

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

- 1) Question: Why is this lease going to RFP?

Answer: The current lease has expired.

- 2) Question: Did the current vendor not do a good job?

Answer: Our issuing of the RFP has nothing to do with the job the current vendor is doing.

- 3) Question: Is the pre-meeting open to the public?

Answer: Yes, however it is intended for serious interested parties who are interested in this bidding opportunity.

- 4) Question: Do you know if the current Segway operator is submitting a proposal?

Answer: We have not received formal notice that they will be participating in the RFP.

- 5) Question: Is it possible to get the last 5 years of revenue for the Segway Tours?

Answer: Numbers below have been provided by Electric Tour Company.

Electric Tour Company - Gross Sales Recap - 2011-2017							
	2011	2012	2013	2014	2015	2016	2017
Jan		\$ 25,681	\$ 36,429	\$ 40,667	\$ 42,190	\$ 24,920	\$ 18,854
Feb		\$ 25,485	\$ 33,934	\$ 28,489	\$ 38,535	\$ 34,292	
Mar		\$ 31,565	\$ 68,869	\$ 58,765	\$ 63,546	\$ 55,898	
Apr		\$ 49,222	\$ 66,827	\$ 74,541	\$ 79,528	\$ 58,698	
May		\$ 50,040	\$ 75,459	\$ 69,796	\$ 75,234	\$ 65,902	
Jun		\$ 71,111	\$ 94,751	\$ 93,451	\$ 97,123	\$ 92,802	
July		\$ 90,561	\$ 128,353	\$ 125,378	\$ 136,592	\$ 124,103	
Aug		\$ 95,833	\$ 122,294	\$ 119,618	\$ 133,478	\$ 110,583	
Sept		\$ 60,734	\$ 70,221	\$ 79,476	\$ 89,470	\$ 68,428	
Oct	\$ 47,933	\$ 56,736	\$ 74,294	\$ 65,345	\$ 77,652	\$ 49,913	
Nov	\$ 28,500	\$ 39,515	\$ 47,997	\$ 50,101	\$ 50,465	\$ 36,274	
Dec	\$ 27,309	\$ 32,264	\$ 47,013	\$ 44,297	\$ 39,739	\$ 43,763	
	\$ 103,742	\$ 628,745	\$ 866,440	\$ 849,922	\$ 923,551	\$ 765,575	\$ 18,854

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

- 6) Question: Minimum rider age was increased from 12 to age 13 - any reason for this? This will eliminate a lot of cross selling between our 3 locations to family groups as ages will be different. Also, other tour / rental / dealers in the Bay Area all have age 12 as a standard. 12 is the standard age for a lot of US Segway tour operators.

Answer: This was a typo and will be corrected in a forthcoming amendment of the RFP.

- 7) Question: Requirement to get, check and record state issued ID information for every adult customer? Any reason for this new requirement? Divers license is not required to operate a Segway. We currently collect guest names, phone, email and address info. as it is tour and travel industry standard for activity reservations.

Answer: This will be made optional through a forthcoming amendment of the RFP.

- 8) Question: Is the current tour provider, Electric Tour Company, responding to the RFP as well, or are they being asked to no longer participate?

Answer: See answer to question (4)

- 9) Question: If they can continue to operate after responding to the RFP, why is the RFP being distributed? (Is the RFP a periodic requirement or are you actively looking for an alternate Segway Tour partner for various reasons)?

Answer: See answer to question (1)

- 10) Question: Do you have the Segway tour revenue for 2014 and 2015, along with the tour fees for those periods?

Answer: See answer to question (5)

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

11) Questions: Do you have the corresponding number of tours/guests for this period?

Answers: The numbers below have been provided by Electric Tour Company.

Guest Count							
	2011	2012	2013	2014	2015	2016	2017
Jan		392	626	811	751	425	274
Feb		467	680	613	666	578	0
Mar		687	1,451	1,244	1,236	967	0
Apr		945	1,050	1,320	1,451	900	0
May		1,069	1,135	1,136	1,194	947	0
Jun		1,386	1,374	1,480	1,528	1,298	0
July		1,396	1,964	1,952	2,159	1,848	0
Aug		1,445	1,907	1,917	2,053	1,600	0
Sept		908	1,099	1,265	1,359	969	0
Oct	774	877	1,144	1,046	1,195	681	0
Nov	430	765	908	909	779	512	0
Dec	421	624	943	816	656	616	0
	1,625	10,961	14,281	14,509	15,027	11,341	274
Note: these are not audited figures.							

12) Question: Do you have the Golden Gate Park guests by month for 2016?

Answer: See answer to question (11)

13) Question: Would be possible for you to meet with our team outside of the Monday meeting to better introduce our company and learn the exact pain points and goals that the San Francisco Recreation and Park Department are trying to address with this RFP?

Answer: During the RFP process, I am not able to have conversations or meetings regarding the Segway RFP outside the Pre-submittal Meeting. All questions must be submitted via email to brian.dewitt@sfgov.org.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

14) Question: What is the route approval process?

Answer: The current route was developed through a process which started with a proposed route which was tested and modified.

15) Questions: Are there containers available?

Answer: No containers are available but there is an area which currently has a container which, when vacated, is a possible location for a storage container.

16) Question: Can I add more containers?

Answer: Any new container within the park must be approved and approval is not guaranteed.

17) Questions: When will interviews be held for this opportunity?

Answer: Based on the current schedule, interviews would take place from the middle of May through June. Note that the schedule can change at any time and the City will be somewhat flexible in accommodating everyone.

18) Questions: What are the insurance provisions?

Answer: As per Exhibit E, Standard Lease – starting on Page 30:

Section 19. INSURANCE.

19.1. Lessee's Insurance. Lessee, at no cost to the City, shall procure and keep in effect at all times during the Term insurance as follows:

(i) Commercial general liability insurance with limits not less than Two Million Dollars (\$2,000,000) each occurrence combined single limit for bodily injury and property damage, including contractual liability, independent contractors, broad-form property damage, fire damage legal liability (of not less than Two Hundred Fifty Thousand Dollars (\$250,000)), personal injury, products and completed operations, and explosion, collapse and underground (XCU). If the operation of Lessee's business includes food sales, such coverage shall include

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

Food Products Liability Insurance with limits not less than One Million Dollars (\$1,000,000) each occurrence. If the operation of Lessee's business includes the sale of alcoholic beverages, such coverage shall include legal liquor liability coverage with limits not less than One Million Dollars (\$1,000,000) each occurrence.

(ii) Worker's Compensation Insurance with Employer's Liability Limits not less than One Million Dollars (\$1,000,000) each accident.

(iii) Sexual molestation and abuse coverage with minimum limits of \$2,000,000 per occurrence and \$4,000,000 in the aggregate. Coverage may be held as a separate policy or included by endorsement in the Commercial General Liability or Errors and Omissions policy.

(iv) Business automobile liability insurance with limits not less than One Million Dollars (\$1,000,000) each occurrence combined single limit for bodily injury and property damage, including owned and non-owned and hired vehicles, as applicable, if Lessee uses automobiles in connection with its use of the Premises.

(v) Business Interruption Insurance insuring that the Rent will be paid to City for a period of at least one (1) year if Lessee is unable to operate its business at the Premises. Such insurance shall also cover business interruptions due to failures or interruptions in telecommunications services, strikes, employee lockouts, riots, or other civil commotion. To calculate Rent during any such interruption of business, the Rent for the 12-month period immediately preceding the incident causing the business interruption shall be used.

(vi) Such other risks in such amounts as City's Risk Manager may from time to time reasonably require.

Additionally, insurance requirements will be expanded to include the following paragraph to cover subcontractor(s).

If the Segway Tour Operator will use any subcontractor(s) to provide Services, Contractor shall require the subcontractor(s) to provide all necessary insurance and to name the City and County of San Francisco, its officers, agents and employees and the Contractor as additional insureds.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

19) Question: Is the lessee expected to provide all the insurance provisions?

Answer: Yes.

20) Questions: Do we have to indemnify the City?

Answer: Yes. For details, refer to Segway® PT RFP, Exhibit E - Standard Lease, Section 18. Waiver of Claim; Indemnification (starting on Page 29).

21) Questions: What has been the public's response to Segways particularly around safety?

Answer: We have received minimal concern from the public regarding the safety of Segway Tour operations.

22) Question: What is the official age requirement?

Answer: Our minimum age requirement is 12 with youth age 12 to 15 requiring an adult guardian to accompany them.

23) Question: Are there a minimum number of units that the City is requiring that the operator have?

Answer: There is no minimum number of units.

24) Question: On Page 9 of the RFP, it notes: "Explain how respondent will create jobs for economically disadvantaged persons and to provide disadvantaged local businesses with an equal opportunity to compete for and participate in project development and operations." What does this mean?

Answer: The City highly encourages our lessees to hire local and economically disadvantaged persons. We also highly encourage respondents to provide equal opportunity to complete for and participate in any applicable project development and operations. As this is an item that will be evaluated in the Business, Marketing and Operating Plan in the RFP, we want respondents to provide a plan as to how they would meet this criterion.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

25) Question: What trails or paths are off limits to propose?

Answers: The only trails where Segway Tours are allowed are the trails currently approved for Segway Tours. The lessee will be required to get approval for all trail routes including the current route which will be reviewed before receiving reauthorization.

26) Question: What are the hours that we can propose to operate?

Answer: The hours of operation must be within daylight hours due to lack of lighting within the park.

27) Question: How do you regulate Segways that are not permitted to operate in the park?

Answer: We encourage the public and our lessees to report any illegal activity that they see in the park. Privately owned Segways or Segways rented by the public through third party agencies are allowed in our parks on non-guided or non-tour related activity, however, we have an exclusive agreement with our lessee to operate Segway tours on an approved route.

28) Question: Have you ever contemplated more than one Segway provider to operate at the same time?

Answer: No.

29) Questions: Are there locations already set aside for operating out of other locations in the park like the Alvord Lake location?

Answer: Alvord Lake location was used as an example of a new location which could be proposed. We are open to proposals for new locations from the RFP respondents. All new locations would have to go through an approval process which may include a trial period.

30) Question: How many tours does the current operator run per day?

Answer: Up to five tours per day based on their website's reservation system.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

31) Question: Does the band shell area get a lot of foot traffic?

Answer: It is estimated that 13 million people visit the park each year but we do not have a count estimate of the foot traffic behind the bandshell. The Band Shell location is a draw for locals and tourists due to the surrounding cultural institutions and the various vendors who operate in the vicinity.

32) Question: Is my bid / proposal private or will it become public?

Answer: All proposals will be subject to public disclosure.

However, as stated in the RFP, page 10 under Section 6: "Each Respondent must clearly mark any of the financial materials that it in good faith believes to be a trade secret or confidential proprietary information protected from disclosure under applicable law. To the extent permitted by law, the Department will attempt to maintain the confidentiality of financial materials marked confidential and/or proprietary."

33) Question: Must we use a tent? Or can we propose a closed structure, such as a portable construction office, container, trailer or something similar?

Answer: Currently a canopy is approved for the location identified in the Segway® Tour RFP Exhibit A. Any other structure or storage unit would have to go through an approval process as outlined in Segway® Tour RFP Exhibit E: Standard Department Lease, Section 8 (page 18 -20)

34) Question: What is the park's experience with Segway safety, especially with riders under 16 years old?

Answer: The Department does not have any reported safety incidents on file.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

35) Have prior Segway operations been vandalized? Any thefts? Should we expect to take unusual security precautions?

Answer: The Department does not have knowledge of any significant damage or vandalism to the current Segway operator's property. However, we would highly encourage security measures to be taken to protect the lessee's equipment as the areas of operation are in a public urban park setting.

36) Question: Is the Segway tours electricity included in the rent, or is it metered separately?

Answer: The tour operator pays for all electricity usage including the cost of bringing any such service to the location(s). Electricity will be metered for the use of the Segway operation. Payment for electricity use will be paid by the tour operator directly to the Pacific Gas and Electric Company and the tour operator accepts full responsibility for electrical improvements.

37) Question: Can you send us an updated report of the number of passengers and/or revenue for February and March 2017?

Answer: Yes. February numbers as follows: guest count 290 and gross sales \$19,378. March numbers as follows: guest count 730 and gross sales \$44,560. Numbers were provided by Electric Tour Company.

38) Question: Are you able to give us stats over the past few years on the monthly visitors that view the URL: "<https://goldengatepark.com/golden-gate-park-segway-rental.html>"?

Answer: No, we are not able to provide this information since this is not our URL and falls under our current operator's proprietary information.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

39) Question: Are you able to share the breakdown of the percentage of sales that come from the following sales channels for the current Segway tour provider?

- a. % of sales from existing tour providers website(s)
- b. % of sales from walk-up traffic in the park
- c. % of sales from Online Travel Agents (OTA's) - i.e. Viator, TripAdvisor, GetYourGuide, etc.

Answer: No, we are not able to provide this information since this falls under our current operator's proprietary information.

40) Question: Are you able to share what volume of sales are generated from the book now button embedded on the URL: "<https://goldengatepark.com/golden-gate-park-segway-rental.html>"?

Answer: No, we are not able to provide this information since this is not our URL and falls under our current operator's proprietary information.

41) Question: Are there any schedule restrictions that we must adhere to, or are we able to propose and operate the schedule of tours according to the demand we see and expect in the park?

Answer: Segway Tours can only operate during daylight hours and operators can adjust tour schedule based on demand and weather.

42) Question: Is a company allowed to put their own branding on the front of the tent in the park?

Answer: The Department would like concessions to be co-branded with the Recreation and Park branding. This includes, but is not limited to the tent, signage, and literature all of which require approval by the Department.

Segway® PT Tour Operator: Golden Gate Park RFP 2017

Questions & Answers - current as of 4/20/17

43) Question: Are there any restrictions placed on the DBA name of the operator? For example, is the current provider required or will the future provider be required to use the DBA "Golden Gate Park Segway Tours" or are they permitted to operate in a trade name of their choosing?

Answer: We do not require the operator to use a specific DBA and the operator is permitted to operate in a trade name of their choosing.

44) Question: Would a new vendor be chosen, are any assets transferable between the present and future tenant (such as equipment, tents, container, trailers, internet domains, etc.)?

Answer: Any transfer of assets would have to be negotiated directly with the current tour operator.

45) Question: How many Segways are stored on the premises?

Answer: We do not have that information.

46) Question: What is the maximum Segway capacity in the present trailer configuration?

Answer: The current lessee has two standard 20 foot shipping containers for storage measuring exterior dimensions (LxWxH) 20' x 8' x 8'6 and interior dimensions (LxWxH) 19'3"x7'8"x7'10".

47) Question: Should additional storage space be required for Segways, is it possible to obtain that at lease commencement or at any point during the lease term?

Answer: Additional storage would have to be negotiated and obtaining additional storage is highly unlikely in the park.