrant, approximately 500-700 feet of fire hose required.	Quarterly	Yes
Wash all walls to hand height (70").	Quarterly	Yes in public spaces

Wash and sanitize interior and exterior of compost tubs and related equipment.	Monthly	Yes
Wash interior and exterior doors and frames including all windows and/or screens.	Monthly	Yes
Wash ceiling fans in the Market Arcade and column light lenses and remove cobwebs.	Monthly	Yes
Wash interior and exterior of all Arcade garage and man doors including all glass.	Monthly	Yes
Polish brass handrails.	Monthly	Yes
Vacuum and wash the perimeter window ledges above the vestibules on the north and south sides of the Market Hall	Quarterly	Yes
Clean elevator pits	Quarterly	Yes
Wash, seal and buff marble floors.	Annually	Yes

Market Grounds		
Task	Anticipated frequency	Restricted to closed hours?
Clean debris from under tree grates on Market Grounds on West 25 St. & Lorain Ave.	Weekly	No

Public and vendor (employee) restrooms		
Task	Anticipated frequency	Restricted to closed hours?
Spot sweep debris and litter	Ongoing daily	No
Supply restock (toilet paper, soap, etc.) and spot clean (wipe sink/floor puddles, dustpan and broom toilet paper debris, check and resolve clogs, etc.)	Ongoing daily – at least hourly during open public hours	No

	and at day's end	
Full cleaning and disinfection including: washing and sanitizing all vitreous fixtures including toilet bowls, urinals, and hand basins; washing all glass and mirrors; emptying all trash, containers and disposal and inserting liners as required; spot washing and sanitizing interior and exterior of sanitary containers; refill all dispensers to normal limits.	Ongoing daily – at least once every two hours during open public hours and at day's end	No
Polish all vitreous fixtures including toilet bowls, urinals, and hand basins.	As needed and once at the end of each day	No
Remove graffiti.	As needed	No
Wash and sanitize interior and exterior of sanitary container.	Daily	No
Low dust all horizontal surfaces including, but not limited to sills, moldings, ledges, shelves, frames, ducts, heating outlets	Daily	No
Wash and/or vacuum area mats (extract water during inclement weather).	Daily	No
Dust and wash all fans	Daily	Yes
Sweep, wash and sanitize hard floors.	Daily	Yes
Wash all walls to hand height (70")	Monthly	Yes

Offices and meeting spaces, including security office, and private single-stall bathrooms		
Task	Anticipated frequency	Restricted to closed hours?
Empty wastebaskets	Daily	No

Low dust all horizontal surfaces to hand height (70") including, but not limited to sills, ledges, molding, shelves, picture frames, ducts, radiators, etc.	Daily	No
Sanitize all table surfaces	Daily	No
Wash and sanitize bathrooms located in or adjacent to offices - toilets, sinks, cabinets, sills.	Daily	No
Sweep and wash bathroom floors.	Daily	No
Refill all dispensers to normal limits.	Daily	No
Dust all furniture including desks, chairs, tables, filing cabinets, bookcases, and shelves	Weekly	No
Spot wash walls and doors including frames.	As needed	No
Dust all office equipment, including but not limited to, computer, printer, copier, adding machine, video equipment, and fax machine.	Weekly	No
Wash and sanitize interior and exterior of wastebaskets.	Weekly	No
Wash and sanitize telephones.	Weekly	No
Wash all surfaces, including but not limited to, filing cabinets, bookcases, shelves, sills, ledges, molding, pictures, ducts, radiators.	Monthly	No
Dust or vacuum all blinds.	Monthly	No
High dust above hand height all horizontal surfaces, including, but not limited to shelves, moldings, ledges.	Monthly	No
Remove dust and cobwebs from ceiling areas.	Monthly	No
Wash doors including frames and windows	Monthly	No
Wash walls to hand height	Monthly	Yes
Wash and/or vacuum all furniture, as applicable	Monthly	Yes
Remove scuff and heel marks; re-wax and buff to maintain protective coating and gloss on tile floor.	As needed	Yes

Basement including corridors, boiler room, coolers, dry storage, and wash area

Task	Anticipated frequency	Restricted to closed hours?
Spot sweep debris and litter	Ongoing daily	No
Address any spills that occur utilizing proper products to remove residue and using Caution Wet Floor signs until the area is dry	Ongoing daily	No
Empty public trash containers and insert liners as required, ensure all trash containers are empty before leaving in the evening	Ongoing Daily	No
Separate all non-waxed cardboard and place in designated "recycling compactor" located at West 24th Place & Market alley.	Ongoing daily	No
Spot wash all walls, doors and partitions including frames.	As needed	No
Spot wash spills and stains on carpeted and resilient floors.	As needed	No
Vacuum catch basins in coolers	As needed	Yes
Wash, sanitize and polish stainless steel fixtures and sinks in wash area.	Daily	No
Flush wash area floor at end of business hours, clear all standing water	Daily	Yes
Wash and sanitize cooler doors and cooler doors and/or curtains including frames.	Weekly	No
Machine scrub floors.	Three times per week	Yes
Low dust all horizontal surfaces to hand height (70") including, but not limited to sills, ledges, molding, shelves, picture frames, furniture, ducts, radiators, etc.	Monthly	No
Hand-scrub all areas where machine is inaccessible (i.e. vestibules, corners, etc.)	Monthly	Yes

Scrub wash area walls and floor in entirety.	Monthly	Yes
Sweep and wash boiler room floors.	Monthly	Yes