



WEST SIDE MARKET

CLEVELAND'S PUBLIC MARKET

Request for Proposals

Security 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 qualified area firms (“Contractor”) to provide **security 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 security 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 is approximately 30,000 SF with a 32,000 SF basement and 4,000 SF mezzanine with offices. The Arcade, a one-story structure adjacent to the north and east sides of the Market Hall, is approximately 21,000 SF. About 60 individual merchants lease space within the Market Hall and Arcade. CPMC will also manage the spaces around the Market, including two adjacent parking lots (Hicks Lot and West Side Market Lot).

The Contractor is responsible for security within all areas of the property, including the parking lots. As an active retail space that attracts 800,000 visitors each year from throughout the region and country, security is critical for ensuring that all merchants, employees, and customers feel safe, products are secured, and any security and health issues are addressed quickly and appropriately. Historically, security staff have mainly addressed unruly behavior, shoplifting, and panhandling.

Public Market Hours, when West Side Market is open for retail trade, are:

Monday, Wednesday, and Friday from 8 am until 5 pm

Saturday from 8 am until 5 pm

Sunday from 10 am until 5 pm

General Market Hours, when merchants have access to the building, are:

Monday: 4:00 am to 8:00 pm

Tuesday: 7:00 am to 5:00 pm

Wednesday: 4:00 am to 8:00 pm

Thursday: 7:00 am to 5:00 pm

Friday 4:00 am to 8:00 pm

Saturday: 4:00 am to 8:00 pm

Sunday: 8:00 am to 6:00 pm

Some vendors make deliveries outside of General Market Hours.

The Contractor's security staff are expected to be visible and easily recognizable throughout West Side Market during Public Market Hours, offering a friendly and helpful demeanor and serving as the Market's ambassadors. The proposal should include the option (with a separate and distinct cost) of having one individual working during Public Market Hours who is an off-duty, uniformed officer with arresting authority in Cleveland.

Security staff must be on-site during all General Market Hours to monitor the facility. Security staff will monitor the security cameras, regularly communicate with Market staff and vendors in person and via a radio, conduct regular rounds, manage merchant access through the dock, handle or properly escalate and report security incidents, and lock and unlock the West Side Market doors during Public Market Hours. Overnight monitoring of security cameras and alarms can be done off-site.

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

CPMC has budgeted \$250,000 for security services in 2024. Bidders are encouraged to propose their most competitive offer. CPMC will not reimburse for holiday pay or overtime.

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 its 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 security services, particularly for large, intensely used facilities open to the public and historic buildings.
 - b. Licenses and registrations
 - i. Submit evidence that Contractor meets all federal, state, and local requirements necessary to lawfully provide the services described.

- c. 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.
 - d. CPMC prefers to engage with firms that utilize union labor for services. Please indicate whether your firm utilizes union labor.
 - e. 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.
 - f. 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.
 - b. Describe proposed uniforms, photo identification, and appearance/grooming requirements.
 - c. Identify how many people the firm anticipates hiring for this job and how the firm will identify, screen (background checks), and provide oversight to employees.
 - d. Identify who will serve as point-of-contact for CPMC staff.
 - e. Confirm that all security staff will be at least 21 years old, have a high school education or its equivalent, be able to read, write, and understand English, be certified as first responders, and be provided with a communications device.
 - f. Describe the firm's training requirements and disciplinary standards. All security staff must be trained in first aid procedures, including CPR, use of a defibrillator, choking, and accident response.
 - g. Provide a Code of Conduct for all security staff and explain how that code is taught and enforced.

- h. Describe any resources or approaches that the firm will take to increase efficiencies and reduce costs, including time tracking and attendance systems.
 - i. Describe how the firm will monitor and report on its performance.
 - j. Confirm that the firm will provide services for after-hours events.
4. Financial Proposal
- a. Identify all fees and an estimated monthly and annual cost for services. List price escalations between years and the cost of after-hours services and any additional special event 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 CPMC and the City of Cleveland as additional insureds. 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 (35 points)
2. Financial proposal (30 points)
3. Proposed services and customer service (30 points)

4. Proposed contract terms, including duration and cancellation provisions (5 points)

Appendix A: List of Security Services for West Side Market

The Contractor will be responsible for refining standards of service and procedures for monitoring the firm's activities.

1. Protect life and property from fire, accident, theft, sabotage, disruptive behavior, and trespass.
2. Patrol all grounds under management by CPMC as directed by Market management.
3. Assist customers with a friendly demeanor when asked questions, such as the location of the restrooms.
4. Report any evidence of fire, theft, vandalism, disruptive behavior, and break-ins immediately. Notify the designated supervisor whenever fire, EMS, or police are called.
5. Assist people in a medical emergency with appropriate first aid, such as CPR, defibrillation, choking, or immobilization, until arrival of medical support.
6. Prepare written reports on all incidents, accidents, fires, and bomb threats in an electronic database accessible to Market management. Maintain and make available all records in connection with the duties and responsibilities assigned to the position.
7. Report safety hazards and/or security deficiencies promptly to Market management.
8. Guard and protect all facility information, documents, material, and equipment from all unauthorized access, including unauthorized access to the building or grounds.
9. Discover and notify appropriate authorities of all trespassers or persons who gain or attempt to gain unauthorized access.
10. Report any irregularities or disturbances that occur in areas adjacent to the facility to the police.
11. Establish procedures to report violations of security procedures.
12. Enforce personnel identification procedures required by the facility.
13. Traffic control: during times of high traffic resulting in car backups, direct traffic and control and monitor admittance to parking areas (high traffic peak times tend to occur on Friday, Saturdays and holidays from 10 am to 2 pm).