

DEPARTMENT OF PUBLIC WORKS
Legislative Summary – Westside Market

PROFESSIONAL OPERATIONS MANAGEMENT CONSULTANT SERVICES

ORDINANCE NO.: 733-2020

DESCRIPTION: Legislative authority to enter into one or more contracts to assess the Westside Market operations, for the Westside Market, Department of Public Works.

LEGISLATIVE PURPOSE: Assess and make recommendations to improve the operations of the Westside Market to create a stronger market designed to represent the diversity of Cleveland and provide a superior shopping experience to its visitors.

- Create a process to evaluate vendor performance and vendor selection.
- Create and establish of a tool to manage vendor performance and provide an accessible tool to receive customer feedback and evaluate customer satisfaction
- Develop recommendations on efficient and diverse vendor recruitment
- Develop recommendations on the mix of products and services to strengthen the markets appeal
- Analyze the role of the Market as a business incubator and identify the specific services required to support the success of vendors
- Develop recommendations on creative revenue streams while encouraging repeat customers visits.
- Review and assess the day-to-day maintenance practices of the facilities and provide recommendations on ways to increase efficiency, streamline project coordination and enhance communication with vendors and outside departments.
- Provide a plan on how the Market can enhance its strategic relationships while adhering to its core mission.

NEW CONTRACT: For a period not to exceed three years.

ESTIMATED AMOUNT: \$137,000.00

FUNDING SOURCE: The funding source will be determined by the Department of Finance.