



October 18, 2024

Dear Prospective Firm:

The City of Cleveland, ("City"), owner and operator of Cleveland Hopkins International Airport and Burke Lakefront Airport (collectively "Airports"), through its Director of the Department of Port Control ("Director"), invites written Proposal from firms that have requisite, demonstrable competence and experience in providing a Customer Satisfaction System.

The City will be transitioning to a new eProcurement solution (OpenGov) for publishing solicitations and receiving vendor responses. [Register your account early](#) to begin receiving email notifications for the City's Request for Proposal opportunities. Registration is free for vendors.

If your firm is interested in this Customer Satisfaction System Request for Proposal, please view and submit at <https://procurement.opengov.com/portal/clevelandoh> no later than **4:00 p.m. local time on Thursday, November 7, 2024**. No Proposals shall be accepted after that time unless such date or time is extended pursuant to a written addendum issued by the City.

A pre-proposal meeting will be held on **Friday October 25, 2024 at 9 a.m. local time via WEBEX, call in number: 1-415-655-0002, Meeting Number: 2866 967 5461. Preregistration for this meeting should be made utilizing the OpenGov RSVP function.** Although attendance is not mandatory, firms are encouraged to attend. Interested parties may submit or ask questions pertaining to this Request for Proposal and the services desired. **Questions should be submitted online in the Q&A section, on the OpenGov platform.**

The Director reserves the right to reject all Proposals or portions of any or all Proposals, to waive irregularities and technicalities, to re-advertise or to provide the service otherwise in the best interest of the City. The Director may, at his sole discretion, modify or amend all the provisions of this notice or the Request for Proposal.

All future documentation including addenda, response to questions, schedule changes and additional requirements for this Request for Proposal will be posted on the following sites, as no additional mailings will be made. You must utilize the follow project function in OpenGov to receive automatic updates.

<https://procurement.opengov.com/portal/clevelandoh>

www.clevelandohio.gov/city-hall/departments/finance/request-qualificationsproposal

<https://www.clevelandairport.com/about-us/business-cle/bids-rfps>

Should you have any questions regarding this solicitation, please contact me.

Sincerely,

Keith Prawalsky

**Keith Prawalsky
Airport Procurement Officer
City of Cleveland
Department of Port Control**