



London N. Breed, Mayor
Philip A. Ginsburg, General Manager

Golden Gate Park Tennis Center Operations – Request for Proposals
Questions and Answers as of **10/24/2018**

Q1. What furniture will be provided with the opening of the new tennis center?

A1. Furniture will be provided for the public spaces. The Operator will be responsible for providing all needed start up equipment for the office. Please see section 6 on page 13 of the RFP.

Q2. What is the size of the catering/pantry area?

A2. Drawings of the clubhouse with square footage measurements for each room are posted at: <http://sfrecpark.org/about/partnership-opportunities/>

Q3. May the Operator use the Tennis Learning Center (TLC) classroom space outside of TLC hours?

A3. No, the Operator will not be able to use the TLC classroom space. The Operator will only have access to conduct custodial work in the area.

Q4. Which spaces may be rented for events? What are the restrictions for event rentals?

A4. All spaces can be rented except for the TLC classroom. The garden area which has room for 13 tables of ten (130 guests). The Operator's event rental policy must strike a balance between private and general public use.

Q5. What is the expectation for staffing the single point of entry?

A5. During open hours, the door is to remain open and the front desk staffed by the Operator.

Q6. What is the plan for fencing the perimeter of the tennis center?

A6. The site will be surrounded by a 10-foot perimeter fence. There will be three secured gates. The gates open from inside but are locked from the outside. If a gate is opened, an alarm goes off. The expectation is for these gates to be equipped with motion detectors and/or cameras.

Q7. What type of bulbs will be used for the lights on the courts?

A7. LED lights.

Q8. How does Rec Park define a camp and a clinic?

A8. A camp is a full or half day program for a full week. A clinic would be one to two hours per day over several weeks.

Q9. What is the timeframe for the Rec Park camps?

A9. The Rec Park programs are scheduled six months in advance. The Operator will be notified when Rec Park plans to schedule the tennis summer camp. Generally, the camps have matched the SFUSD summer break schedule (early June to mid-August).

Q10. Is it acceptable for the Operator to run a summer camp for kids who are 8 to 14 years old but at a different skill level than the Rec Park summer camp?

A10. Yes, please see section 5 on page 11 of the RFP.



Q11. When is the high school tennis season?

A11. High school girls' season is September through November and high school boys' season is February through May.

Q12. What do high schools pay for court use?

A12. High schools do not pay a fee.

Q13. How many courts are available during the week during the high school tennis season?

A13. Please see section 5 on page 11 of the RFP.

Q14. When does the 5-year lease term start?

A14. The term starts your first day of operation.

Q15. Does Rec Park have current tennis center data? How many players use the courts at what time of day?

A15. The current data is a paper-based system and not reliable. Total rental court revenues in 2017-18 were \$37,450. This is based on the old fee structure.

Q16. What are the requirements in the current operator contract? Are there examples of other operator contracts that are successful?

A16. The tennis center is currently operated by Rec Park. Golden Gate Park Golf Course, TPC Harding Park, the Japanese Tea Garden, and Coit Tower are other Rec Park properties that have operating agreements.

Q17. What will happen to the Rec Park staff who work at the tennis center today?

A17. They will be reassigned to other locations.

Q18. What are the attendance numbers for the Rec Park summer camp?

A18. 40 kids attend this beginners summer camp over 10 weeks.

Q19. How often is play on the courts impacted by bad weather?

A19. Rec Park does not track this information. We recommend that you ask other tennis operators in San Francisco for their feedback.

Q20. Has Rec Park studied the maintenance fund and the capability to address future capital projects? Can this be shared with the potential operators?

A20. The calculation of the maintenance fund requirements is reflected in the Minimum Annual Guarantee for rent. Any repair replacement costs that go over the balance in the maintenance fund will be the responsibility of Rec Park as part of its overall budget planning.

Q21. Has the community seen the new hourly court fees?

A21. Yes.

Q22. How is residency established when paying for court fees?

A22. The Operator will propose a process to verify residency that will be approved by Rec Park.

Q23. What are the restrictions for the free youth court fee?

A23. Please see section 3 on page 10 of the RFP. Youth are 17 and under. If the child is playing with an adult, the adult must pay the adult fee.

Q24. May the Operator keep one or more courts open for drop-ins and no court fee?

A24. The Operator may propose this as part of their submittal, but it is not required.

Q25. Will there be designated parking for the Operator and staff?

A25. No, there is street parking available in the area. There is a nearby paid parking lot on Stanyan Street at Frederick Street.

Q26. Can the Operator's staff also work with TLC children?

A26. This was not contemplated by the RFP.

Q27. Will the Operator be allowed to reserve courts at other Rec Park locations?

A27. No, only the courts at the Golden Gate Park tennis center can be offered on the online reservation system.

Q28. Will Rec Park run programs out of the tennis center (other than the ones described in the RFP)?

A28. No.

Q29. Can the Operator's programs be included in the Rec Park activities catalog?

A29. This was not contemplated but the Operator can propose offerings and the price points that align with Rec Park's programs.

Q30. What is the trigger for possessory interest tax? How is it calculated?

A30. The San Francisco Assessor's Office calculates the possessory interest tax. Operating a private business on city-owned land requires a possessory interest tax. Please consult your accountants.

Q31. What kind of tennis events can be hosted at the tennis center? How often can tennis events be held at the tennis center?

A31. Tournaments and other special tennis events can be held at the tennis center. The proposed operations plan should include the number, type, and frequency of tennis events.

Q32. What is the process to increase the court fees?

A32. A rate increase will require approval from the Rec Park Commission and the San Francisco Board of Supervisors. The new fees upon reopening following renovation were recently approved. There will be an annual CPI increase.

Q33. How are courts allocated for USTA tournament play?

A33. The Operator will need to strike a balance between all types of play. Please see section 4 on page 10 of the RFP for information on the part of the RFP submittal that should describe the expected approach to balancing play. Please also see section E,1 on page 23.

Q34. What are the requirements for the online reservation system?

A34. Please see section 2 on page 10 of the RFP.

Q35. Is the Operator responsible to pay possessory interest tax on the property?

A35. Yes.

Q36. What is IDS?

A36. This is the server room for Rec Park and Operator to use in the office.

Q37. What is located in the berm to the west of the clubhouse?

A37. A storage shed for a power supply and refuse storage. This is where Rec Park will collect refuse.

Q38. How large are paths in the tennis center area?

A38. The paths will 12 feet wide to accommodate work vehicles.

Q39. How many USTA teams participate currently?

A39. More than 50 teams with possibly more when lights are added for evening matches.

Q40. How many children participate in TLC?

A40. Currently the TLC program is working with about 100 elementary school children at neighborhood centers. The TLC program planned for GGP Tennis will serve middle school children from throughout the city. It is expected that the facility would accommodate up to 30 to 40 children per day.

Q41. What are peak and off-peak hours?

A41. Please see section 3 on page 10 in the RFP.

Q42. Is there a drop off area?

A42. Yes, tennis players can be dropped off on Nancy Pelosi Drive by the clubhouse entrance.

Q43. Will there be any oversight on the Operator's management of the tennis center?

A43. There will be a number of requirements to ensure oversight including:

- Monthly meetings with Tennis Center Advisory Committee made up of community members to give feedback on the tennis center operations (section E, page 13 of the RFP)
- Annual review of the maintenance fund (section F, page 16 of the RFP)
- Oversight by an assigned Rec Park property manager who will ensure that the Operator adheres to the requirements of the negotiated agreement
- The requirement to submit an annual Operating Plan (section G, page 16 of the RFP)
- The requirement to submit quarterly reports of court usage including age of users and types of uses from the online reservation system (section 2, page 10 of the RFP)
- The requirement to submit an annual accounting statement of revenue received and rent paid (section M, page 17 of the RFP)

Q44. Does the Operator collect court fees?

A44. Yes, it is one of their sources of revenue.

Q45. What is the current holiday schedule when the GGPTC is closed?

A45. The existing holiday schedule is not relevant. When the new tennis center opens with the new layout and fencing, it is important for the tennis center to be open and the courts to be available during holidays.

Q46. What is the current holiday schedule for the Golden Gate Park when the Park is closed. Are there any other times that the Park is closed? Will there be vehicle access to the tennis facility when the Golden Gate Park is closed.

A46. Golden Gate Park is not closed for holidays. There is no parking allowed in the park from 10 pm to 6 am but cars are allowed drive through the park during this time. On Sundays, JFK Drive is closed to cars. Cars may still access the tennis center via MLK Drive.

Q47. Can the Facility Coordinator provide current estimates of courts not used (as a % of the 21 courts) for the last 4 calendar quarters during the time GGPTC is open.

A47. We do not have these records.

Q48. Please identify all groups which receive a discount to the standard court rates and the amount of the discount other than provided in the RFP. i.e., Do any of the USTA league teams receive a discount?

A48. Historical fee information is not relevant because new fees have been set. There are no planned discounts. Please see the tennis center fees in section 3 on page 10 of the RFP.

Q49. What has been the amount of wages & benefits of the Facilities Coordinator and all personnel necessary to man the GGPTC front desk for the last fiscal year. How many people currently man the front desk. How many are full-time and part time.

A49. Historical staffing information is not relevant. The purpose of the RFP for Tennis Center Operations is to change the method of staffing because the layout and access to the tennis center and courts will change. It is envisioned that the new layout will require a new staffing model and possibly more staffing.

Q50. What is the cost of the internet, phone, security and cleaning costs over the last fiscal year.

A50. Historical information is not relevant as the layout and access to the tennis center and courts will change with the new tennis center.

Q51. For Recreation classes held at GGPTC. What has been the class revenue received from customers by the RPD and the related amount paid to tennis professionals for class instructions for the Last 4 calendar quarters. Separate out the revenue for RPD Summer Camps.

A51. The class revenue for tennis programs and winter and spring break camps offered at the tennis center for the last 4 calendar quarters is \$74,950. These programs are run by Rec Park staff. This total does not include the RPD Summer Camp but does include a winter and spring break camp.

Q52. Will courts fees charged by other comparable tennis facilities be considered in setting the annual courts fees? What has been the annual CPI for the past 5 years.

A52. The fees will not be reset annually. The fees were recently set for the new tennis center based on a market analysis of similar facilities. There will be an annual CPI adjustment. The fees are adjusted per San Francisco Park Code Article 12, Section 12.20. The CPI adjustment factor for FY17-18 was 3.53% and for FY18-19 was 3.14%. The tennis fees for the new tennis center are specified in Park Code Article 12, [Section 12.41](#).

Q53. Will the court fees increase automatically with the CPI annually? On what date each year will the increase take place?

A53. Yes, the fees will be adjusted each year at the start of the fiscal year on July 1.

Q54. Will a hookup with cable for high-speed internet be provided?

A54. This is currently in the design phase for the project. The Operator will be responsible for internet and phone service for their operations. Please see section 4 on page 13 of the RFP.

Q55. In addition to the fence and 3 secured gates will there be motion detectors and/or cameras around the new clubhouse? Will there be a direct connection between these cameras and the Park Rangers security systems?

A55. Yes, the project will include wiring for cameras and motion detectors. The Operator will be responsible for maintaining security at the tennis center. Please see section 5 on page 13 of the RFP.

Q56. What is the plan for garbage service for the GGPTC. Will the RPD provide a dumpster?

A56. The Department will be responsible for garbage removal. Please see section 4 on page 13 of the RFP.

Q57. Will bike racks be included as part of the GGPTC construction plan?

A57. Yes, they will be included in the plan.