



## **REQUEST FOR PROPOSAL**

City of Dublin, Ohio  
Parks and Recreation Department

### **Canoe, Kayak, and Paddleboard Rentals, Programs, Operations, and Shuttle Services**

#### **A. INTRODUCTION**

##### **1. General Information**

The City of Dublin, Ohio (City) is requesting sealed proposals from qualified Canoe, Kayak and Paddleboard service providers to operate in the City of Dublin on the Scioto River at City Park access points.

The length of the contract shall be a one (1) year contract with the right to renew for three (3) successive one (1) year agreements. Renewal for each successive one (1) year term shall be based on acceptable contract performance under the terms of the contract. Such determination shall be conducted no later than 30 days prior to the end of the contract term, at which time the City will notify the contractor(s) of its intent to renew.

##### **2. Project Background**

The Scioto River is recognized as one of the primary natural assets of the City of Dublin. Along the River's edge, the City owns and operates multiple parks that provide ingress and egress points ideal for canoe, kayak and paddleboard adventures. Specifically, Amberleigh Community Park, Scioto Park, I-270 Bridge Access and Dublin Springs Park offer such resources to support this initiative.

Envisioned as one of Dublin's most important civic and natural spaces, the newly constructed Riverside Crossing Park encompasses both sides of the Scioto River at the interface between destinations, neighborhoods, the new pedestrian bridge and the river at the new Bridge Park Development and the Historic Dublin District. Future plans include a new parking lot on the west side of the River at the confluence of Indian Run Creek and the Scioto River, providing an opportunity for more permanent amenities to support canoe, kayak and paddleboard operations.

The East Plaza is a center for activities and events, featuring a plaza landing, upper and lower terraces, pavilion building, greenspace, seating areas, overlooks, promenade, water features and an interactive bouldering play area.

The West Plaza landing connects the bridge and the heart of Historic Dublin. Still in its early planning stages, the west side of the park will accentuate the natural beauty of the riverbank, with connections to the Indian Run greenway, water access and trail systems.

For more information about Riverside Crossing Park, proposers are encouraged to visit the City's website to learn more at <http://bridgestreet.dublinohiousa.gov/riverside-park/>

The City has historically partnered with independent contractor(s) on a limited basis for canoe, kayak, and paddleboard rentals and programming. Due to the new developments along the Scioto River, there has been an increased demand in the community and region for additional opportunities to enjoy the river by way of canoe, kayak, and paddleboard excursions. It is the City's intent to enhance the quality of these services and programming and to develop a more streamlined operation in partnership with the City. To this end, the City is seeking to work with one or more operators to provide such services according to standards set forth by the City.

### **3. About the City of Dublin**

Proposers are encouraged to visit the City's website at <http://www.dublinohiousa.gov> to learn about the City's history, events, activities, projects and offerings that support this initiative.

## **B. SCOPE OF WORK AND SERVICES**

### **1. Summary**

In accordance with sound operations, practices, and acceptable methods of the canoe, kayak, and paddleboard services industry in general, the successful operator will plan, operate, produce, direct, and provide all services, labor, and materials necessary for rentals and programming services.

### **2. Operator Responsibilities**

#### **a. General Responsibilities:**

- i. The Contractor(s) shall be responsible for reviewing and complying with all laws, regulations, and ordinances applicable to rental operations.
- ii. The Contractor(s) shall provide all necessary resources, equipment, and merchandise related to operating a successful canoe, kayak and paddleboard rental business. For example: canoes, kayaks, paddleboards, shuttle services, staff and related safety equipment and supplies.
- iii. Canoes, kayaks and paddleboards may be brought into the parks and access points on storage trailers, and the Contractor(s) may operate from these trailers.
- iv. The Contractor(s) may not install temporary improvements or other property without express written approval from the City.

- v. The public's right of access shall not be infringed upon by any activity of the Contractor(s) or any of its employees, agents, or subcontractor(s). The activities of the Contractor(s) shall be to render service to the public in a dignified manner.
- vi. The Contractor(s) shall use no undue pressure, coercion, or persuasion in an attempt to influence the public to use the services or products of the Contractor(s).
- vii. The Contractor(s) shall operate in a manner that will ensure the convenience and safety of the public. If the Contractor(s) or his/her employees, officers, and/or agents offer training or lessons for canoes, kayaks, and/or paddleboards, they must possess the appropriate skills to do so in a safe and effective manner.
- viii. The Contractor(s) shall offer quality equipment and services at competitive prices at least consistent with similar goods and services presently being offered in other local facilities.
- ix. All pricing for all goods and services are to be posted and visible for all customers.
- x. The Contractor(s) shall maintain all facilities and equipment in a clean and sanitary condition.

**b. Public Use of Launch Area:**

- i. The City's park amenities are for the enjoyment of the public. Some visitors may arrive at the launch area with their own equipment. The Contractor(s) shall not turn the public away, nor infringe on the public's right of access. The area shall be used on a first come first serve basis.

**c. Release of Liability:**

- i. The Contractor(s), prior to permitting any individual to engage in canoeing, kayaking or paddleboarding activities on City premises, shall obtain a release of liability exempting the City of liability. The Contractor(s), shall indemnify, save and hold harmless, and defend the City against any and all fines, claims, damages, losses, judgments, and expenses, arising out of or in any way connected with the performance of the duties covered by the agreement. The Contractor(s) shall maintain for the duration of the contract agreement and for a period three (3) years thereafter, on file at his place of business, copies of such agreements as he/she may have obtained. The Contractor(s) further agrees that said releases shall be made available upon request to the auditors or other authorized person(s) the City may designate during the prescribed period.

**d. Personnel and Experience:**

- i. All persons involved in rental operations are required to undergo a background check and drug test at the Contractor(s)'s expense. In addition, it is the

Contractor(s)'s responsibility to insure all new hires, officers, and agents are communicated to the Parks and Recreation Director or designee after completion of the background checks and drug testing. It is the responsibility of the Contractor(s) to issue individual identification badges to personnel upon successful completion of the background check and drug test. No individual shall be permitted to work without this identification.

- ii. The City includes a diverse population, and the Contractor(s) should reflect this diversity by encouraging diversity in employment of staff.
- iii. The Contractor(s) shall have documented experience and certifications in the applicable industry for the goods and services which will be managed. This documentation and references are a requirement and evaluation factor of this RFP.
- iv. The Contractor(s) shall possess sufficient knowledge to provide a program or service that will foster an awareness and appreciation of the natural environment along the river and in City parks. This is to be included in the business plan which will be a requirement and evaluation factor of this RFP.
- v. All employees, officers, and/or agents of the Contractor(s) shall be neatly attired in uniform/T-shirts that identify them as Contractor(s) employees and not City employees. All uniforms worn shall be maintained in a neat and clean manner.
- vi. The Contractor(s) shall provide a minimum of one staff member at access points who has been trained in canoeing, kayaking, and paddleboarding. The Contractor(s) must also provide proof that at least one instructor on duty at all times during operation has successfully completed a basic first aid course that includes CPR.
- vii. All certified instructors shall have a copy of their certifications on file and shall wear a name tag or other approved identifiers during operational hours. A copy of all applicable certifications or certificates must be made available to the City before beginning rental services.
- viii. The Contractor(s) shall provide the City with an updated list of all staff members and their training status on an annual basis at the beginning of the season or as needed when additional staff are hired. This shall be due prior to the start of each year, or as changes are made to the list, whichever comes first.

**e. Safety Regulations:**

- i. The Contractor(s) agrees that all canoeing, kayaking, and paddleboarding shall be taught, conducted, and provided in accordance with all applicable regulations and in compliance with all applicable regulations and recommendations. The Contractor(s) will adhere to the program as approved by the City for all rentals under this contract. This will be considered during evaluation of proposals. At a minimum, the Contractor(s) must comply with the following safety regulations:

1. Provide safety information to the customer, including:
  - A. Risks associated with canoeing, kayaking and paddleboarding in the river environment.
  - B. Practical ways to manage the aforementioned risks.
  - C. Safety features of the craft being used.
  - D. Safety features of associated paddling equipment.
  - E. Personal flotation device orientation with all patrons with a mandatory requirement that all patrons wear personal flotation devices for the duration of their rental.
  - F. Water & environmental hazards such as access & egress points, the effects that weather has on the paddling conditions to include: sun exposure, hypothermia, exposure to wind & cold water.
  - G. The ability to deal with emergencies and how to summon outside help.
  - H. The ability to demonstrate safe lifting and carrying techniques of canoes, kayaks and/or paddleboards.
  - I. Safety briefing to include skill related boundaries, and what to do in an emergency.
  - J. Cell phone use for emergency help with a prioritized emergency contact list.
  - K. A detailed response plan on how emergency situations or overdue patrons will be addressed.

**f. Canoe, Kayak and Paddleboard Special Programming and Events**

- i. The City has historically offered structured Canoe, Kayak, and Paddleboarding programs through partnerships with various vendors. The City desires the Contractor(s) to provide programs to include, at a minimum, the types of programs described below. The Contractor(s) ability to provide such programs will be a determining factor in the City's selection process.

**1. Special Programming and Events**

- A. Provide skill-based canoe/kayak/paddleboard programming for beginners through advanced participants ranging in age from young children through older adults.

- B. Provide leisure-based canoe/kayak/paddleboard experiences and programs for beginners through advanced participants ranging in age from young children through older adults.
- C. Coordinate special programming, leisure experiences, and events in partnership with the City's Recreation Services with the following parameters:
  - ii. Dublin Recreation Services will publish special programming in the City's "Healthy" brochure.
  - iii. Contractor(s) who do not to provide canoe/kayak/paddleboard programming in partnership with the City of Dublin are prohibited from providing independent programs via City property.

**g. Violation of Operator Responsibilities:**

- i. Any activities that are conducted on City property that are outside the specifications described in this RFP shall be in violation of the RFP unless permission has been granted in writing by the City. The Proposer, by submitting a proposal, agrees to comply strictly with all park rules and policies and all other applicable municipal, city, and state laws pertaining to this rental operation. The City retains the right to terminate the agreement with a selected Contractor(s) for any violation of the operator responsibilities listed in this RFP at the City's sole discretion.

**3. City of Dublin Responsibilities**

- a. Provide contractor(s) access to Amberleigh Community Park, Scioto Park, I-270 Bridge Access, Riverside Crossing Park (East and West), and/or Dublin Springs Park.
- b. Grounds keeping, including trash cans and trash removal, at each access site.
- c. Seasonally accessible restrooms provided at Amberleigh Community Park, Scioto Park, and Riverside Crossing Park East.
- d. Marketing and public relations support through social media outlets, City website, and Recreation Programming Brochure (Healthy).

**C. PROPOSAL SUBMITTALS**

**1. Required Content**

- a. Failure by any Proposer to respond to a specific requirement may result in disqualification. The City of Dublin reserves the right to accept or reject any or all proposals at its sole discretion. Proposers are reminded that proposals will be considered exactly as submitted. Points of clarification will be solicited from the Proposer(s) at the discretion of the City. Those proposals determined not to be in compliance with provisions of the RFP and the applicable law and/or regulations will not be considered.

- b. All costs incurred by the Proposer(s) associated with RFP preparations and subsequent interviews and/or negotiations, which may or may not lead to execution of an agreement, shall be borne entirely and exclusively by the Proposer(s).
- c. The information provided by the Proposer(s) selected for contract award will form the basis for negotiation of an agreement. The City reserves the right to issue an agreement without further negotiation using the information contained in the RFP. Failure of a Proposer(s) to accept this method of contract development will result in cancellation of the award.

## 2. Proposal Format and Evaluation Criteria

- a. The proposal format requirements are designed to aid Proposers in their proposal development to provide a structured format for reviewers to systematically evaluate multiple proposals.
- b. Proposals must be submitted in either three (3) bound copies of the proposal packet OR on digital file in .pdf format submitted via email to mkeplar@dublin.oh.us.
- c. The Proposer is to demonstrate the technical capabilities, professional qualifications, past project experiences, and knowledge within the canoe, kayak and paddleboard industry. Proposals must address all the points outlined herein as required. Proposals will be evaluated based on the factors outlined within this section. The evaluation criteria will be based on a point system associated with the following factors:
  - i. **Transmittal Letter:** A transmittal letter must be submitted with the proposal which shall include:
    - 1. The RFP subject "Canoe, Kayak and Paddleboard Rentals, Programming, Operations and Shuttle Services"
    - 2. Name of the company responding, including mailing address, e-mail address, telephone number and name of the primary contact representative
    - 3. The printed name and signature of the representative authorized to make decisions and bind the firm into a contract
  - ii. **Qualifications and Experience** (Maximum of 45 points total)
    - 1. A description of the qualifications, knowledge, and experience of the Company and staff which will be assigned to the operation.
    - 2. Assessment of the availability and ability of the personnel to perform the work described in the RFP in a timely and efficient manner.
    - 3. A listing and description of past experience with projects of similar size and scope.

4. Demonstrated knowledge of canoe, kayak, and paddleboard standards and familiarity with operations.
5. Unique approaches to overcoming challenges that have been successful elsewhere.

**iii. Project Understanding and Approach** (Maximum of 25 points total)

1. Proposer's understanding of the overall work as described in this RFP and ability to produce high quality deliverables.
2. Schedule for execution of the work as described in this RFP.
3. Though not required, experience partnering with public agencies is preferred. The Proposer should list any public agencies with which it has partnered in the past and provide contact information so the City may inquire as to the past performance of the Proposer. Proposals **will** be considered regardless of past experience partnering with public entities.

**iv. Business Plan** (Maximum of 30 points total)

1. The Proposer should describe the effort and skills necessary to operate the business. The plan should be described in sufficient detail to permit the City to evaluate it fairly in relation to all other proposals with a minimum of possible misinterpretation. The business plan is a comprehensive description of the planned mode of operation and use of the premises with emphasis on safety and service to the public. This plan must include, but not be limited to, the following:
  - A. Organization chart
  - B. The proposer's plan for operating the facility and accomplishing the work
  - C. The Proposer's plan to offer quality products and services to the public
  - D. Preferred hours of operation for each day of the week for each season. (Any closing of the rental operations must be coordinated with the City)
  - E. Methods and/or procedures for reservations and payments for canoe, kayak and paddleboard rentals are at the discretion of the Contractor(s)
  - F. The refund policy pertaining to the cancellation of a booked rental must be included in the response to this RFP

- G. Number of employees and their relevant qualifications
- H. Inventory control procedures
- I. A complete listing of all fees to be charged to patrons during the term of agreement
- J. Marketing and promotion plan
- K. Estimated maximum number of rentals accommodated on a daily basis
- L. Cross-promotional opportunities and/or partnership ideas with local businesses, not-for-profit organizations and/or the City for the benefit of the operator, the Dublin community and local economy
- M. Safety protocols, training and certifications including a written patron safety orientation plan that will be covered with each rental patron
- N. Protocols put in place to accommodate up to date guidelines related to the COVID-19 pandemic as suggested or required by State, City and Local agencies

### 3. Deadline

- a. **Proposals should be submitted via three (3) hard copies OR one (1) digital copy in PDF format to the following address no later than 2:00 PM EST on January 27, 2022. Proposers should submit their proposal to:**

**City of Dublin Parks and Recreation Department  
Attention: Marja Keplar  
6555 Shier Rings Road  
Dublin, Ohio 43016**

**Or**

**[mkeplar@dublin.oh.us](mailto:mkeplar@dublin.oh.us)**

- b. Proposals should be marked on the outside or subject line, "RFP – Canoe/Kayak/Paddleboard." Proposals delivered after the time and date set for receipt of proposals shall not be accepted and will be returned unopened to the Proposer. It is the Proposer's responsibility to ensure timely delivery of their proposal. Weather, flight delays, carrier errors, and/or other acts are risks borne by the Proposer and will not be exempted from deadline requirements. Telephone or facsimile proposals will not be accepted.

### 4. Questions and Communication

- a. This RFP is being issued by the City of Dublin Parks and Recreation Department. Please direct all questions or request for clarification of this RFP via email only to [mkeplar@dublin.oh.us](mailto:mkeplar@dublin.oh.us). Each question and request will be responded to promptly. Any resulting addendums will be posted on the City's website.

## **5. Selection Process**

- a. A selection team will review and evaluate the proposals. The selection team members will independently complete evaluation forms, scoring each item giving consideration to information provided in the proposals.
- b. The selection team may elect to interview firms short-listed but reserves the right to award the contract based upon the City's review and ranking of proposals.
- c. The City reserves the right to select one or more preferred Contractor(s) and/or reject any or all proposals, or any parts thereof, waive informalities, negotiate terms and conditions, and to select Contractor(s) that best meet the needs of the City.