



2026-RFP-136

COMMUNITY POLICE COMMISSION PUBLIC  
PERCEPTION AND POLICE REFORM SURVEY PROJECT

**City of Cleveland**

**Department of Community Development**

601 Lakeside Ave

Cleveland, OH 44114

RELEASE DATE: June 18, 2026

DEADLINE FOR QUESTIONS: June 26, 2026

RESPONSE DEADLINE: July 10, 2026, 4:00 pm

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://secure.procurenow.com/portal/clevelandoh>

City of Cleveland  
Community Police Commission Public Perception and Police Reform  
Survey Project

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# 1. INTRODUCTION

## LATE PROPOSALS WILL NOT BE ACCEPTED

The City of Cleveland invites responses to the Request for Proposal (RFP) for Community Police Commission Public Perception and Police Reform Survey Project.

We ask that you strictly adhere to the following critical guidelines outlined in this document.

### 1.1. Summary

The Community Police Commission (CPC) is soliciting proposals from qualified firms to design, administer, analyze, and report the results of a comprehensive community survey focused on public perceptions of police reform, the effectiveness of the CPC, and broader attitudes toward policing in Cleveland. The selected Contractor will be responsible for developing a survey research plan; drafting and refining the survey instrument; administering the survey through CPC-approved modes; implementing outreach strategies to ensure broad and equitable participation; monitoring field performance; and conducting data cleaning, validation, coding, weighting, and analysis. The Contractor will also prepare a final report summarizing methodology, findings, comparative trends, and key insights, and will deliver a presentation of results to CPC staff and other designated stakeholders. All work must be performed in accordance with professional survey research standards and in close coordination with CPC representatives at each project milestone.

### 1.2. Background

#### **Introduction and Background**

##### 1.1 The Cleveland Community Police Commission

The Cleveland Community Police Commission (“CPC” or “the Commission”) is a civilian police oversight body established by the Charter of the City of Cleveland, Section 115-5, following the passage of Issue 24 by Cleveland voters in November 2021. The Commission holds final authority over police discipline, policy, and related oversight functions, and is charged with ensuring that policing in Cleveland is constitutional, effective, transparent, and reflective of community values. The Commission is composed of thirteen (13) Commissioners and a professional staff led by the Executive Director.

##### 1.2 The Consent Decree

Since 2015, the Cleveland Division of Police (“CDP”) has operated under a federal Consent Decree entered in *United States v. City of Cleveland*, Case No. 1:15-cv-01046 (N.D. Ohio), overseen by the United States District Court for the Northern District of Ohio. The Consent Decree requires sweeping reforms across use of force, community engagement, bias-free policing, crisis intervention, search and seizure, accountability, transparency, and officer support.

The Consent Decree expressly contemplates periodic, methodologically reliable surveys of a representative sample of Cleveland residents regarding their experiences with, and perceptions of, the Cleveland Division of Police and of public safety (see Consent Decree, Section IX.D, Biennial Community Survey). Community input is foundational to the Decree: reform is not complete when policies change on paper—it is complete when residents see and feel the difference in their daily interactions with police.

##### 1.3 Purpose of this Request for Proposals

The Commission seeks proposals from qualified research, evaluation, polling, and/or community engagement firms (“Proposers”) to design and execute a citywide community survey and qualitative engagement initiative (the “Project”). The central questions the Project must answer are:

- A. Experience: What are Cleveland residents’ direct experiences with the Cleveland Division of Police—including stops, calls for service, complaints, and everyday encounters?
- B. Perceived change: Do residents see and feel a difference in policing since the Consent Decree was implemented in 2015—and if so, what specifically has changed (positively or negatively)?
- C. Trust and legitimacy: How do residents rate their trust in CDP, perceptions of fairness, procedural justice, responsiveness, and safety in their neighborhoods?
- D. Equity: How do experiences and perceptions differ across race, ethnicity, age, gender, language, disability status, neighborhood/police district, and other demographic factors?

The selected firm (“Contractor”) will be responsible for survey design, sampling, dissemination, focus group facilitation, other community input methods, data analysis, and reporting, in close coordination with Commission staff.

### 1.3. [Contact Information](#)

**Lisa Johnson**

CPC

3631 Perkins Ave

Cleveland, OH 44114

Email: [ljohnson4@clevelandohio.gov](mailto:ljohnson4@clevelandohio.gov)

Phone: [\(216\) 664-2958](tel:2166642958)

**Department:**

Community Development

**Department Head:**

Joy Anderson

Director

### 1.4. [Timeline](#)

<b>RFP Published on City website</b>	June 18, 2026
<b>Pre-Proposal Conference (Non-Mandatory)</b>	June 24, 2026, 10:00am <a href="https://teams.microsoft.com/meet/27203059453253?p=g8mefNV7se4X6Eo9ih">https://teams.microsoft.com/meet/27203059453253?p=g8mefNV7se4X6Eo9ih</a>

<b>Last Day to Submit Provider Questions</b>	June 26, 2026, 4:00pm
<b>Publish RFP Addendum</b>	July 1, 2026
<b>Proposal Submission Deadline</b>	July 10, 2026, 4:00pm

## 2. SCOPE OF WORK

### 2.1. Current Technical Environment

The Community Police Commission (CPC) operates within the City of Cleveland's standard information technology environment. CPC staff utilize City-managed systems for email, file storage, and internal communication, including Microsoft Outlook, Microsoft Teams, and City-hosted network drives. The CPC does not maintain an internal survey platform or specialized data-collection software; therefore, the selected Contractor must provide all tools, systems, and technical resources required to design, program, administer, and analyze the community survey.

CPC staff will coordinate access to City communication channels as needed for outreach, including the CPC website, social media platforms, and email distribution lists. Any data shared with the CPC must comply with City of Cleveland data security, privacy, and retention requirements. Contractors must ensure that all proposed survey tools meet applicable accessibility standards and support secure data transfer to CPC staff for review and analysis.

### 2.2. Scope of Services

The Contractor shall perform the following services. Proposers may recommend refinements to this scope based on professional expertise; any proposed modifications must be clearly identified and justified in the proposal.

#### 2.1 Engagement Target and Field Period

The Contractor shall engage a minimum of 2,000 and a target of up to 3,000 Cleveland community members through a combination of surveys, focus groups, and other input methods. All data collection shall occur between August and November 2026. The sample must be representative of the City of Cleveland's population and must include meaningful participation from all five (5) CDP police districts and from historically underrepresented and over-policed communities.

#### 2.2 Survey Design and Methodology

- Develop a statistically sound sampling plan designed to produce results generalizable to the Cleveland population, with documented margins of error and weighting methodology.
- Design a survey instrument, in consultation with the Commission, measuring: direct experiences with CDP; perceptions of safety; trust, legitimacy, and procedural justice; awareness of the Consent Decree and of police oversight bodies; perceived change since 2015; and willingness to report crime or file complaints.
- Where feasible, incorporate or benchmark against validated instruments and prior Cleveland survey waves (including the Monitoring Team's prior biennial surveys) so that change over time can be measured.
- Translate the instrument into, at minimum, Spanish and other languages prevalent in Cleveland (e.g., Arabic, Mandarin, Nepali, Swahili, Ukrainian), and ensure plain-language readability (approximately 6th–8th grade reading level) in all versions.
- Ensure accessibility for persons with disabilities, older adults, returning citizens, unhoused residents, and youth (ages 13–17 with appropriate consent protocols).

## 2.3 Survey Dissemination

The Contractor shall administer the survey through multiple modes to maximize reach and representativeness, which may include:

- Online distribution (web and mobile-optimized), with safeguards against duplicate or out-of-area responses;
- Paper surveys distributed at libraries, recreation centers, churches and faith institutions, community development corporations, ward meetings, and community events;
- Telephone and/or text-message outreach;
- In-person, street-level, and door-to-door collection in neighborhoods with historically low survey response rates;
- Partnerships with trusted community-based organizations, block clubs, and grassroots networks to extend reach.

## 2.4 Focus Groups and Qualitative Engagement

- Design, recruit for, facilitate, transcribe, and analyze a minimum of ten (10) focus groups, with at least one (1) in each of the five (5) CDP police districts.
- Include focus groups dedicated to populations with distinct experiences of policing, such as: Black residents; Hispanic/Latino residents; immigrants, refugees, and limited-English-proficiency residents; youth and young adults; LGBTQ+ residents; persons with disabilities and persons with lived mental health experience; survivors of crime and of police misconduct; returning citizens; and unhoused residents.
- Provide trained, culturally competent facilitators; interpretation services; participant stipends (to be included in the proposed budget); accessible venues; and trauma-informed facilitation protocols.
- Propose at least one additional qualitative or community-input method (e.g., listening sessions, intercept interviews, story collection, community ambassador models, town halls) to supplement surveys and focus groups.

## 2.5 Data Analysis and Reporting

- Clean, code, weight, and analyze all quantitative data; code and thematically analyze all qualitative data.
- Disaggregate findings by race/ethnicity, age, gender, police district/neighborhood, income, language, and disability status wherever sample sizes permit.
- Compare findings, where feasible, to prior Cleveland community surveys and to national benchmarks on police-community trust.

- Deliver findings in both a full technical report and a plain-language community report (see Section 3, Deliverables).

## 2.6 Coordination and Communications

- Participate in a project kickoff meeting and standing check-in meetings (at least bi-weekly) with Commission staff.
- Coordinate with the Commission to avoid duplication and reduce survey fatigue in light of other surveys underway in Cleveland, clearly branding this effort as the Commission's community survey.
- Protect respondent confidentiality at all stages; no personally identifying information shall be published or shared. The Contractor shall describe its data security, retention, and destruction protocols.

## 3. Deliverables

The Contractor shall provide, at minimum, the following deliverables. All written deliverables shall be provided in editable electronic format and shall become the property of the Cleveland Community Police Commission.

#	Deliverable	Description	Due
1	Project Work Plan & Management Plan	Detailed work plan, staffing plan, risk mitigation, and communications protocol, finalized with Commission staff at kickoff.	August 2026 (Week 2)
2	Sampling & Methodology Plan	Sampling frame, target quotas by district and demographic group, weighting approach, margin-of-error estimates, and quality-control procedures.	August 2026 (Week 3)
3	Final Survey Instrument(s)	Commission-approved instrument in English and all required translations; accessible formats; youth consent protocols.	August 2026 (Week 4)
4	Dissemination & Outreach Plan	Multi-modal distribution plan, community partner list, field schedule, and branding/communications materials.	August 2026 (Week 4)
5	Focus Group Protocols	Recruitment plan, screener, facilitation guides, consent forms, stipend plan, and interpretation/accessibility plan.	September 2026 (Week 1)
6	Bi-Weekly Progress Reports	Response counts by mode, district, and demographic group against targets; corrective outreach actions where targets lag.	Bi-weekly, August–November 2026



7	Completed Data Collection	Minimum 2,000 (target 3,000) community members engaged via surveys, focus groups, and other methods.	November 30, 2026
8	Clean, De-Identified Dataset & Codebook	Full quantitative dataset (with weights), qualitative transcripts/themes, and codebook delivered to the Commission. All data are the property of the Commission.	December 2026 (Week 2)
9	Draft Technical Report	Full methodology, findings, disaggregated analysis, trend comparison, and recommendations; subject to Commission review and comment.	December 2026 (Week 4)
10	Final Technical Report	Revised final report incorporating Commission feedback; suitable for filing with the federal Court and public release.	January 2027 (Week 3)
11	Plain-Language Community Report	An accessible, visually engaging summary (approx. 8–16 pages) written for general audiences at a 6th–8th grade reading level, with translated versions.	January 2027 (Week 3)
12	Presentations	Presentation of findings at a public Commission meeting and at up to three (3) community meetings, with presentation deck and one-page summary handout.	January–February 2027

### 2.3. [Project Staff and Roles](#)

The Proposer shall identify all personnel assigned to this project and clearly describe their roles, responsibilities, and level of involvement. At a minimum, the proposal must include the following positions or functional equivalents:

- **Project Manager** — Serves as the primary point of contact; oversees project execution, schedule, coordination with CPC staff, and delivery of all milestones. Responsible for ensuring quality, timeliness, and adherence to the approved scope.
- **Survey Methodologist** — Leads the design of the research plan, sampling strategy, weighting approach, and methodological framework. Ensures that all survey components meet professional research standards.
- **Instrument Designer** — Drafts the survey instrument, screener, outreach language, and supporting materials. Ensures neutral wording and balanced treatment of all topics.

- **Data Collection Lead** — Manages programming, testing, and deployment of the survey across approved modes (online, phone, mail, text, or in-person). Oversees field operations and respondent outreach.
- **Data Analyst** — Conducts data cleaning, validation, coding, weighting, and statistical analysis. Performs comparative analysis against historical data where available.
- **Reporting Specialist** — Prepares the final report, charts, tables, and narrative findings. Ensures clarity, accuracy, and neutrality in all deliverables.
- **Presentation Lead** — Delivers the final presentation to CPC staff, elected officials, and community stakeholders as directed.

The Proposer shall also provide an organizational chart illustrating reporting relationships, estimated hours for each staff member, and a summary of relevant experience for all key personnel.

#### 2.4. General Guidelines

The following general guidelines apply to all work performed under this RFP:

- **Professional Standards** — All services shall be performed in a professional, timely, and workmanlike manner consistent with established survey research practices and applicable legal, ethical, and privacy standards.
- **Coordination with CPC** — The Contractor shall work closely with designated CPC staff throughout the project and obtain CPC approval at each major milestone before proceeding to the next phase.
- **Neutrality and Objectivity** — All survey materials, analyses, and deliverables must be neutral in tone, free from bias, and suitable for public dissemination.
- **Data Security and Confidentiality** — The Contractor must ensure secure handling, storage, and transfer of all data collected or produced, in compliance with City of Cleveland data security requirements.
- **Accessibility and Inclusion** — All survey instruments and outreach methods must be accessible to diverse populations, including individuals with disabilities and historically underrepresented communities.
- **Communication Requirements** — The Contractor shall provide regular updates, respond to CPC inquiries in a timely manner, and maintain clear documentation of decisions, revisions, and project progress.
- **Compliance with Schedule** — The Contractor must adhere to the approved project timeline and notify the CPC promptly of any risks or delays.
- **Ownership of Deliverables** — All data, instruments, reports, and materials produced under this contract shall become the property of the CPC.

### 3. COMPENSATION AND INVOICING

#### A. General Services

Compensation for general services shall be based on hourly billing rates or fixed price based on support category of the individuals assigned to each task and approved reimbursable expenses as agreed upon during negotiation of the Agreement.

Billing rates shall remain unchanged throughout the life of this contract.

The Consultant shall be compensated for reimbursable expenses incurred in the interest of the work in accordance with the City Reimbursable Policy (Appendix C).

The Consultant shall be paid for services on a simple time-based method, or mutually agreed upon fee schedule based on project deliverables. The Consultant shall invoice each month based on the actual hours, and approved hourly billing rates expended for the services. The invoice shall include only the staff titles listed in the Fee Proposal.

The Consultant shall submit its invoice for progress payment to the Department of Community Development no later than the close of business on the **Thirtieth (30<sup>th</sup>) Calendar Day of the Month** following the month for which payment is requested. If the 30<sup>th</sup> calendar day would fall on a Saturday, Sunday, or Holiday then the submittal shall be on the previous working day. The Consultant shall not submit invoices more frequently than once per month.

Invoices shall include a cover page, summary table, detailed invoice per task, summary table of labor costs, timesheets, summary table of reimbursable, original receipts, and other information as deemed appropriate. Invoices shall include specific activities worked, on an hourly and daily basis by resource or task/deliverables.

Supporting information (receipts, timesheets, etc.) shall be attached in the appropriate section of the invoice in alphabetical then chronological order. For example, timesheets shall be attached alphabetically by individual name and chronologically by individual.

Each approved task shall be specifically identified and tracked.

Invoices not submitted in the approved format may be rejected and returned to the Consultant. This includes incomplete information and missing documentation.

#### B. Payments To Subconsultants

Consultant is obligated to pay subconsultants within 45 days of Consultant's receipt of subconsultant's invoice (unless specific written exceptions are authorized by the City on a case-by-case basis).



## 4. THE CITY'S RIGHTS AND REQUIREMENTS

- A. The Director, at his/her sole discretion, may require any proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.
- B. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

C. **Proposal as a Public Record**

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as "proprietary" or "trade secret" will not protect an entire proposal and is not acceptable.

D. **Cleveland Area Business Code**

**Requirements** During performance of this Agreement, Contractor shall comply with all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances of Cleveland, Ohio, 1976 ("C.O."), and any *Regulations* promulgated under the *Code*, which *Code* and *Regulations* are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached. Specifically, compliance under any resulting agreement shall include, but not be limited to, the Contractor's:

- Compliance with its proposal representations regarding CSB, MBE, and/or FBE participation in performance of the Agreement;
- Compliance and cooperation with Project Monitors, whether from the Mayor's Office of Equal Opportunity (the "OEO") or the contracting department;
- Accurate, complete, and on-time submission of all reports, forms, and documents including, but not limited to, employment reports, certified payrolls, monitoring forms, and other information the Director of the OEO may require, whether in printed or electronic form, to ascertain and verify Contractor's compliance; and
- Attendance at and participation in all required project meetings, including OEO compliance meetings, and progress meetings called by the contracting department director(s) at key intervals during performance of the contract services.

**Failure to Comply** When determining the contractor's future eligibility for a City contract, the City shall consider a contractor's failure to comply with the representations of its proposal and the requirements under the *Code* as a failure to faithfully perform a contract.

- a. Under the *Cleveland Area Business Code*, the City of Cleveland is firmly committed to assisting Minority Business Enterprises (MBEs), Female Business Enterprises (FBEs), and Cleveland- area small businesses (CSBs) by providing and enhancing economic opportunities to participate in City contracts. The successful proposer for a contract will be a firm that shares that commitment. Accordingly, a proposer is strongly encouraged to utilize the services of qualified MBE/FBE/CSB sub-consultants that are certified by the Mayor's Office of Equal Opportunity (the "OEO") in its proposal.
- b. The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business ("CSB") subcontractor participation. Please review the attached Office of Equal Opportunity documents to ascertain the goal for the proposed contract. Proposers are required to make a good-faith effort to subcontract portions of the work to certified Minority Business Enterprise ("MBE"), Female Business Enterprise ("FBE"), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFP.
- c. To document its good-faith effort to utilize certified MBE, FBE and CSB sub-consultants, each proposer must complete Schedules 1 through 4 found in the *Cleveland Area Business Code - Notice to Bidders and Schedules*. These schedules identify the proposer's proposed use of MBE, FBE and CSB sub-consultants on the project, which evidences the proposer's good-faith effort to obtain the participation of certified sub-consultants. The proposer shall submit the completed forms with its proposal and they will be forwarded to the City's Office of Equal Opportunity for evaluation. Failure to submit complete schedules may result in the rejection of a proposal.

Proposers may obtain a listing of firms certified by the OEO as CSBs, MBEs and FBEs by checking the City's website at <http://www.city.cleveland.oh.us>. On the home page, select "Office of Equal Opportunity" from the drop-down menu of City departments. On the Office of Equal Opportunity page, you will find a selection in the left-hand column for "CSB/MBE/FBE Registry".

Proposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub-consultants. The City assumes no responsibility for matching prime consultants with qualified, certified MBE, FBE, and/or CSB sub-consultants.

The City Office of Equal Opportunity will monitor participation of MBE, FBE,

and/or CSB sub-consultants throughout the duration of the engagement or project. The successful proposer, as contractor, will be responsible for providing the OEO with all information necessary to facilitate this monitoring.

The *Cleveland Area Business Code*, any *Regulations* promulgated under the *Code*, and the OEO *Notice to Bidders & Schedules* are, by this reference, incorporated in and made part of this solicitation and any resulting contract as fully as if written in it or attached.

- d. The successful proposer, as contractor, will be required to comply with all terms, conditions, and requirements imposed on a “contractor” in the following *Equal Opportunity Clause*, Section 187.22(b) of the Cleveland Codified Ordinances, and shall make the Clause part of every subcontract or agreement entered into for services or goods and binding on all persons and firms with which the proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, “treated” means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.

**E. Term of Proposal’s Effectiveness.**

By submission of a proposal, the proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the “Proposal Expiration Date”).

**F. Execution of a Contract.**

The successful proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. Attached hereto or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.

**G. Short-listing**

The City reserves the right to select a limited number (a “short list”) of proposer’s to make an oral

presentation of their qualifications, proposed services, and capabilities. The City will notify the proposers selected for oral presentations in writing.

**H. Proposer's Familiarity with RFP; Responsibility for Proposal**

By submission of a proposal, the proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and proposer expressly waives any right to a claim against the City arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

**I. Interpretation**

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given in any manner, except by written addendum. The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.



## **5. OFFICE OF EQUAL OPPORTUNITY (OEO) FORMS**

Submit Office of Equal Opportunity (OEO) Schedules. These schedules are contained within the document “Notice to Bidders and Schedules” which are included in Proposal Submittals section and can also be found on the City of Cleveland website in the OEO section.

The schedules shall be fully completed and should be designed to meet or exceed the participation goal of 10%.

Each and every CSB firm should complete and sign the Statement of Intent to perform as a subconsultant (Schedule 3).

### **Required City Forms**

Proposer shall complete, execute, and return with its fee proposal the following documents, blank copies of which are included in section, Proposal Submittals. They can also be found online on the City of Cleveland website.

- The Office of Equal Opportunity Notice to Bidders and Schedules;
- Federal Form W-9 including Taxpayer Identification Number;
- Non-Competitive Bid Contract Statement for Calendar Year 2026;
- Northern Ireland Fair Employment Practices Disclosure.

## **6. AGREEMENT PROCESS**

The Vendor whose proposal is found to be the “Most Advantageous” to the City will be selected and offered the opportunity to enter into an Agreement with the City. The scope, terms and conditions of that Agreement shall be in conformance with the terms, conditions and specifications described in this RFP, and the proposal submitted by the Vendor shall become part of the Agreement with the City.

The selected Vendor must be prepared to begin contract negotiations immediately upon notification of selection. If the Vendor is not able to begin contract negotiations, the City may disqualify the Vendor. The City reserves the right to negotiate the contract to include any portion or portions of the proposal.

The City shall not be responsible for any vendor costs incurred in relation to preparation of the proposal, travel to any meetings, or any other Vendor costs associated with proposal preparation.

The City of Cleveland’s Law Department will prepare the contract. Vendor responses must identify a designated contact, authorized to negotiate the final terms and conditions with the Law Department. It should be noted that the Law Department uses City of Cleveland prepared contract forms and not standard vendor contract forms.

## 7. TERMS AND CONDITIONS

The following terms and conditions, substantially in the form contained herein, shall be included in the agreement between the City and the successful respondent. Please carefully review these terms and conditions. No specific response to this section is required.

### 7.1. Term

The contract term will begin upon execution, anticipated in August 2026, and will continue through completion of all required deliverables, anticipated by February 2027. All data collection must occur between August and November 2026, with analysis, reporting, and public presentations completed by the end of the contract term.

### 7.2. Cancellation

This agreement may be canceled by the City at any time upon written notice to the Consultant.

### 7.3. Independent Contractor

Consultant and the City agree that Consultant is an independent contractor and not an employee of the City and further agrees that Consultant shall be considered as such for all purposes. As such Consultants shall retain sole financial responsibility for all taxes due to federal, state or local governments or agencies on account of themselves, their employees, representatives or agents.

### 7.4. Equal Opportunity, MBE/FBE

The Consultant shall comply with all terms, conditions, and requirements imposed on a “Contractor” in the Equal Opportunity Clause, Section 187.22(b) of the Cleveland Codified Ordinances, (Attachment F) and shall make the Clause part of every subcontract or agreement entered into for services or goods and binding on all persons and firms with which the proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, “treated” means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of Contractors setting forth the provisions of this nondiscrimination clause.

A copy of this Clause shall be made a part of every subcontract or agreement entered into for goods or services and shall be binding on all persons, firms, and corporations with whom the Contractor may deal.

Within 60 calendar days after entering into a contract, the successful Proposer, as Contractor, shall file a written affirmative action program with the OEO containing standards and procedures and representations assuring that the Contractor affords all qualified employees and applicants for employment equal opportunities in the Contractor’s recruitment, selection, and advancement processes. The forms can be found at: [City of Cleveland OEO Forms](#)

#### 7.5. Cleveland Area Business Code

During performance of this contract, Consultant shall comply with any and all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 and 187a. of the Codified Ordinances of Cleveland, Ohio, 1976 ("C.O."), and any Regulations promulgated under the Code, which Code and Regulations are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached.

#### 7.6. Subcontracts and Assignments

Consultant shall not subcontract nor shall any subcontractor commence performance of any part of the work or services included in this Agreement without the prior written consent of the City. Subcontracting, if permitted, shall not relieve Consultant of any of its obligations under this Agreement.

Consultant shall be and remain solely responsible to the City for the acts or faults of any such subcontractor and of such subcontractor's officers, agents and employees, each of whom shall for this purpose, be deemed to be an agent or employee of Consultant to the extent of its subcontract. Consultant and any subcontractor shall jointly and severally agree that the City of Cleveland is not obligated to pay or to be liable for the payment of any sums due to any subcontractor.

#### 7.7. Assignment

Consultant shall not assign any interest in this Agreement, and shall not transfer any interest in the same, whether by assignment or notation, without the prior written consent of the City.

#### 7.8. Confidentiality

In rendering the Services to be performed pursuant to this Agreement, Consultant agrees to treat and maintain confidential information and data as the City's confidential property and from the date hereof, and agrees not to divulge it to any third party at any time or use it for Consultant's personal benefit or otherwise, except as such use or disclosure may be required in connection with the performance of the Services or may be consented to, in writing by the City.

#### 7.9. Compliance with Laws and Policies

This Agreement is subject to, and Consultant shall comply with, all statutes, ordinances, regulations and rules of the Federal government, the State of Ohio, the County of Cuyahoga, and the City of Cleveland.

#### 7.10. Indemnification and Insurance

Consultant shall indemnify and hold harmless the City and its respective officers, agents and employees from and against all losses, damages, expenses, suits or claims, liabilities and costs, including reasonable attorney's fees, that may be based upon any negligent error or omission by Consultant or any injury to persons or property arising out of an error, omission or negligent act of Consultant or its subconsultant. Consultant shall, at its own expense, defend the City in all litigation, pay all attorney's fees, damages, court costs and other expenses arising out of such litigation or claims incurred in connection therewith and shall, at its own expense, pay all claims and related expenses and satisfy and cause to be discharged such judgments as may be obtained against the City, or any of its officers, agents or employees, arising out of such litigation. Such indemnification shall survive the termination of this Agreement.

#### 7.11. State Industrial Compensation

Consultant shall be required at all times during the term of this Agreement, if required by law, to subscribe to and comply with the Workers' Compensation Laws of the State of Ohio and pay such premiums as may be required thereunder and to save the City harmless from any and all liability from or

under said act. Consultant shall also furnish, if applicable, upon the request of the City, a copy of the official certificate or receipt showing the payments referred to herein.

#### 7.12. Social Security Act

Consultant shall be and remain an independent contractor with respect to all services performed hereunder and agrees to and does hereby accept full and exclusive liability for the payment of any and all contributions or taxes for social security, unemployment benefits, pensions and annuities now or hereafter imposed under any state or federal laws which are measured by the wages, salaries or other remuneration paid to persons employed by Consultant on work performed under the terms of this Agreement and further agrees to obey all lawful rules and regulations and to meet all lawful requirements which are now or hereafter may be issued or promulgated under said respective laws by any duly authorized state or federal officials and said Consultant also agrees to indemnify and save harmless the City of Cleveland from any such contributions or taxes or liability therefore.

#### 7.13. Interest of Consultant

Consultant covenants that it has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this Agreement. Consultant further covenants that no person having any such interest shall be employed in the performance of this Agreement.

#### 7.14. Defaults and Remedies

- A. Consultant shall be in default of this Agreement upon the happening of any of the following events:
  1. Consultant fails to observe or perform any of the covenants or agreements to be observed or performed by it hereunder and such failure continues for a period of five (5) days after written notice thereof is given to the Consultant by the City.
  2. The filing, execution or occurrence of: (i) a petition or other proceeding by, or a finding against, Consultant for its dissolution, reorganization or liquidation; (ii) a petition in bankruptcy by Consultant; (iii) an adjudication of Consultant as bankrupt or insolvent; (iv) an assignment or petition for assignment for the benefit of creditors.
  3. Consultant abandons or discontinues its operations for the City except when such abandonment or discontinuance is caused by fire, earthquake, war, strike or other calamity beyond its control.
- B. Upon the happening of any one or more of the events as set forth in Paragraph A of this Article, or upon any other default or breach of this Agreement, the Finance Director may, at her option, exercise concurrently or successively any one or more of the following rights and remedies:
  1. Enjoin any breach or threatened breach by Consultant of any covenants, agreements, terms provisions or conditions hereof.
  2. Sue for the performance of any obligation, promise or agreement devolving upon Consultant for performance or for damages for the nonperformance thereof, all without terminating this Agreement.

3. Terminate this Agreement.

- C. All rights and remedies granted to the City herein and any other rights and remedies that the City may have at law and in equity are hereby declared to be cumulative and not exclusive and the fact that the City may have exercised any remedy without terminating this Agreement shall not impair the City's rights thereafter to terminate or to exercise any other remedy herein granted or to which it may be otherwise entitled.

## 8. EQUAL OPPORTUNITY REQUIREMENTS

During performance of this Agreement, Contractor shall comply with all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances of Cleveland, Ohio, 1976 (“C.O.”), and any *Regulations* promulgated under the *Code*, which *Code* and *Regulations* are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached. Specifically, compliance under any resulting agreement shall include, but not be limited to, the Contractor’s:

- Compliance with its proposal representations regarding CSB, MBE, and/or FBE participation in performance of the Agreement;
- Compliance and cooperation with Project Monitors, whether from the Mayor’s Office of Equal Opportunity (the “OEO”) or the contracting department;
- Accurate, complete, and on-time submission of all reports, forms, and documents including, but not limited to, employment reports, certified payrolls, monitoring forms, and other information the Director of the OEO may require, whether in printed or electronic form, to ascertain and verify Contractor’s compliance; and
- Attendance at and participation in all required project meetings, including OEO compliance meetings, and progress meetings called by the contracting department director(s) at key intervals during performance of the contract services (e.g. 25% completion, 50% completion, 75% completion).

**Failure to Comply-** When determining the contractor’s future eligibility for a City contract, the City shall consider a contractor’s failure to comply with the representations of its proposal and the requirements under the *Code* as a failure to faithfully perform a contract.

- Under the *Cleveland Area Business Code*, the City of Cleveland is firmly committed to assisting Minority Business Enterprises (MBEs), Female Business Enterprises (FBEs), and Cleveland- area small businesses (CSBs) by providing and enhancing economic opportunities to participate in City contracts. The successful proposer for a contract will be a firm that shares that commitment. Accordingly, a proposer is strongly encouraged to utilize the services of qualified MBE/FBE/CSB sub consultants that are certified by the Mayor’s Office of Equal Opportunity (the “OEO”) in its proposal.
- The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business (“CSB”) subcontractor participation. Please review the attached Office of Equal Opportunity documents to ascertain the goal for the proposed contract. Proposers are required to make a good-faith effort to subcontract portions of the work to certified Minority Business Enterprise (“MBE”), Female Business Enterprise (“FBE”), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFP.
- To document its good-faith effort to utilize certified MBE, FBE and CSB sub consultants, each proposer must complete Schedules 1 through 4 found in the *Cleveland Area Business Code - Notice to Bidders and Schedules*. These schedules identify the Proposer’s proposed use of MBE,

FBE and CSB sub-consultants on the project, which evidences the proposer's good-faith effort to obtain the participation of certified sub-consultants. The Proposer shall submit the completed forms with its proposal and they will be forwarded to the City's Office of Equal Opportunity for evaluation. Failure to submit complete schedules may result in the rejection of a proposal

- Proposers may obtain a listing of firms certified by the OEO as CSBs, MBEs and FBEs by checking the City's website at roposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub consultants. The City assumes no responsibility for matching prime consultants with qualified, certified MBE, FBE, and/or CSB sub-consultants.
- The City Office of Equal Opportunity will monitor participation of MBE, FBE, and/or CSB sub-consultants throughout the duration of the engagement or project. The successful proposer, as contractor, will be responsible for providing the OEO with all information necessary to facilitate this monitoring.
- The *Cleveland Area Business Code*, any *Regulations* promulgated under the *Code*, and the OEO *Notice to Bidders & Schedules* are, by this reference, incorporated in and made part of this solicitation and any resulting contract as fully as if written in it or attached.
- The successful proposer, as contractor, will be required to comply with all terms, conditions, and requirements imposed on a "contractor" in the following *Equal Opportunity Clause*, Section 187.22(b) of the Cleveland Codified Ordinances, and shall make the Clause part of every subcontract or agreement entered into for services or goods and binding on all persons and firms with which the proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, "treated" means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.
- Within 60 calendar days after entering into a contract, the successful Proposer, as Contractor, shall file a written affirmative action program with the OEO containing standards and procedures and representations assuring that the Contractor affords all qualified employees and applicants for employment equal opportunities in the Contractor's recruitment, selection, and advancement processes.



## 9. INSURANCE LIMITS

The Contractor shall, at its own expense and at all times during the performance of services under this Agreement, maintain insurance coverage of the types and in the minimum amounts set forth below. All insurance carriers must be authorized to do business in the State of Ohio and rated A-or better by A.M. Best or equivalent. Certificates of insurance and required endorsements shall be provided to the City upon contract execution and upon renewal thereafter.

### 1. Commercial General Liability (CGL) Insurance

The Contractor shall maintain Commercial General Liability insurance on an occurrence basis with limits of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate. Coverage shall include bodily injury, property damage, personal injury, and contractual liability. The policy shall:

- Name the City of Cleveland and the Community Police Commission (CPC) as Additional Insureds
- Be primary and non-contributory
- Include a waiver of subrogation in favor of the City

### 2. Business Automobile Liability Insurance

The Contractor shall maintain Business Automobile Liability insurance covering all owned, hired, and non-owned vehicles with limits of not less than \$1,000,000 combined single limit. The City of Cleveland shall be named as an Additional Insured.

### 3. Professional Liability (Errors & Omissions) Insurance

The Contractor shall maintain Professional Liability (Errors & Omissions) insurance with limits of not less than \$1,000,000 per claim. If written on a claims-made basis, coverage must be maintained for two (2) years following completion of services. Coverage shall include research errors, data handling, and reporting.

### 4. Workers' Compensation and Employer's Liability

The Contractor shall maintain Workers' Compensation insurance as required by Ohio law and Employer's Liability insurance with limits of not less than \$1,000,000.

### 5. Cyber Liability Insurance

Because the Contractor will collect, store, or process survey data, Cyber Liability coverage is required.

- If the Contractor will not access City networks:
  - Minimum limits of \$1,000,000 per claim and aggregate
  - Coverage must include information security, privacy liability, media liability, and regulatory fines
  - The City must be named as an Additional Insured for Vicarious Liability
- If the Contractor will access City networks or systems:

- Minimum limits of \$5,000,000 Cyber Liability
- Minimum limits of \$5,000,000 Technology Errors & Omissions
- The City must be named as an Additional Insured for Vicarious Liability

#### 6. Subcontractor Requirements

The Contractor shall require all subcontractors to maintain insurance coverage consistent with these requirements.

#### 7. Notice of Cancellation

All policies shall provide that the insurer will give the City of Cleveland 30 days' written notice prior to cancellation, non-renewal, or material change in coverage.

#### 8. Ownership and Continuity of Coverage

Insurance shall be maintained without interruption for the duration of the contract and any required post-completion period.

## **10. CONSTRUCTION OF AGREEMENT**

- A. The validity, interpretation, construction and performance of this Agreement shall be in accordance with the laws of the State of Ohio.
- B. This Agreement and the agreement between the City of Cleveland sets forth the entire understanding of the parties and supersedes any and all prior agreements, arrangements and understandings, oral or written, of any nature whatsoever between the parties regarding the subject matter hereof. The waiver of any breach of any term of this Agreement does not waive any subsequent breach of that or any other term of this Agreement.
- C. No modifications or amendments to this Agreement will be valid unless in writing and signed by each of the parties hereto.
- D. All terms and words used in this Agreement, regardless of the number and gender in which they are used, shall be deemed and construed to include any other number, singular or plural, and any other gender, masculine or feminine or neuter, as the context or sense of this Agreement or any paragraph or clause herein may require, the same as if such words have been fully and properly written in the number and gender.
- E. Consultant agrees that no representation or warranties of any type shall be binding upon the City, unless expressly authorized in writing herein.
- F. The headings of sections and paragraphs to the extent used herein are used for reference only, and in no way define, limit or describe the scope or intent of any provisions hereof.
- G. This Agreement may be executed in any number of counterparts, each of which when so executed and delivered, shall be deemed original, but such counterparts together shall constitute one and the same instrument.

## 11. PROPOSAL SECTION CRITERIA

### Interviews

Based on preliminary scoring of point-based items described above the City may create a short list of Design-Build Teams and conduct interviews as warranted. Further instruction will be provided to the short listed Teams when notified of the forthcoming interview.

### Proposal Acceptance

The City reserves the right to accept proposals, in whole or in part, to reject any or all proposals or portions thereof, to waive irregularities, informalities, and technicalities, to re-issue or to proceed to obtain the services(s) desired otherwise, and to negotiate separately, as necessary, to serve the best interest of the City of Cleveland. The Director may, at his sole discretion, modify or amend any provision of this notice, or the RFP. Firms whose proposals are not accepted will be notified in writing. For this Request for Proposal, the proposal must remain valid for 180 days after submission.

#### 11.1. [Phase 1](#)

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<b>Quality of Proposal</b> Technical approach and methodology, including sampling rigor, multi-modal dissemination, focus group design, and analysis plan	Points Based	30 (30% of Total)
2.	<b>Qualifications</b> Firm qualifications and demonstrated experience with comparable community survey and engagement projects, including policing/public safety and court-monitored contexts	Points Based	20 (20% of Total)
3.	<b>Community Engagement &amp; Cultural Competence</b> Demonstrated history of successful relevant projects to meet proposed schedules and budgets.	Points Based	15 (15% of Total)
4.	<b>Project team qualifications and staffing plan</b>	Points Based	10 (10% of Total)
5.	<b>Work plan feasibility and ability to complete data collection within the August–November 2026 field period</b>	Points Based	10 (10% of Total)
6.	<b>Cost reasonableness and value</b>	Points Based	10 (10% of Total)

7.	<b>MBE/FBE/CSB utilization and local participation</b>	Points Based	5 (5% of Total)
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## 11.2. Phase 2

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	<b>Finalist Interviews / Presentations</b>  The Commission may invite the highest-scoring Proposers to participate in finalist interviews or presentations. These sessions will allow Proposers to present their approach, clarify proposal elements, and respond to questions from the review committee. If held, interviews will occur during the week identified in the Project Timetable. Participation in an interview does not guarantee selection, and the Commission reserves the right to make an award without conducting interviews.	0-100 Points	100 (100% of Total)

## 12. PROPOSAL CONTENTS

The Statement submittal shall consist of the following documents in the sequence listed below. To facilitate quick reference, each section of the Statement should be offset with a tab. The Statement may be disqualified if the documents are not submitted in the sequence listed below.

- A. **Cover Letter:** The cover letter should identify the firm and state other general information that the Consultant desires to include regarding the Consultant's business organization. At a minimum the cover letter must include the name, form of business entity (e.g. corporation, partnership, joint venture, etc.), principal address, federal tax identification number, telephone number and facsimile number of the Consultant. Signed by an individual authorized to bind the firm; confirmation of ability to meet the August–November 2026 field period and the 2,000–3,000 engagement target.
- B. **Executive Summary:** The Community Police Commission (CPC) is soliciting proposals from qualified firms to design, administer, analyze, and report a comprehensive community survey assessing public perceptions of police reform, the effectiveness of civilian oversight, and broader attitudes toward policing in Cleveland. Proposers must demonstrate strong technical capacity, cultural competence, and experience conducting complex public opinion research in communities affected by policing and government reform. Proposals must include a detailed description of Firm Qualifications & Experience, including an overview of the firm, at least three comparable projects completed within the past five years—preferably involving policing, public safety, government services, or consent-decree environments—and three client references with full contact information. Proposers must also submit a comprehensive Technical Approach & Methodology outlining the proposed sampling design, survey modes, instrument development process, language access and accessibility plan, focus group design, additional engagement methods, data quality controls, and analysis plan, along with any recommended refinements to the Scope of Work. Each proposal must include a Community Engagement & Cultural Competence Plan demonstrating experience working with Cleveland communities or comparable urban populations, partnerships with trusted local organizations, strategies for reaching underrepresented and over-policed groups, and trauma-informed practices. A detailed Project Team & Staffing section is required, including an organizational chart, résumés for key personnel, roles of any subcontractors, and the percentage of work assigned to each entity. Key personnel may not be substituted without prior written approval from the Commission. Proposers must provide a Work Plan & Timeline showing all tasks and milestones, demonstrating that data collection will occur between August and November 2026 and that all deliverables will be completed on schedule. A detailed Cost Proposal must present a fixed-price, itemized budget by task and deliverable, including personnel hours and rates, translation and interpretation, participant incentives, printing and distribution, travel, and all other direct and indirect costs. Payments will be tied to acceptance of deliverables. To support the City's equity goals, proposals must include a Diversity, Equity & Local Participation statement describing the firm's status and/or planned utilization of certified Minority Business Enterprises (MBE), Female Business Enterprises (FBE), and Cleveland-area Small Businesses (CSB), as well as any local hiring or local presence. Proposers must also submit Work Samples, including at least one prior technical

report and one plain-language or community-facing summary. Finally, all Required Forms & Certifications must be included, such as the non-collusion affidavit, conflict-of-interest disclosure (including any relevant prior work in Cleveland's policing ecosystem), insurance certification, and all forms required under City procurement policy.

- C. **Qualifications/Experience:** Proposers must demonstrate the experience, capacity, and professional competence necessary to successfully complete the community survey. Each proposal must include the following information:
- Firm Overview — A brief description of the firm, including history, core services, areas of specialization, and organizational capabilities relevant to large-scale public opinion research.
  - Comparable Project Experience — At least three (3) comparable projects completed within the past five (5) years. Projects should preferably involve community surveys related to policing, public safety, government services, or work conducted in consent-decree or court-monitored environments.
  - Demonstrated Expertise — Evidence of the firm's technical and analytical strengths, including experience with survey design, sampling, community engagement, and culturally competent research practices.
  - Team Experience Working Together — If applicable, a description of prior collaboration among proposed team members or subcontractors, including length and nature of partnership.
  - Client References — Contact information for three (3) clients who can speak to the firm's performance, reliability, and quality of work. Each reference must include a contact name, organization, email address, and telephone number.
- D. This section should clearly establish the Proposer's qualifications and distinguish the firm from other respondents.
- E. **Project Approach:** Proposers must provide a clear and concise description of how they will complete all required tasks in the Scope of Work. At a minimum, the Project Approach must address:
- Engagement Strategy — How the firm will engage 2,000–3,000 Cleveland residents between August–November 2026, including representation across all five police districts and historically underrepresented communities.
  - Survey Design & Methodology — Proposed sampling plan, survey modes, instrument development, translation and accessibility approach, and methods for reaching youth, older adults, returning citizens, unhoused residents, and limited-English-proficiency communities.
  - Dissemination Plan — Multi-modal distribution strategy (online, paper, phone/text, in-person) and partnerships with trusted community organizations.
  - Focus Groups & Qualitative Methods — Plan for at least ten focus groups (one per district plus groups for key populations), trauma-informed facilitation, interpretation services, stipends, and at least one additional qualitative engagement method.

- Data Quality & Analysis — Procedures for data cleaning, coding, weighting, disaggregation, comparison to prior Cleveland surveys, and production of both technical and plain-language reports.
  - Coordination & Confidentiality — Approach to bi-weekly check-ins, coordination to avoid survey fatigue, branding as a CPC survey, and protection of respondent confidentiality and data security.
  - Recommended Refinements — Any proposed improvements to the Scope of Work, clearly identified and justified.
- F. **Key Staff:** The Proposer shall identify all key personnel who will be assigned to the project and shall clearly describe their roles, responsibilities, and qualifications. This section must provide sufficient detail to demonstrate that the proposed team possesses the expertise necessary to successfully perform all services described in the Scope of Work. At a minimum, the proposal shall include:
- Organizational Structure — An organizational chart depicting the project team, reporting relationships, lines of authority, and the placement of the project manager within the firm's structure.
  - Key Personnel — The names, titles, and one-page résumés of all individuals proposed as key staff. Résumés shall highlight relevant professional experience, technical expertise, and prior work on projects of similar scope, scale, and subject matter.
  - Roles and Responsibilities — A description of the specific duties and level of effort for each key staff member, including anticipated percentage of time dedicated to the project.
  - Subcontractors — Identification of any subcontractors, including their roles, areas of responsibility, and the percentage of work each subcontractor will perform. The Proposer shall also describe prior collaboration between the prime firm and any subcontractors, if applicable.
  - Staffing Commitment — A statement confirming that all key personnel proposed in the submission will remain assigned to the project for its duration. Key personnel may not be substituted without the prior written approval of the Commission. Any approved substitutions must be made at no additional cost to the Commission and must involve personnel of equal or greater qualifications.
- G. The Commission reserves the right to require the removal and replacement of any personnel whose performance is deemed unsatisfactory. Replacement personnel shall be subject to Commission approval and must possess qualifications commensurate with the requirements of the position.
- H. **Management Approach:** Proposers must describe how they will manage and oversee all aspects of the project to ensure timely, high-quality completion of the Scope of Work. At a minimum, the Management Approach must address:



- Project Management Structure — How the project will be organized and supervised, including decision-making authority and oversight by the project manager.
- Communication & Coordination — Plans for regular communication with the Commission, including participation in kickoff and bi-weekly check-ins, timely responsiveness, and coordination to avoid duplication with other surveys in Cleveland.
- Quality Assurance — Procedures for ensuring accuracy and consistency across survey programming, data collection, focus groups, transcription, translation, and analysis.
- Risk Management — Identification of potential risks (e.g., low response rates, recruitment challenges, data quality issues) and strategies to mitigate them.
- Resource Allocation — How staff and subcontractors will be assigned to tasks, including primary and backup roles to ensure continuity.
- Schedule Management — How progress will be monitored to ensure all data collection occurs between August–November 2026 and all deliverables are submitted on time.
- Confidentiality & Data Security — Protocols for protecting respondent confidentiality and securely handling, storing, and destroying data.

I.

J. **Work Product Samples:** Proposers must submit recent examples of work that demonstrate their ability to produce high-quality survey research and community-facing materials. At a minimum, this section must include:

- Technical Report Sample — At least one prior technical report demonstrating the firm’s capacity to conduct rigorous quantitative and qualitative analysis, including methodology, weighting, disaggregation, and interpretation of findings.
- Plain-Language or Community-Facing Report — At least one prior report or summary written for general audiences, showing the firm’s ability to translate complex findings into accessible, visually engaging, plain-language materials.
- Relevance & Recency — Work samples should be from projects completed within the past five years and should reflect subject matter comparable to this RFP (e.g., policing, public safety, government services, community engagement, or consent-decree environments).

K. Work samples must be submitted in PDF format or as accessible links. Proprietary or confidential information should be clearly marked.

## 13. PROPOSAL SUBMITTALS

### 13.1. Technical Proposal\*

\*Response required

### 13.2. Price Proposal\*

\*Response required

### 13.3. Vendor Background Information

13.3.1. *Provide information about any local branch offices or support centers that might serve an account in Cleveland, OH, including number of employee and type of services provided\**

\*Response required

13.3.2. *Provide name of each principal.\**

\*Response required

13.3.3. *Provide the year the company was established and any former firm names\**

\*Response required

13.3.4. *Type of Company\**

☐ Public

☐ Private

\*Response required

13.3.5. *Provide the state and type of incorporation\**

\*Response required

13.3.6. *Provide information on related services offered by the company\**

\*Response required

13.3.7. *Provide the total number of FTEs in the company.\**

\*Response required

13.3.8. *Provide average years of experience of professional staff.\**

\*Response required

### 13.4. Vendor Client References

#### 13.4.1. VENDOR CLIENT REFERENCE #1\*

Please include the following information:

- Proposing Vendor Name
- Reference Company/Organization Name
- Reference Address
- Reference Contact Name
- Contact's Position
- Contact's Telephone Number

- Type of Company/Organization (Industry)
- Number of Employees
- Services Performed
- Sub-contractors used
- Identify any vendor staff that worked on this reference company's project, that are proposed for City
- Original Cost Estimates
- Actual Final Costs
- Comments

\*Response required

*13.4.2. VENDOR CLIENT REFERENCE #2\**

Please include the following information:

- Proposing Vendor Name
- Reference Company/Organization Name
- Reference Address
- Reference Contact Name
- Contact's Position
- Contact's Telephone Number
- Type of Company/Organization (Industry)
- Number of Employees
- Services Performed
- Sub-contractors used
- Identify any vendor staff that worked on this reference company's project, that are proposed for City
- Original Cost Estimates
- Actual Final Costs
- Comments

\*Response required

*13.4.3. VENDOR CLIENT REFERENCE #3\**

Please include the following information:

- Proposing Vendor Name
- Reference Company/Organization Name
- Reference Address
- Reference Contact Name
- Contact's Position
- Contact's Telephone Number
- Type of Company/Organization (Industry)
- Number of Employees
- Services Performed
- Sub-contractors used
- Identify any vendor staff that worked on this reference company's project, that are proposed for City
- Original Cost Estimates
- Actual Final Costs
- Comments

\*Response required

### 13.5. [City Required Forms](#)

#### 13.5.1. *NOTICE TO BIDDERS AND OEO SCHEDULES\**

Please download the below documents, complete, and upload.

- [NOTICE TO BIDDERS AND OEO S...](#)

\*Response required

#### 13.5.2. *NON-COMPETITIVE BID CONTRACT STATEMENT FOR CALENDAR YEAR 2026\**

Please download the below documents, complete, and upload.

- [2026 Non-Comp Form.pdf](#)

\*Response required

### 13.6. [Northern Ireland Fair Employment Practices Disclosure](#)

INSTRUCTIONS: Pursuant to Codified Ordinance Sec. 181.36, the information requested on this page must be supplied by all contractors and any subcontractors having more than a fifty percent (50%) interest in the proposed contract prior to any contract being awarded by the City of Cleveland. Any contractor or subcontractor who is deemed to have made a false statement shall be declared to have acted in default of its contract and shall be subject to the remedies for default contained in its contract. For failure to cure

such a default, the contractor or subcontractor shall be automatically excluded from bidding for the supply of any goods or services for use by the City for a period of two (2) years.

**13.6.1. CHECK WHICHEVER IS APPLICABLE:\***

*Select all that apply*

- ☐ The undersigned or any controlling shareholder,\* subsidiary, or parent corporation of the undersigned is NOT ENGAGED IN ANY BUSINESS OR TRADING FOR PROFIT IN NORTHERN IRELAND. (if paragraph A. is checked, proceed to the signature line.)
- ☐ The undersigned or any controlling shareholder,\* subsidiary, or parent corporation IS ENGAGED IN ANY BUSINESS OR TRADING FOR PROFIT IN NORTHERN IRELAND. (if paragraph B. is checked, please either check the stipulation contained in paragraph C. or attach documentation that shows that the undersigned has complied with the stipulation contained in paragraph C.)
- ☐ The undersigned and all enterprises identified in paragraph B. are TAKING LAWFUL AND GOOD FAITH STEPS TO ENGAGE IN FAIR EMPLOYMENT PRACTICES WHICH ARE RELEVANT TO THE STANDARDS EMBODIED IN THE "MacBRIDE PRINCIPLES FOR FAIR EMPLOYMENT IN NORTHERN IRELAND." A copy of the MacBride Principles can be obtained from the Office of the Commissioner of Purchases and Supplies. In lieu of checking this paragraph, the undersigned must attach documentation which the undersigned believes shows compliance with the stipulation contained in this paragraph C.

\*Response required

**13.6.2. By confirming, the proposer affirms that they are in compliant Northern Ireland Fair Employment Practices.\***

- ☐ Please confirm

\*Response required