

File No.: 04-1000-20-2021-120

August 10, 2021

s.22(1)

Dear s.22(1)

Re: **Request for Access to Records under the Freedom of Information and Protection of Privacy Act (the "Act")**

I am responding to your request of February 22, 2021 for:

- 1) **All documents and correspondence regarding the preservation of existing programming at the Stanley Park Tennis Courts prior to Tennis BC providing services at the Stanley Park Tennis Courts for court management.**
- 2) **All documents and correspondence internally, and between the City, Parks Board (or city/parks board staff) and Tennis BC regarding RFP. No. PS20191554 and/or prior/existing programs held by the Vancouver Tennis Association at the Stanley park tennis courts.**
- 3) **Tennis BC's contracts with the City of Vancouver for court management services for the 2020 and 2021 seasons at Stanley Park.**
Date range: January 1, 2019 to February 22, 2021.

All responsive records are located on an FTP site, (FTP instructions are included in the accompanying email). Some information in the records has been severed, (blacked out), under s.13(1), s.14, s.17(1), s.21(1), s.22(1), and s.22(3)(d) of the Act. You can read or download these sections here:

http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/96165_00

Under section 52 of the Act, and within 30 business days of receipt of this letter, you may ask the Information & Privacy Commissioner to review any matter related to the City's response to your FOI request by writing to: Office of the Information & Privacy Commissioner, info@oipc.bc.ca or by phoning 250-387-5629.

If you request a review, please provide the Commissioner's office with: 1) the request number (#04-1000-20-2021-120); 2) a copy of this letter; 3) a copy of your original request; and 4) detailed reasons why you are seeking the review.

Yours truly,

[Signature on file]

Barbara J. Van Fraassen, BA
Director, Access to Information & Privacy

Barbara.vanfraassen@vancouver.ca

453 W. 12th Avenue Vancouver BC V5Y 1V4

*If you have any questions, please email us at foi@vancouver.ca and we will respond to you as soon as possible. Or you can call the FOI Case Manager at 604.871.6584.

ftp

:ag

From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

Date: 1/7/2020 1:33:18 PM

Subject: PS20191554 - SP Tennis - QA1 (draft)

Attachments: PS20191554 - QA1 (draft).doc

Hi Erica,

Some questions came in from Tennis BC and set up a Q&A to be posted on our website. Please see attached QA1 (draft) and make any updates. I wasn't sure how to respond to Question 3 and Question 5.

In looking at the Table D of the RFP, I agree with his question that it's a bit confusing. What's the best way to clarify? Should I revise the table?

Thanks

Jessica

REQUEST FOR PROPOSAL “RFP” NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT

QUESTIONS AND ANSWERS NO. 1

s.13(1)



From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "McDonald, Erica" <Erica.McDonald@vancouver.ca>

"Marousek, Michael" <Michael.Marousek@vancouver.ca>

"Collins, Tim" <Tim.Collins@vancouver.ca>

Date: 1/22/2020 11:34:32 AM

Subject: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Attachments: PS20191554 - RFP - Provision of Services for Stanley Park Tennis Court Management.tr5
PS20191554 - QA1.tr5
PS20191554 - vendor submission - G & G Tennis.tr5
PS20191554 - vendor submission - Tennis BC.tr5
PS20191554 - Evaluation Guidelines and Scoring Manual.docx
PS20191554 - Evaluation form.xlsx

Hi Erica/Michael/Tim,

Thank you for being on the evaluation team for RFP PS20191554 – Provision of Services for Stanley Park Tennis Court Management.

We received 2 submissions for this project.

Attached are the following documents:

- Evaluation Guidelines and Scoring Manual (read first, sign the Non-Disclosure Agreement and return to me)
- Evaluation Form/Scoring Sheet
- RFP PS20191554
- QA1
- Vendor submissions:
 - G&G Tennis
 - Tennis BC

Please return to me your completed evaluation forms along with a signed copy of the Evaluator's Non-disclosure and Conflict of Interest Form by 10:00AM tomorrow, January 23. Please type in your comments directly on the evaluation form, which is helpful for vendor debriefs.

Let me know if you have any questions.

Thank you!

Jessica Li
Buyer, Supply Management
City of Vancouver
604.257.8411
[Jessica.li@vancouver.ca](mailto:jessica.li@vancouver.ca)

From: ["Mark Roberts" <mroberts@tennisbc.org>](mailto:mroberts@tennisbc.org)
To: ["City Bids" <Bids@vancouver.ca>](mailto:Bids@vancouver.ca)
Date: 1/14/2020 12:43:14 PM
Subject: PS# PS20191554 - Provision of Services for Stanley Park Tennis Court Management- Tennis BC
Attachments: PastedGraphic-1.tiff
Final RFP Submission TBC.pdf
TABLE D FINANCIALS YEAR 2.xlsx
TABLE D FINANCIALS YEAR 1.xlsx

Mark Roberts
CEO Tennis BC
www.tennisbc.org
604 737 3086 #9



REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

PART C – FORM OF PROPOSAL

RFP No. PS20191554, Provision of Services for Stanley Park Tennis Court Management (the "RFP")

Proponent's Full Legal Name: Tennis BRITISH COLUMBIA.

"Proponent"

Address: Suite 200 - 112 E 3RD Ave
Vancouver B.C V5T 1C8

Jurisdiction of Legal Organization: BRITISH COLUMBIA

Key Contact Person: MARK ROBERTS

Telephone: 604 737 3086 #9

E-mail: mroberts@tennisbc.org

The Proponent, having carefully examined and read the RFP, including all amendments and addenda thereto, if any, and all other related information published on the City's website, hereby acknowledges that it has understood all of the foregoing, and in response thereto hereby submits the enclosed Proposal.

The Proponent further acknowledges that it has read and agrees to the Legal Terms & Conditions attached as Appendix 1 to this Form of Proposal.

IN WITNESS WHEREOF the Proponent has executed this Proposal Form:


Signature of Authorized Signatory for the Proponent

JAN 13, 2020
Date

MARK ROBERTS - CEO
Name and Title

Signature of Authorized Signatory for the Proponent

Date

Name and Title



Executive Summary

Tennis BC is excited to have the opportunity to submit this bid for Provision of Services for Stanley Park Tennis Court Management.

As the official Provincial Sports Organization for tennis in the province, the opportunity to extend our expertise to the public courts of Vancouver is a natural fit. We currently provide thousands of hours of community outreach tennis programs, leagues, tournaments, coaching certification, officiating, fundraising and support throughout the province.

Our current community outreach programs will be accessible to far more people if Tennis BC is successful in this submission. By having courts that can be booked for our large variety of programs, we will be able to offer the residents of the city of Vancouver the ability to get active, participate in social tennis networks, integrate into the broad tennis community and learn our sport in a low cost, simple to use, accessible and inclusive framework.

Tennis BC has the leadership, technology, operational systems, safesport policies, professional dedicated staff, partnerships, and financial ability to create a legacy of public court tennis that will be the first of its kind in Canada. Tennis has traditionally operated within private tennis clubs that many people do not have the means to participate. The ability to offer the same tennis programs as private clubs, in a very cost effective and inclusive way on public courts, will allow for significantly higher participation levels and engagement. Our plan includes programs for 100% of the diversity programs the city is committed to.

Our plan creates a framework of future growth that will provide both the opportunity for more people to play tennis as well as increased financial returns to the city over time. Our technology platform will allow for online booking, payments, tracking and accounting with reporting that is clear and transparent. This convenience will allow players to plan their tennis bookings within their busy schedules and play more frequently.

As the partnership grows, Tennis BC, as a not for profit, will be able to increasingly invest in tennis programs and create new ways to not only grow the sport but also provide more support for low income participants to get active and enjoy the game. Our plan supports growth to other tennis courts around the city in year one with the potential to grow further in future years.



Proponent Overview and Corporate Experience

Tennis BC, established in 1881, is the official Provincial Sports Association that organizes tennis in the province of British Columbia. Our organization is one of the longest serving provincial sports organizations in the country. We are a not-for-profit society, guided by a board comprised of volunteer representatives of our member clubs. We partner with the government of British Columbia, Tennis Canada, Tennis BC Member Clubs and a variety of sponsors, partners, municipalities and other organizations to deliver a broad range of services to tennis players around the province.

Our mandate is "To inspire and Enable Tennis in British Columbia".

Our Vision: "Tennis BC will be the leader in creating innovative tennis pathways that support health and well-being in our communities".

Tennis BC delivers a large assortment of tennis programs at all levels of participation. We are a fully staffed organization with five full-time and five contract staff operating throughout the province. In partnership with our member clubs and various community associations, we are able to deliver grassroots learn to play tennis events, community outreach programs and high performance events. We have well-established programs that players, clubs and municipalities can access to support coaching, facilities development, event management, training systems, recruitment, officiating, rankings and team selection. We operate numerous events at our member club and municipal facilities, including the largest tennis tournament in the world, the Leith Wheeler Stanley Park Open, which will celebrate its 89th edition in 2020.

Tennis B.C. is based in Vancouver with a valid City of Vancouver Business licence and no history of litigation or claims. We have over 22,000 individual members, serve 77 member clubs, sanction over 350 tennis events per year and an annual budget of \$1.4M. Tennis BC has more tournament playing senior players than any other province and has over 3,800 players in the men's and ladies Provincial leagues. Annually, Tennis BC certifies more than 80 new coaches and conducts numerous coaching development courses. Our bi-weekly online newsletter reaches over 7,000 subscribers.



Corporate Capability

Tennis BC is the official Provincial Sports Organization for Tennis and is uniquely qualified to operate public tennis court management.

Tennis BC has annual revenues of \$1.4m and our financial statements are independently audited and publicly available annually. We are governed by a volunteer board of professionals including one or more Chartered Accountants who act as the Finance and Audit Committee Chair. The Finance and Audit committee meet monthly to discuss financial results with the CEO and regular reports to the board. Our financial performance over the past 5 years is exemplary and the management team has consistently overachieved in its financial performance.

Every 5 years a strategic plan is developed with input from board, staff, membership, partners and the tennis community. This plan is reviewed at all board meetings and a formal review is conducted annually. Tennis BC has achieved all of its major strategic initiatives over the past 5 years. Part of the current 5-year strategy is to create a partnership with municipalities to implement and operate tennis programming on public courts.

Tennis BC has a strong and growing leadership team. The organization is supported by 10 full time or part time staff, a growth of 40% over the past 5 years. We have a dedicated Chief Executive Officer, marketing professional, community outreach leader and player development leader, along with multiple support positions. Should Tennis BC successfully be chosen to partner with the city, a new role will be created to oversee public tennis operations.

In addition to the Tennis BC leadership team, we have a strong and integrated partnership with Tennis Canada with access to all their resources including safe sport and code of conduct policies, funding, coaching development, facilities, officiating, technologies and marketing.

Key Leadership Team

CEO Tennis BC – Mark Roberts

Director of Player Development – Sarah Kadi

Director of Community Development – Jeannie Rohr

Director of Marketing and Communications – Khristina Blajkevitch

Director Tennis BC Membership and PlayTBC – Rosemary Erb

Director of Facility Development – TBD assuming RFP awarded to Tennis BC.

Resumes of top 4 key personnel attached.



Scope of Work

Management of Tennis Courts

Tennis BC will use ClubSpark, a flexible digital tool that manages registrations, membership, and court bookings (see attached and or this website <http://clubspark.com/for-sport-bodies>). ClubSpark software is Tennis Canada's recommended facility software. This software is used extensively across England, Canada and Australia and the developer works with the leading tennis nations in the world including the USTA, Tennis Canada, The All England Club and the Australian Tennis Association

- The system will be open to all and accessible through the web. Players will register into ClubSpark software and the software will be used for online court booking lesson registration, ladder and league signup.
- All payments will be done online and recorded through the system.
- Support for the system will be provided through Tennis BC staff at Tennis BC offices should anyone need extra help.
- A handheld platform will be added to the system as well.
- The system will accept bookings at multiple locations throughout the city
- Clubspark has a sophisticated integrated accounting package that will record all online payments
- This revenue will transfer to Tennis BC's accounting system and personnel for income statement preparation
- Audited statements completed every July by an independent auditor who will verify the revenue
- Tennis BC is not intending to accept cash for any programs as this will add an element of risk to staff and further require regular banking deposits. On site sign up will be permitted with payment procedures through credit cards or debit cards.
- ClubSpark will have all court times on-line at all times. Each day of operation will show what courts are available for court booking, lesson programming, league play or any other type of court booking.

OPERATIONS

Tennis BC will have certified tennis professionals at all locations. During all peak periods Tennis BC will also have staff onsite to support the professionals.

- All staff will be fully trained and certified in Tennis Canada and Tennis BC's Safesport policies, and all Tennis BC's policies including code of conduct, social media, bullying and Harassment, etc
- Tennis BC staff will wear Tennis BC supplied logo'd tennis wear, signage on site will be professionally produced and represent Tennis BC's brand.



- Tennis BC will hire an additional resource to oversee all tennis operations (see attached organization chart)
- Tennis BC has an operational safety and emergency plan for the facility (see attached)

TOURNAMENT BOOKINGS

Outside of the Stanley Park Open Tennis Tournament (July 3- 19, 2020) we will work with the community to help organize tournaments, league, and facilitate play in order to help maximize competitive play for various user groups. Tennis BC currently operates or supports over 350 tournaments a year throughout the province.

TENNIS LESSONS

Tennis B.C. will provide lessons daily to individuals and groups of all ages and abilities. We anticipate 30% of the occupancy of the courts will be programmed lessons. All lesson programs will be identified by day and time and signup available on-line through ClubSpark.

We will have certified professionals for all levels of play, and we will market the programs through our strong social media, newsletter, media suppliers and networking channels. (see attached program calendar). Tennis BC currently organizes and implements all coaching certification for the province and will prepare additional coaching certification classes as needed.

The diversity of programs offered will benefit those who currently play tennis as well as those who are yet to be introduced to the game of tennis. The variety of programs will accommodate many new players at all levels of ability, aspirations and ages.

- KIDS TENNIS
- SUMMER CAMPS
- SCHOOL PROGRAMS
- COMMUNITY OUTREACH PROGRAMS
- WHEELCHAIR TENNIS
- CLINICS
- LEAGUES
- TEAM TENNIS
- INSTRUCTION
- GENERAL PLAY
- SANCTIONED TOURNAMENTS AND EVENTS



Key Personnel

CEO Tennis BC – Mark Roberts

Mark has been the CEO of Tennis BC for 5 years. He is an experienced business leader and former national tennis team player and touring professional. Mark will directly oversee the manager of facilities and the public court program

Director of Player Development – Sarah Kadi

Sarah is a highly certified coach and leads all player development with 2 resources reporting to her. She has been at Tennis BC for 9 years and works closely with Tennis Canada in numerous roles. Sarah will oversee all tennis development programs on public courts.

Director of Community Development – Jeannie Rohr

Jeannie is a former collegiate tennis player and has been involved in tennis development for over 30 years. She is a former club head professional and her passion is to direct outreach programs to under-represented groups and to get new players to the game. Jeannie will oversee all community outreach programs on public courts.

Director of Marketing and Communications – Khristina Blajkevitch

Khristina is a former professional tennis player who has worked with Tennis BC for 4 years as the director of communications and marketing. She is responsible for all marketing planning, execution, social media and sponsorships. She will lead all marketing programs on public courts.

Director Tennis BC Membership and PlayTBC – Rosemary Erb

Rosemary is a national senior tournament player and is responsible for all membership, new player signup, ClubSpark and PlayTBC development. She will be responsible for all reporting from ClubSpark.

Director of Facility Development – TBD assuming RFP awarded to Tennis BC. This role is designed to manage all facilities that Tennis BC has under contract for both indoor and outdoor tennis.

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

Key Personnel

In the space below, identify and provide professional biographical information for the key personnel that would perform the Proponent's work, outlining their intended roles in performing the Scope of Work. If appropriate, also attach to this Form of Proposal as an additional Appendix CVs and a complete organization chart, identifying all roles and areas of responsibility. Describe experience and qualifications as related to the scope of work.

Alternative Solutions

If, in addition to proposing services which meet the Scope of Work, the Proponent wishes to offer an alternative or alternatives, the alternative solution(s) should be described in the space provided below. Any pricing impact of the alternative solution(s) should also be provided.

Supplier Diversity

Please note that these Supplier Diversity questions are optional and will not form part of the evaluation of this RFP. Proponent answers to Supplier Diversity questions are for information gathering purposes only and will be kept confidential in accordance with the Legal Terms and Conditions of this RFP.

In the space below, indicate the Proponent's company profile with regards to social value and economic inclusion supporting equity, diversity, inclusion and reconciliation, including social/environmental certifications, workforce diversity and/or if owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).

Majority owned/controlled/ by: <input type="checkbox"/> Women <input type="checkbox"/> Indigenous Peoples <input checked="" type="checkbox"/> Non-Profit/Charity (Social Enterprise) <input type="checkbox"/> Coop <input type="checkbox"/> Community Contribution	Workforce Diversity: 70 % Women % Indigenous Peoples 20 % Ethno-cultural People % People with Disabilities % LGBTQ+ % Other: please indicate	Social / Environmental Certifications <input type="checkbox"/> BCorp <input type="checkbox"/> BuySocial <input type="checkbox"/> Supplier Diversity Certification <input type="checkbox"/> Fairtrade <input type="checkbox"/> Green Business
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REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

<div>Corporation (3C/CCC)</div> <div><input type="checkbox"/> Ethno-cultural Persons</div> <div><input type="checkbox"/> People with Disabilities</div> <div><input type="checkbox"/> LGBTQ+</div> <div><input type="checkbox"/> Other: please indicate</div>		<div>Certification (ie. LEED, ClimateSmart)</div> <div><input type="checkbox"/> Other: please indicate</div>
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REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

Programming Diversity

The Park Board is committed to providing programming that promotes diversity, access and inclusion.

In the space below, outline the Proponent's approach to supporting equity, diversity, inclusion and reconciliation through the programs and services that will be supplied or supported at the Stanley Park location.

Please identify which of the following diverse populations will be targeted for increased access to the programs and services you will be offering:

- ☒ Women
- ☒ Indigenous Peoples
- ☒ Ethno-cultural Persons
- ☒ People with Disabilities
- ☒ LGBTQ+
- ☒ Gender Neutral
- ☒ Low Income
- ☒ Newcomers, immigrants
- ☒ Other: please indicate

Outline at least three strategies that will be implemented to attract or program to these populations. One of the strategies must include details on how 'low income' participants will be accommodated.

Please see attached.



PROGRAM DIVERSITY

Women's Programs

1. Create "red ball" entry level Women's programs
 - Collaborate with YMCA and YWCA Vancouver branches, Round House and West End community centres to create new 2x week program for women introducing them to red ball tennis.
 - Create ladies red ball team tennis
 - create a continuum of NTRP programs to progress players to fit into feed move into Tennis BC leagues.

****Subsidies will be available to low income participants**

2. Create 55+ Women's group to re-engage senior women back into sport and fitness
Weekly program attached to West End community center for fitness programs
1-2 times per week (day).
3. Create Women's program with YWCA Crabtree Community Centre for low income single moms)
 - Initial program to take place at YWCA downtown site to introduce Mothers and their Children to tennis. Program will include FMS (fundamental movement skills) training and include simple skills they can do at home.
 - Invite participants to play in red ball women's program at SP courts.

****Program will be subsidized in collaboration with YWCA and Tennis BC for low income participants**

Indigenous Peoples

1. Offer PE tennis sessions to 4 inner city elementary schools with high indigenous population with a field trip jamboree team tennis event to SP courts.

****program will be subsidized from funds raised through the Tennis BC fundraiser in partnership with CLICK (Contributing to Lives of Inner City Kids) including fee for bus transport etc. Xpey' Elementary School, Lord Strathcona, Britannia and Thunderbird Elementary.**

2. Reach out to Friendship Centre to create a special family event on Aboriginal Day on June 21st at SP courts.
3. Create spring kids team tennis program at Musqueam Community Centre with final team tennis event at SP courts on Aboriginal Day.



Ethno-Cultural, Newcomer, Immigrants

1. Create entry level red ball programs to introduce newcomers, immigrants and ethno-cultural groups to tennis from organizations such as YMCA, Mount Pleasant Neighborhood House, Kitsilano Neighborhood House, Family Services of Greater Vancouver, Pacific Immigrant Recourses Society (Vancouver Early Years Refugee program), YWCA Women's program, MOSAIC

**** Program will be subsidized for low income participants**

2. Create a continuum of NTRP programs to progress players to fit into feed move into Tennis BC leagues.
3. Create team tennis social play opportunities and invite participants to events at SP courts

LGBTQ+

1. Reach out to Qmunity (LGBTQ Community Centre) and Vancouver Pride Society to create program for entry level "red ball" tennis to attract new players to the game.

**** offer subsidies for low income participants**

2. Create tennis social mixers with VTA club and Gender Neutral events to integrate new members to the VTA club and other social tennis play opportunities
3. Partner with VTA to present Pride Tournament and other LGBTQ team events

Gender Neutral

1. Instant tennis entry level programs to attract new players
 - Offer "Instant Tennis" entry level program for new players
 - Create NTRP level programming for continuum of play
2. Gender neutral team tennis programs and team tennis special events
3. Gender Neutral city public court leagues played on SP and other city public courts

People with Disabilities

1. Create CAN (Canucks Autism Network) programs and special events
 - Summer camp
 - Try it event during LWSPO/integrate CAN with families
 - Parent and Child event at SP courts
 - Ongoing weekly program



**** Partnership with CAN and TBC to subsidize low income families for programs**

2. Partner with Wheelchair Tennis to offer practice sessions & special events
 - Try it events to attract new players to tennis
 - Practice sessions for existing players
 - Wheelchair Tennis tournaments/special events
 - Team tennis event integrating able bodied and wheelchair persons

**** Partnership with BC Wheelchair Tennis to offer subsidies for players and families of low income**

3. Partner with BC Blind Sports to create a Blind Tennis event/program

Other: Player Development

1. Work with the Tennis Canada Regional Training Centre to provide additional training and competitive opportunities for BC players
2. Run interprovincial team competition (BC/AB/ SASK/ MANITOBA)
3. Run athlete development programs to help increase sport participation outside of tennis.
4. Athlete Combine

Additional weekly programming to include:

- Private / semi-private / group sessions
- Adult Programs / Leagues
- Novice Practice
 - Team Tennis Play
 - Ladder
 - 2.0+ League play
 - Organized TBC League Play
 - VTA / Stanley Park Tennis Club bookings



WORK PLAN

No later than March 1 or as early as possible (Assuming bid has been awarded)

Tennis BC will:

- publish and market all programs to begin April 1st
- Publish all programs for sign up on ClubSpark software
- Hire and train staff and coaches
- Purchase all necessary coaching equipment
- Order all required signage and onsite marketing materials
- Coordinate with local schools to be able to offer school try-it days
- Finalize detailed operating and safety plans based upon final RFP requirements
- Coordinate with groups who require court booking block times during the season to ensure all courts are properly reserved
- Finalize dates for all community outreach programs



Marketing & Promotions Plan

Tennis BC has a dedicated marketing contractor for all Tennis BC events and programs. Our network is large, and we use a variety of platforms to market our sport. This network will be leveraged for all public court programs. Our public court branded programs will be based upon our newly formed PlayTennis BC (Play TBC).

- Digital Platforms used:
 - Instagram
 - 1,338 followers
 - Multiple posts per week
 - Facebook
 - 2,183 page follows
 - Multiple posts per week and blog article links
 - Twitter
 - 1,128 followers
 - Multiple posts per week and blog article links
 - MailChimp
 - 7,145 subscribers to our bi-weekly newsletter (the Tennis BC Insider)
 - 33.5% open rate (industry average: 16.76%)
 - 6.19% click rate
 - 28 editions of the Tennis BC Insider sent in 2019
 - 12 Leith Wheeler Stanley Park Open daily updates sent during LWSP0 2019
 - Flickr
 - Photo albums after events
 - 13,206 photos
 - Websites
 - TennisBC.org (2019 statistics)
 - 84,612 users
 - 84.48% in Canada
 - 30% in Vancouver
 - 6.38% in Surrey
 - 5.22% in Burnaby
 - 3.81% in Richmond
 - 3.65% in West Vancouver
 - 3.26% in Coquitlam
 - 2.65% in Victoria)
 - 260,548 sessions
 - Average 3 sessions per user
 - 759,464 Pageviews



- Average 2.91 pages per session
- Average session 00:02:45
- StanleyParkOpen.com (2019 statistics; Stanley Park Open event duration is three weeks long annually)
 - 10,320 users
 - 41.09% in Vancouver
 - 4.96% in North Vancouver
 - 4.89% in West Vancouver
 - 4.28% in Surrey
 - 4.25% in Burnaby
 - 3.71% in Richmond
 - 2.20% in Coquitlam
 - 19,516 sessions
 - Average 1.89 sessions per user
 - 54,030 Pageviews
 - Average 2.77 pages per session
 - Average session 00:01:33
- Leith Wheeler Stanley Park Open
 - North America's largest grass roots amateur tennis tournament
 - 1,500 entries annually
 - 17 days long every July
 - 2020 will be the 89th year the event is held (at Stanley Park)
 - Held at the Stanley Park Tennis Courts overlooking Vancouver's famed English Bay, the event boasts an array of age categories and levels: from first-time competitors to local tennis heroes, juniors to adults, and international competitors.
 - The LWSPO is inclusive: A unique feature of this event is there is an event for all ages, levels, genders, etc.
 - The LWSPO is a celebration of tennis and prides itself on the fun, family and community atmosphere created throughout the event
 -
- Radio
 - 1,702,600 audience impressions (adults 2+) in 2019 during Stanley Park Open in July
- Other
 - Informational Brochures
 - Consistently updated program and event posters mailed out to 80 Member Clubs across BC, Member Clubs display this information to their membership (club membership varies from 50 members to 10,000+ members)



PlayTBC Marketing

- Dedicated marketing professional: Khristina Blajkevitch
- Digital:
 - A new user-friendly website for program information and registration called ClubSpark (a tennis-specific digital platform being used internationally); currently being developed for PlayTBC
 - Direct promotion via newsletter and social media; to existing social media audience and newsletter subscribers (see numbers on previous page)
 - Option to boost social media posts and use of Google Ads
 - A section of TennisBC.org dedicated to PlayTBC
 - Year-round campaign built around PlayTBC, which will not just feature the programs and opportunities, but also educate people about the importance of a healthy lifestyle, sport for life, SafeSport and more.
- Brand new creative assets: brochures, posters, etc., specific to PlayTBC
 - Our 80 Member Clubs will support the distribution of these assets
 - Further outreach through our existing partners such as Odium Brown VanOpen, Girls in Action, Canucks Autism Network and various community centres.
- As the governing body of tennis in British Columbia, our brand has been established for over 100 years as a trustworthy and reliable provider of tennis events and programs. This existing brand awareness and customer advocacy is a huge advantage when starting new programming.



**RESERVATION AND PAYMENT SYSTEM
CLUBSPARK**



ClubSpark Pilot Program: Key Features for Tennis Clubs



ClubSpark will enable clubs to digitally organize:

COURT BOOKING

PROGRAMMING

MEMBERSHIP



ClubSpark will enable clubs to digitally organize:

PROGRAMMING

MEMBERSHIP

COURT BOOKING

- Publish court booking schedules online
- Accept online reservations and payments
- Customize court schedules, fees and booking privileges



COURT BOOKING

Publish Court Booking Schedules Online

- + Allows club users to view court availability 24/7
- + Customize who can view court booking schedule (everyone, members-only, club admin-only)
- + Easily setup and customize recurring/block bookings
- + Publish programs, tournaments & other events to court schedule
- + Customize schedule to allow players to see names of other players
- + Setup booking for other resources (ex. Ball machine, meeting rooms etc.)

Book your court


MAKE A BOOKING | MY BOOKINGS

Please select a court and a time when you would like to play.

Thursday 6th September

View as Administrator

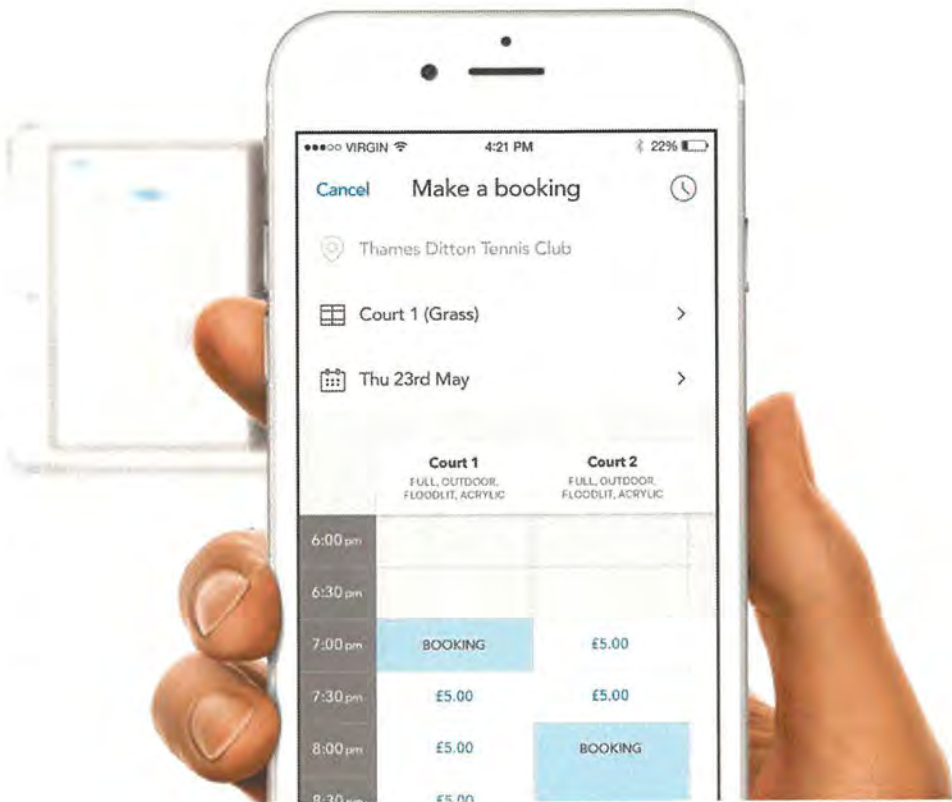
	Court 1 Full, indoor, non-fluorescent, acrylic	Court 2 Full, indoor, non-fluorescent, acrylic	Court 3 Full, indoor, non-fluorescent, acrylic	Court 4 Full, indoor, non-fluorescent, acrylic	
09:00					09:00
10:00	STROKE OF THE WEAVER CLINIC	STROKE OF THE WEAVER CLINIC		BOOKED	10:00
11:00					11:00
12:00	BOOKED		FEEDING FRIENDS	FEEDING FRIENDS	12:00
13:00		BOOKED	BOOKED		13:00
14:00	BOOKED			BOOKED	14:00
15:00					15:00
16:00	RED BALL	RED BALL	BOOKED		16:00
17:00	CRANDED BALL	CRANDED BALL			17:00
18:00					18:00



COURT BOOKING

Accept online reservations and payments

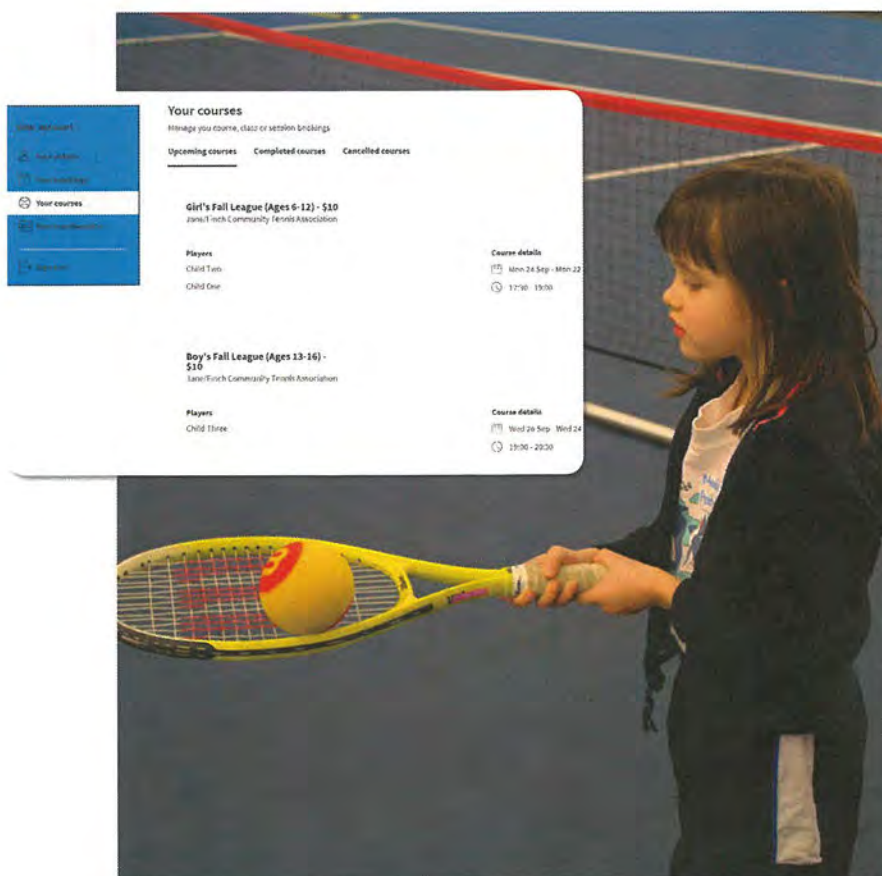
- + Allow members and non-members to book courts online any time of day
- + Allow users to easily pay online through a hassle-free payment system that is built into ClubSpark.
- + Customize refund window. Users are automatically refunded their money within that window of time.
- + Club administrators can also add front-desk bookings and record cash payments through ClubSpark admin account



PROGRAMMING

Accept online registration and payment for all programs

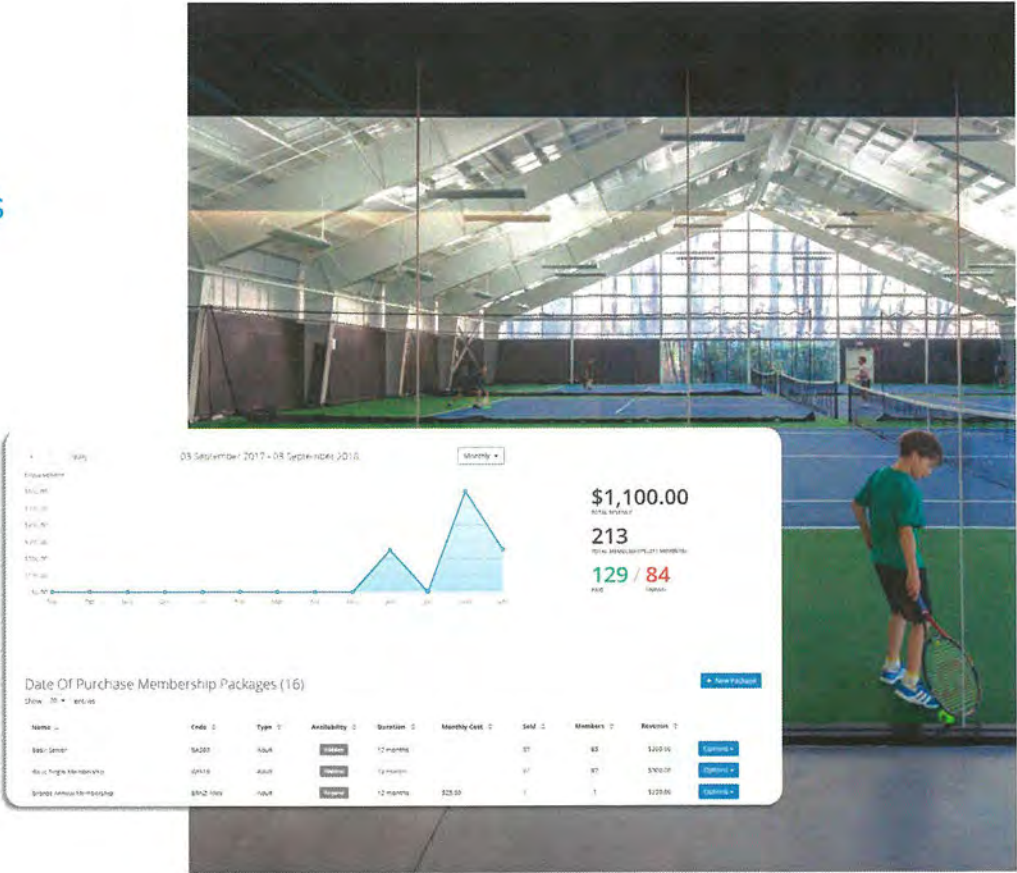
- + Allow users to register and pay online for courses, classes and camps. Users can pay in seconds through ClubSpark's built-in payment system.
- + Allow parents to register and pay for multiple children in one transaction
- + Allow users to view the number of spots available in a program
- + Share program registration links via email/newsletters
- + Club administrators can also add registrations and record cash payments through ClubSpark admin account

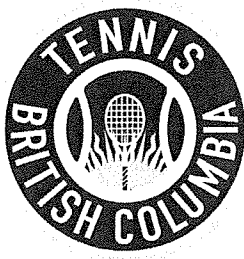


MEMBERSHIP

Develop and manage a database of tennis players

- + Easily access and email members through ClubSpark database
- + Streamline membership renewals for players
- + Identify lapsed members and send renewal reminders
- + Sort and filter members by age, gender, and customizable contact tags



**Head Office:**

200 - 112 E. 3rd Ave
Vancouver, BC V5T 1C8
Phone: 604.737.3086
E-mail: info@tennisbc.org

EMERGENCY RESPONSE PLAN

Company Name: STANLEY PARK TENNIS COURTS

Location: 8901 Stanley Park Dr, Vancouver BC V7G 3E2

Date plan completed: January 2020

Signed:

Emergency Response Coordinators: **to be confirmed at time of set up**

Primary Contact:

Name:

Telephone number:

Other telephone number:

Email:

Secondary Contact:

Name:

Telephone number:

Other telephone number:

Email:

Emergency Contact Numbers

Police / Fire / Ambulance: **911**

Hospitals: 1) St Paul's Hospital, 1081 Burrard St. 604.806.9090

2) Vancouver General, 899 W 12th Ave. 604.875.4111

Poison Control Centre: 604.682.5050



EMERGENCY RESPONSE PLAN

Potential Emergency Situations:

The following potential emergencies have been identified:

1. Medical Emergencies

- Call 911 for ambulance and/or use basic first aid as appropriate to the situation
- Maintain calm around the situation. Ensure that medical personnel have access to the injured person or people

2. Fire

- Call 911 for fire department
- Use bullhorn to evacuate everyone to the designated safe area
- If possible, try to extinguish fire with the fire extinguisher

3. Extreme Weather

- Use bullhorn to announce the need to end all ongoing activities

4. Power Outage

- Assess the situation and possible cause of the outage. If necessary, call BC Hydro at 1.800.224.9376 or *hydro on your cell phone
- Re-assess after the cause is determined. All activities may need to be delayed or ended with use of bullhorn

5. Earthquake

- Initial response **during** the earthquake is drop, cover and hold on. After the shaking stops, stay in place for a count of 60 before getting up. If shaking starts again while counting, start your count from zero (0) again
- When safe to move, stay calm and look for any hazards that may have occurred and need to be addressed. Also check for any injuries and get help if needed
- Advise everyone that all activities are cancelled and that priority is to now get everyone to safety



EMERGENCY RESPONSE PLAN

Location of Emergency Equipment: ***to be confirmed at time of set up***

Fire extinguisher(s): Tennis BC trailer

First Aid Kit: Tennis BC trailer

Personal Protective Equipment (PPE):

Other:

EMPLOYEE EMERGENCY CONTACT INFORMATION

<u>Employee Name</u>	<u>Contact Number(s)</u>
TENNIS BC OFFICE	604.737.3086
MARK ROBERTS	604.317.1879
SARA KHADI	604.722.0255
JEANNIE ROHR	604.831.4942
DANIELLA SILVA	604.802.5336
IKA SETYAWATI	778.227.4529
ROSEMARY ERB	778.228.1736
SANDRA HONG	604.218.8527

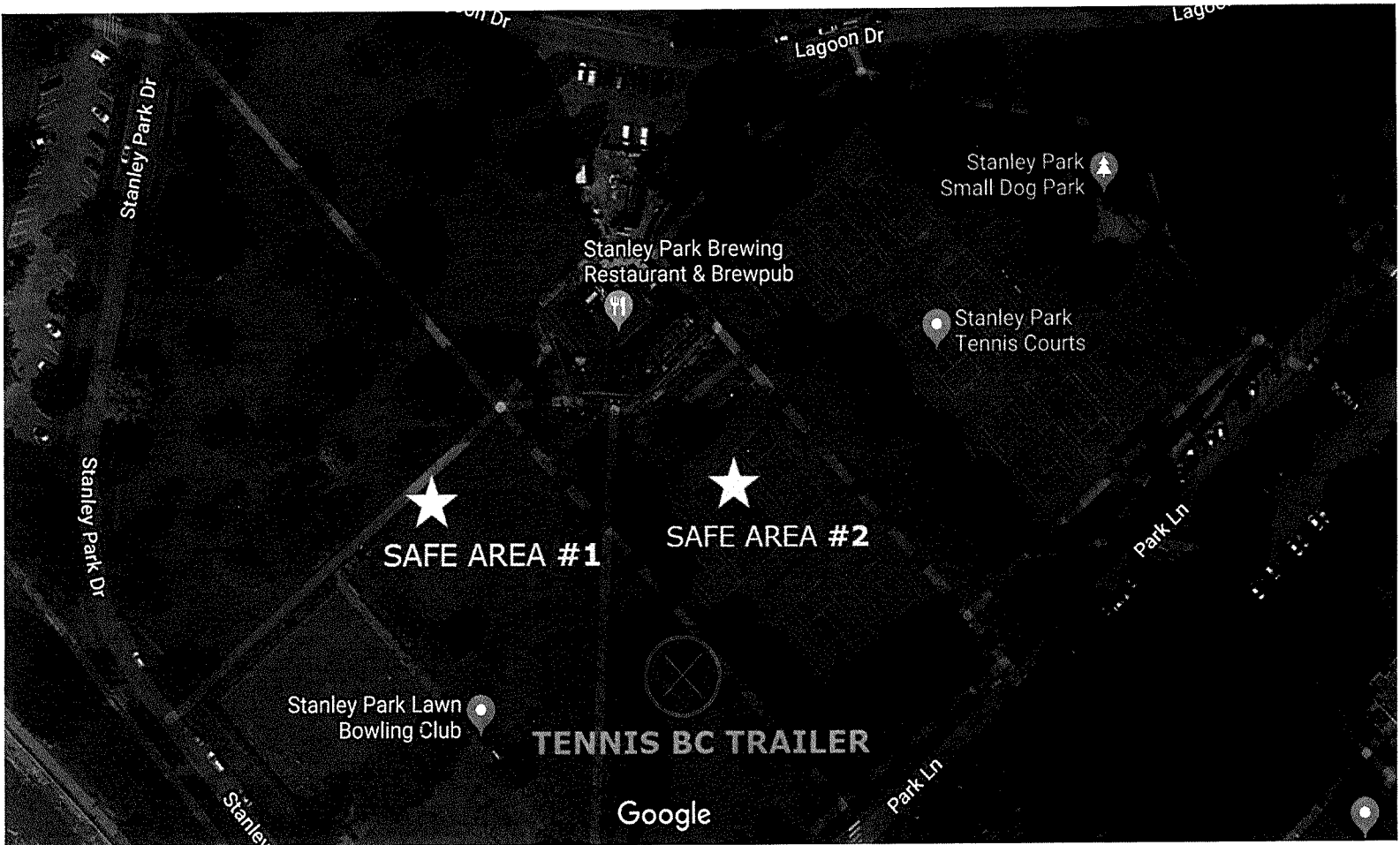


EMERGENCY RESPONSE PLAN

DESIGNATED SAFE AREAS:

Safe Area #1: grassy field west of tennis courts

Safe Area #1: tennis courts beside Tennis BC trailer





HIRING ACTIVE TPA CERTIFIED COACHES



The Tennis Professionals Association (TPA) is Tennis Canada's coaching development arm and strives to be a world leader in the coaching profession through world class training and support.

What Does It Mean to be Active TPA Certified?

- Trained/certified under TPA's Gold Standard curriculum (highest level awarded by International Tennis Federation)
- Personal liability insurance up to \$2MM
- Valid updated background check on file
- Signed Declaration & adherence to TPA Code of Conduct
- Ongoing professional development every 2-4 years based on certification level

Support tennis industry best practices by hiring active TPA certified coaches at your club



Important Benefits for Your Club or Organization

Risk Management & Safe Sport

All TPA certified coaches have:

- \$2MM personal liability insurance
- Safe Sport education including Making Ethical Decisions, Rule of Two, communicating positively with children, and more

Clubs/organizations also benefit from:

- Enhanced pre-employment screening via online background checks, Code of Conduct and Coach Declaration
- Access to Safe Sport expert for consultation, conflict resolution/ complaint management
- Background checks stored safely online with global screening provider Sterling Talent Solutions

Membership Growth & Retention

- Different levels and streams of certification to hire the right professional for your membership
- TPA coaches are trained in total athlete development, customer service, programming facilities, conflict resolution, Quality Standards in Kids Tennis, and other key competencies
- Club Pro 2 and above are trained on the club management business (*recommended certification level for Club Leaders*)

Access to World-Class Resources

- Access global resources & best practices such as Tennis Canada proprietary materials, ITF i-coach and TPA Partner resources
- Members only TPA website with video/written resources
- Extensive curriculums for both adults and juniors
- Access to TPA conferences/ workshops on a variety of topics

Reputation in Your Community

Be known as a facility that prioritizes:

- Professionally trained coaches
- Continuing coach education
- High standards and integrity
- Safe Sport best practices that ensure the safety of participants

Quality Coaching for Your Members/Participants

TPA coaches are:

- Trained under world-class curriculum
- Evaluated on a competency-based system with rigorous testing
- Up to date with latest coaching trends and best practices
- Committed to ongoing professional development every 2-4 years based on certification level
- Trained in technical, tactical, mental, sport science and physical player development
- Able to easily upgrade their skills through online TPA courses

Product Discounts

- Product discounts available on all TPA e-store inventory
- TPA e-store offers a wide range of equipment that can benefit your club/organization including tennis balls, ball hoppers, mini-nets, Kids Tennis Equipment, court markers, and more
- Over 20 different brands available through TPA e-store

Other benefits of TPA website:

- Job postings on TPA Job Boards
- Access to database of Active Certified professionals

For more information, visit www.tpacanada.com





TENNIS CANADA – SAFE SPORT SCREENING AND EDUCATION



As of **June 30th, 2020**, it will become mandatory for everyone that is coaching, instructing, or assisting and that is in a position of authority in all indoor and outdoor clubs in Canada to complete safe sport screening and education.

HOW CAN SAFE SPORT SCREENING AND EDUCATION BE ACHIEVED?

There are three methods of completing safe sport screening and education:

1. **Certification**: these comprehensive courses last several days and offer various levels of certification for instructors, club professionals, and coaches. Certification ensures proven competencies and is highly recommended for any individual involved in teaching tennis or running tennis programming. Certification includes all benefits of Tennis Professionals Association (TPA) membership including liability insurance.
2. **Community Tennis Facilitator Training**: this non-certification five-hour in-person course plus online education/training includes safeguarding education, importance of quality standards to ensure retention and growth, age appropriate equipment, organizing play activities, and communicating effectively with children. This course costs \$69 and includes all benefits of TPA membership except liability insurance.
3. **Safeguarding only**: this online-only option includes safe sport screening and education. This option costs \$30 and offers no specific tennis training, certification, or benefits of TPA membership.

Note: all three methods include the four mandatory components of safe sport screening and education listed below.

For further information and for course registration, please visit the [TPA website](#). Please note that **registration for the Community Tennis Facilitator Training will be available at the end of February** and **registration for the Safeguarding online course will be available at the end of January**.

COMPONENTS OF SAFE SPORT SCREENING AND EDUCATION

The safe sport screening and education process includes the following components:

1. **Education**: online [Respect in Sport Module](#) – must be completed every three years.
The Respect in Sport training is designed to help coaches by providing them with important knowledge and tools to ensure they are better placed to manage sensitive situations in the correct manner and with the utmost respect for the athlete.
2. **Background Check**: police record check through Sterling Backcheck – must be completed every three years
3. **Declaration of Character***: online form – must be completed once a year
4. **Signing of the code of conduct***: online form – must be signed once a year

*May be completed following registration.

WHY IS SAFE SPORT SCREENING AND EDUCATION IMPORTANT?

- **It reduces the liability for Board members and coaches**: Liability can extend to not only the perpetrator of the act, but also to an organization “sufficiently close” to make a claim of vicarious liability appropriate.
- We have an ethical and moral duty to implement safeguarding and protect our athletes.
- We need to work together to protect our athletes, coaches, officials, administrators, volunteers, and many other stakeholders that enjoy our sport every day in indoor and outdoor clubs.
- It is imperative that all persons in positions of authority be held to a high standard of conduct.

More information on the importance of safe sport screening and education can be found on the [Tennis Canada website](#).



RECORDS MANAGEMENT

POLICIES AND PROCEDURES



Title: Respectful Workplace	Policy Number: RW-2017
Effective Date: October 2017	Supercedes:
Date Approved by the Board: Oct 2017	Pillar: HR

Tennis B.C. is committed to providing a work environment that is respectful, professional, and free of bullying and harassment and unlawful discrimination. All employees at Tennis B.C. have the right to work in such an environment. Bullying and harassment and unlawful discrimination are neither acceptable nor tolerated at Tennis B.C.

A. APPLICATION

This policy applies to communications and interactions between employees, which for the purposes of this policy includes Tennis B.C. employees, self-employed independent contractors and members of the Board (together "Employees"), or between Employees and members of the public, athletes, coaches, officials, suppliers, vendors and others with whom Employees interact in the course of their employment.

This policy applies to Employees while they are at the workplace or on work time, including at off-site work assignments; at employment-related functions or events; when communicating by telephone or electronically; or in situations where there is a connection to the workplace or Tennis B.C.'s business or operations.

B. DEFINITION

1. Bullying and Harassment

In this policy, Bullying and Harassment is any inappropriate conduct or comment by a person (including Employees) towards an Employee that the person knew or reasonably ought to have known would cause that Employee to be humiliated or intimidated or otherwise constitutes a threat to the health or safety of the Employee.

Examples of words or actions that might constitute Bullying and Harassment include, without limitation:

- a) verbal statements such as derogatory comments, slurs, innuendo or unwanted sexual invitations or comments;
- b) negative physical contact, such as assault, blocking or impeding of normal movement, or interference with work;
- c) inappropriate communication over e-mail or social media or by other electronic means; and
- d) a pattern of behaviour that humiliates, intimidates, offends or degrades the Employee or a group of Employees.

To constitute Bullying and Harassment, there must be:

- a) repeated conduct, comments, displays, actions or gestures with a lasting, harmful effect on the Employee; or
- b) a single, serious improper or unacceptable interaction, incident, event or situation that has a lasting, harmful effect on the Employee.

Bullying and Harassment can occur even where there is no intention to bully or harass.

2. Unlawful discrimination

Discrimination is improper or unacceptable conduct that is related or connected to a prohibited ground of discrimination in employment under the applicable provincial human rights legislation ("Discrimination"). Prohibited grounds of discrimination, which may vary by province, may include race, colour, ancestry, place of origin, political belief, religion, marital status, family status, physical disability, mental disability, sex, sexual orientation, gender identity or expression, age, or conviction of a criminal or summary conviction offence that is unrelated to employment or intended employment.

Sexual harassment is a form of Discrimination. Workplace sexual harassment can involve unwelcome words or actions associated with sex, sexual orientation or gender identity or expression that are known or reasonably ought to be known to be offensive, embarrassing, humiliating or demeaning to the Employee or a group of Employees. Such conduct includes, without limitation, unwelcome sexual advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature particularly when: (i) submission to the conduct is made either explicitly or implicitly a term or condition of employment or a basis for employment decisions; or (ii) the conduct has the purpose or effect of unreasonably interfering with an Employee's work performance by creating a humiliating, intimidating, hostile or sexually offensive work environment.

3. Conduct that is **not** considered Bullying and Harassment or Discrimination

Not every unpleasant or negative interaction, incident, event or situation in the workplace is Bullying and Harassment or Discrimination.

Nothing in this policy restricts the legitimate and good faith exercise of supervisory or managerial rights and responsibilities, without limitation:

- a) giving advice;
- b) assigning, scheduling or changing work;
- c) performance appraisal;
- d) performance or behaviour correction;
- e) discipline or termination of employment for cause; and
- f) reasonable action taken by a supervisor or manager relating to the management and direction of the Employee and the workplace.

The following conduct is also not considered Bullying and Harassment or Discrimination within the scope of this policy:

- a) respectful discussion of different points of view;
- b) the freedom of individuals to choose with whom to socialize in activities not related to the workplace;
- c) interpersonal conflicts or relations unless humiliating, intimidating or threatening to health or safety; and
- d) different communication styles so long as those communication styles are within the reasonable limits of respectful workplace interactions.

C. REPORTING AND INVESTIGATING

1. General

Employees are expected to report all alleged or suspected Bullying and Harassment or Discrimination to a supervisor or manager as soon as possible after experiencing or witnessing the interaction, incident, event or situation of concern.

All complaints of alleged or suspected Bullying and Harassment or Discrimination will be investigated by Tennis B.C. or its delegate.

In order to encourage timely resolution, complaints of alleged or suspected Discrimination made more than six months after the interaction, incident, event or situation experienced or witnessed may not be accepted for response by Tennis B.C..

2. Reporting process for all Employees

An Employee who believes that he or she has experienced Bullying and Harassment or Discrimination, or an Employee who believes that he or she has witnessed Bullying and Harassment or Discrimination (the "Complainant"), should follow the below procedure:

- a) If possible and the Complainant is comfortable doing so, he or she should calmly approach the alleged offender (the "Respondent") and inform the Respondent that his or her behaviour is offensive, unwelcome and contrary to Tennis B.C.'s policy and ask that it immediately stop and not be repeated.
- b) If the Complainant is not comfortable approaching the Respondent or if the situation does not resolve, the Complainant should bring the matter to the attention of his or her supervisor or manager or Human Resources.
- c) Complainants can report alleged or suspected Bullying and Harassment or Discrimination verbally or in writing.

As soon as possible after a report is made, the Complainant will be asked to provide a full account, to the best of his or her ability, regarding the interaction, incident, event or situation in question. The account will generally be in writing (except in extraordinary circumstances) and should include:

- names of the parties involved;

- names of any witnesses;
- location, date and time of the alleged or suspected Bullying and Harassment or Discrimination;
- details about the interaction, incident, event or situation, including any photographs, documents, e-mails or other physical or electronic evidence; and
- anything further that is relevant and would assist in the investigation.

In the event that a Complainant does not proceed with a formal complaint, Tennis B.C. may still initiate an investigation if deemed necessary to ensure workplace health and safety and comply with any applicable statutory or legal obligation.

The procedure outlined in and supporting this policy does not prevent a Complainant from filing a complaint or claim under human rights or occupational health and safety legislation, or making a police report.

D. RESPONSE TO COMPLAINTS

Tennis B.C. will promptly respond to all complaints it receives. Its response to complaints may range from facilitative intervention to a traditional investigation.

After receiving a complaint, in some cases, Tennis B.C. may take steps to address immediate concerns, such as safety, prior to coming to a determination on the merits of the complaint.

1. Facilitative intervention (informal)

Facilitative intervention may include, without limitation:

- a) coaching the Complainant on how to approach the Respondent to pursue resolution;
- b) educating the Complainant and the Respondent about Tennis B.C.'s policy;
- c) reinforcing behavioural guidelines and expectations with the Complainant and the Respondent; and
- d) pursuing and facilitating mediation between the Complainant and the Respondent.

2. Traditional investigation (formal)

If facilitative intervention is unsuccessful or not appropriate due to the nature of the complaint or the preferences of the Complainant and the Respondent, an investigation will be initiated as deemed necessary or appropriate by Tennis B.C.

Investigations will:

- a) be undertaken promptly and conducted diligently and in as thorough a manner as necessary in all the circumstances;
- b) be fair and impartial, providing both the Complainant and the Respondent with a reasonable opportunity to provide their account of events and respond to the other party's account;
- c) be sensitive to the interests of all parties involved; and
- d) maintain confidentiality to the extent practicable in the circumstances, recognizing that the Respondent will be informed in all cases of the identity of the Complainant

and the nature of the complaint.

All Employees are expected to cooperate with the investigator and provide full details, to the best of their ability, of the interaction, incident, event or situation they have experienced or witnessed.

E. CONFIDENTIALITY

To protect the interests of the Complainant, Respondent and witnesses, confidentiality shall be maintained throughout the complaint process to the extent permitted by the investigation and in accordance with applicable privacy legislation and other legal requirements.

All participants in the investigation are expected to keep confidential all discussions and interactions with the investigator and information and records related to the complaint. A failure to maintain confidentiality may result in disciplinary consequences.

Human Resources will keep and retain investigation records in accordance with the applicable legislation. Such records will be stored in a confidential file maintained and accessed only by the Human Resources Manager or his or her delegate. If a complaint is not substantiated, no documentation of the complaint will be placed on the personnel file of the Respondent.

F. FOLLOW-UP AND CORRECTIVE OR DISCIPLINARY ACTION

If at any time during the investigation the complaint can be resolved to the satisfaction of the Complainant and in a manner acceptable to the Respondent and Tennis B.C., the resolution will be documented, and a copy sent to the Complainant and the Respondent.

The Complainant and the Respondent will be notified of the findings and conclusions made as a result of the investigation. In appropriate circumstances and at its discretion, Tennis B.C. may provide the Complainant, the Respondent and others with additional information relating to the investigation.

Any Employee determined by Tennis B.C. to be responsible for Bullying and Harassment or Discrimination in violation of this policy will be subject to appropriate corrective or disciplinary action, up to and including termination of employment for cause, cancellation of contract or removal from the Board.

G. REQUEST FOR REVIEW

The Complainant or the Respondent may seek a review of the outcome of a Bullying and Harassment or Discrimination investigation by notifying the Human Resources Manager or his or her delegate in writing within thirty (30) days of being notified of the conclusion of the investigation. The Complainant or the Respondent must provide specific reasons for seeking a review.

The Human Resources Manager or his or her delegate will only undertake a review where it appears that there is a legitimate concern about the investigation and its outcome.

H. FABRICATED, MALICIOUS, FRIVOLOUS OR VEXATIOUS COMPLAINT

A complaint of Bullying and Harassment or Discrimination is a serious matter. If Tennis B.C. determines that an Employee has made a complaint that is fabricated, malicious, frivolous or vexatious, he or she will be subject to disciplinary action up to and including termination of employment for cause, cancellation of contract or removal from the Board. Repeated unfounded complaints may in appropriate circumstances be considered fabricated, malicious, frivolous or vexatious and result in disciplinary action, up to and including dismissal from employment for cause, cancellation of contract or removal from the Board. Note that where a complaint is unsubstantiated or based on mistake, it will not necessarily be considered fabricated, malicious, frivolous or vexatious.

I. RETALIATION PROHIBITED

It is a violation of this policy to retaliate in any way against an Employee who has raised a good faith concern or made a bona fide report about Bullying and Harassment or Discrimination, or against a witness, investigator, decision maker or other person who has cooperated or participated in a Bullying and Harassment or Discrimination investigation. Any person who experiences such retaliation must immediately report their concern to the complaint investigator or human resources. ...

Tennis B.C. has zero tolerance for retaliation contrary to this policy. Disciplinary action will be taken against an Employee who engages in retaliatory conduct, up to and including termination of employment for cause, cancellation of contract or removal from the Board.



ADDITIONAL COURT MANAGEMENT SERVICES

Tennis BC would like to extend the agreement to include 5 out of the 10 courts at Kitsilano Beach tennis courts, and the 6 courts at Van Tech Secondary School. If approved Tennis BC will manage the booking and programming at the additional facilities while working with the current user groups to maximize community engagement at the various locations. Under our management we would be able to organize play for the broader Vancouver community.

This extension would be a test case for court booking and programming. We anticipate a positive response from the public to be able to book courts for both convenience and length of play. Currently players must come to the courts, wait at the side of the court and then can play for a maximum of half an hour. Often the courts have double waits so players must wait at least an hour for the opportunity to play just half an hour of tennis. This is a time barrier for many players and discourages use of the courts.

Additionally, we know through the volume of calls we receive at Tennis BC, there is a high demand for both kids and adult lessons, programs, leagues and ladders. By offering these programs at a variety of locations we will be able to support a more diverse group of players and allow more people to play tennis who have difficulty finding playing partners.

In 2021 and 2022 our plan will be to extend programming and court booking to more locations throughout Vancouver. This would allow us to leverage the technology platform easily and continue outreach programming to new locations. We believe we could add at least 2-3 new locations per year. The additional revenue would support more low cost programs and support enhanced repairs and maintenance on public courts.

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

TABLE A - ORGANIZATION AND STAFF INFORMATION:

Legal Name of Organization	Tennis - British Columbia	
Commonly Used Name of Organization	Tennis BC	
Type of Organization	<input type="checkbox"/> Non Profit <input checked="" type="checkbox"/> Not for Profit	<input type="checkbox"/> For Profit <input type="checkbox"/> Other
Incorporation #		
Principle's Name and Title	MARK ROBERTS	CEO - Tennis BC
Background/Qualifications	See attached resume	
Principle's Name and Title		
Background/Qualifications		
Principle's Name and Title		
Background/Qualifications		
Staff and Volunteer Information		
Staff Position Title	# of Staff in Position	Min. Certifications
Director: Player Development	1	Coaching levels see attached
Director Community Development	1	Coaching levels - see attached
Director of Marketing - Communications	1	
Director of Membership - PlayTBC	1	
Volunteer Position Title	# of Vol in Position	Min. Certifications

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

TABLE B - PROGRAMS TO BE OFFERED AND FEE RATES CHARGED TO THE PUBLIC:

Service	Age Group Targeted	% of Seasonal Schedule	Proposed Rates for Services:		
			2020	2021	2022
Programming/Lessons	5-18 18+	30%	s. 17(1), s. 21(1)		
Court Rentals	ALL AGES	40%			
Leagues	0/14 14-18 19+	8%			
Ladders	10-14 14-18 19+	4%			
Tournaments	5-18 18+	8%			
Other, list... COMMUNITY OUTREACH LOW COST + SUBSIDIZED	5-18 19+	10%			
<u>TOTAL</u>		100%			

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

TABLE C - OPERATING SEASON/SCHEDULE:

In 2020 ...

The season will ...	Start on [date] - APRIL 1	End on [date] - SEPT 30
On Monday the courts will	Open at [time] - 9:00 am	Close at [time] - 8:00 pm
On Tuesday the courts will	Open at [time] - 9:00 am	Close at [time] - 9:00 pm
On Wednesday the courts will	Open at [time] - 9:00 am	Close at [time] - 9:00 pm
On Thursday the courts will	Open at [time] - 9:00 am	Close at [time] - 9:00 pm
On Friday the courts will	Open at [time] - 9:00 am	Close at [time] - 9:00 pm
On Saturday the courts will	Open at [time] - 9:00 am	Close at [time] - 9:00 pm
On Sunday the courts will	Open at [time] - 9:00 am	Close at [time] - 9:00 pm
We will be closed/non-operational on the following days...	<input type="checkbox"/> Victoria Day <input type="checkbox"/> Canada Day <input type="checkbox"/> BC Day <input type="checkbox"/> Labour Day Other -	
Other Schedule Info...	CLOSE TIMES MAY FLUCTUATE DUE TO DUSK TIME CHANGES DURING THESE MONTHS	
List any expected changes for 2021 and 2022	EARLY MORNING BEFORE 9 AM MAY BE AN OPTION IN FOLLOWING YEARS	

APRIL							
	MON	TUES	WED	THURS	FRI	SAT	SUN
9:00 - 12:00							
Courts 1-3	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4 -6	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	KIDS PROG	KIDS PROG
12:00 - 3:00							
Courts 1-3	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4 -6	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	KIDS PROG	KIDS PROG
3:00 - 6:00							
Courts 1-3	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING
Courts 4 -6	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING
6:00 - 9:00							
Courts 1-3	ADULT PROG	NEW COMERS	ADULT PROG	NEW COMERS	ADULT SOCIAL	CRT BOOKING	CRT BOOKING
Courts 4 -6	CRT BOOKING	YWCA	CRT BOOKING	YWCA	ADULT SOCIAL	CRT BOOKING	CRT BOOKING

MAY							
	MON	TUES	WED	THURS	FRI	SAT	SUN
9:00 - 12:00							
Courts 1-3	SCHOOL FREE TRY IT DAY		PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4-6			PUBLIC	PUBLIC	PUBLIC	KIDS PROG	KIDS PROG
12:00 - 3:00							
Courts 1-3	SCHOOL FREE TRY IT DAY		PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4-6			PUBLIC	PUBLIC	PUBLIC	KIDS PROG	KIDS PROG
3:00 - 6:00							
Courts 1-3	URBAN YOUTH	URBAN YOUTH	KIDS PROG	KIDS PROG	KIDS PROG	ADULT PROG	ADULT PROG
Courts 4-6	KIDS PROG	KIDS PROG	KIDS PROG	KIDS PROG	KIDS PROG	ORGANIZED PLAY	
6:00 - 9:00							
Courts 1-3	ADULT PROG	NEW COMERS	ADULT PROG	NEW COMERS	ADULT SOCIAL	ORGANIZED PLAY	
Courts 4-6	CRT BOOKING	YWCA	CRT BOOKING	YWCA	ADULT SOCIAL	ORGANIZED PLAY	

JUNE							
	MON	TUES	WED	THURS	FRI	SAT	SUN
9:00 - 12:00							
Courts 1-3	SCHOOL FREE TRY IT DAY		PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4-6			PUBLIC	PUBLIC	PUBLIC	KIDS PROG	KIDS PROG
12:00 - 3:00							
Courts 1-3	SCHOOL FREE TRY IT DAY		PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4-6			PUBLIC	PUBLIC	PUBLIC	KIDS PROG	KIDS PROG
3:00 - 6:00							
Courts 1-3	URBAN YOUTH	URBAN YOUTH	KIDS PROG	KIDS PROG	KIDS PROG	ADULT PROG	ADULT PROG
Courts 4-6	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	ORGANIZED PLAY	
6:00 - 9:00							
Courts 1-3	ADULT PROG	VITA	ADULT PROG	VITA	ADULT SOCIAL	ORGANIZED PLAY	
Courts 4-6	CRT BOOKING	VITA	CRT BOOKING	VITA	ADULT SOCIAL	ORGANIZED PLAY	

JULY							
	MON	TUES	WED	THURS	FRI	SAT	SUN
	9:00 - 12:00						
Courts 1-3	STANLEY PARK OPEN						
Courts 4 -6							
	12:00 - 3:00						
Courts 1-3	STANLEY PARK OPEN						
Courts 4 -6							
	3:00 - 6:00						
Courts 1-3	STANLEY PARK OPEN						
Courts 4 -6							
	6:00 - 9:00						
Courts 1-3	STANLEY PARK OPEN						
Courts 4 -6							
Courts 1-3	REGULAR PROGRAMS AT THE END OF THE 17 DAY TOURNAMENT						
Courts 4 -6							

AUGUST							
	MON	TUES	WED	THURS	FRI	SAT	SUN
9:00 - 12:00							
Courts 1-3	SUMMER CAMPS					ADULT PROG	ADULT PROG
Courts 4 -6						CRT BOOKING	CRT BOOKING
12:00 - 3:00							
Courts 1-3	SUMMER CAMPS					ADULT PROG	ADULT PROG
Courts 4 -6						ORGANIZED PLAY	
3:00 - 6:00							
Courts 1-3	URBAN YOUTH	URBAN YOUTH	CRT BOOKING	CRT BOOKING	CRT BOOKING	ADULT PROG	ADULT PROG
Courts 4 -6	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	ORGANIZED PLAY	
6:00 - 9:00							
Courts 1-3	ADULT PROG	ADULT PROG	ADULT PROG	ADULT PROG	ADULT SOCIAL	ORGANIZED PLAY	
Courts 4 -6	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	ADULT SOCIAL	ORGANIZED PLAY	

SEPTEMBER							
	MON	TUES	WED	THURS	FRI	SAT	SUN
9:00 - 12:00							
Courts 1-3	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4 -6	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	CRT BOOKING	CRT BOOKING
12:00 - 3:00							
Courts 1-3	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	ADULT PROG	ADULT PROG
Courts 4 -6	PUBLIC	PUBLIC	PUBLIC	PUBLIC	PUBLIC	CRT BOOKING	CRT BOOKING
3:00 - 6:00							
Courts 1-3	KIDS PROG	KIDS PROG	KIDS PROG	KIDS PROG	KIDS PROG	ADULT PROG	ADULT PROG
Courts 4 -6	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING
6:00 - 9:00							
Courts 1-3	ADULT PROG	ADULT PROG	ADULT PROG	ADULT PROG	ADULT SOCIAL	CRT BOOKING	CRT BOOKING
Courts 4 -6	CRT BOOKING	CRT BOOKING	CRT BOOKING	CRT BOOKING	ADULT SOCIAL	CRT BOOKING	CRT BOOKING

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

**APPENDIX 3
COMMERCIAL PROPOSAL**

Complete this Appendix 3 - Commercial Proposal in the form set out below.

Proponent to provide proposed pricing and payment terms, which should be in accordance with 0, Section 7.0 of the RFP (as well as any other sections of the RFP imposing requirements as to pricing).

The Price to complete all of the Work is apportioned in accordance with the following table. The prices shown in each of the numbered rows of the table shall include (i) all labour, material, equipment and other costs, (ii) overhead and profit, (iii) PST, and (iv) all other taxes, duties, assessments, charges and fees, except for GST.

Provide expected annual revenues and costs for the first year of operations and clarify how the PB will benefit financially from this arrangement. Provide as many details as possible. Explain any planned changes from Year One operations in the final row.

TABLE D **YEAR 1**

DESCRIPTION OF ACTIVITY		ANNUAL AMOUNT
GROSS REVENUE:		
Revenue from operations		
court rentals \$10,709 Lessons \$101,904 Leagues in court rental Ladders in court rental Tournaments \$13,440 Other		
TOTAL GROSS REVENUE (A)		\$126,053
EXPENSES		
Operating expenses (provide detailed description of activities/expenses)		
Labour (Coaching and staff labour on site) \$78,965		
Variable operating costs (balls, supplies, charge cards) \$6,072		
Variable marketing costs (3% of Revenue) \$3,782		
Fixed Costs (repairs, cleaning, technology, insurance) \$18,400		\$107,219
MANAGEMENT FEES (Provide Description)		
Corportate overhead allocation recovery 5% \$6,303		
Tennis BC Operating Income \$2,532		\$8,835
TOTAL EXPENSES (B):		\$116,053
NET REVENUE TO THE CITY/PARK BOARD (A-B)		
Total Gross Revenue minus total expenses		\$10,000
Tennis BC will work with the city to define minimum rent to the city for courts and a profit split formula as sales increase.		
What Financial deviations could occur in Year two and/or three of the contract? SEE YEAR 2 TABLE D ATTACHED for sales increases expected with full year marketing		

TABLE D

YEAR 2

DESCRIPTION OF ACTIVITY	ANNUAL AMOUNT
GROSS REVENUE:	
Revenue from operations <div> <div></div> <div> court rentals \$17,848 Lessons \$169,839 Leagues in court rental Ladders in court rental Tournaments \$13,440 Other </div> </div>	
TOTAL GROSS REVENUE (A)	\$201,127
EXPENSES	
Operating expenses (provide detailed description of activities/expenses) Labour (Coaching and staff labour on site) \$100,401 Variable operating costs (balls, supplies, charge cards) \$9,833 Variable marketing costs (3% of Revenue) \$6,034 Fixed Costs (repairs, cleaning, technology) \$18,400	\$134,668
MANAGEMENT FEES (Provide Description)	
Corporatate overhead allocation recovery 5% \$10,056 Tennis BC Operating Income \$29,802	\$39,858
TOTAL EXPENSES (B):	\$174,526
NET REVENUE TO THE CITY/PARK BOARD (A-B)	
Total Gross Revenue minus total expenses	\$26,601
What Financial deviations could occur in Year two and/or three of the contract? YEAR 3 COULD GROW SIGNIFICANTLY WITH THE ADDITION OF NEW COURTS. NOTE THIS MODEL DOES NOT TAKE INTO ACCOUNT ANY ADDITIONAL LOCATIONS.	

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PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 4
PROPONENT'S REFERENCES

Complete this Appendix 4 - Proponents References in the form set out below with references that are relevant to the Scope of Work set out in this RFP.

Client Name # 1	Tennis Canada
Address (City and Country)	1 SHOREHAM DRIVE, Suite 100, Toronto Ont M3N 3A6
Contact Name	ANITA COMELLA
Title of Contact	SENIOR DIRECTOR, FACILITIES DEVELOPMENT
Telephone No.	1(416) 650 7941
E-mail Address	acomella@tenniscanada.com
Length of Relationship	5 years personally, 50+ years organizationally
Type of Goods and/or Services provided to this Client	PARTNERSHIP TO DEVELOP FACILITIES

Client Name # 2	B.C WHEELCHAIR SPORTS ASS
Address (City and Country)	780 S.W MARINE DR, VAN BC
Contact Name	GAIL YAMAMOTO
Title of Contact	EXECUTIVE DIRECTOR
Telephone No.	604 333 3520 ext 201
E-mail Address	gail@bcwheelchairsports.com
Length of Relationship	20+ years
Type of Goods and/or Services provided to this Client	cooperative events, coaching certification support services, officiating

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

Client Name # 3	CANUCKS AUTISM NETWORK
Address (City and Country)	1788 W. 8 th AVE VANCOUVER B.C Canada
Contact Name	STEPHANIE JULL
Title of Contact	V.P PROGRAMS, TRAINING & COMMUNITY ENGAGEMENT
Telephone No.	604 685 4049
E-mail Address	Stephanie.julle@canucksautism.ca
Length of Relationship	5 years
Type of Goods and/or Services provided to this Client	Tennis BC has collaborated with CAN. WE HAVE provided summer camp sessions + Try it events we have advised on NCCP modules

✓

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 5
CERTIFICATE OF INSURANCE

Appendix 5 is to be duly completed and signed by the Proponent's insurance agent or broker as evidence of its existing insurance, along with a letter from its insurance broker or agent indicating whether or not (and, if not, then to what extent) it will be able to comply with the insurance requirements set out in the Form of Agreement, should the Proponent be selected as a successful Proponent. (Any successful Proponent will also be required to provide proof of the satisfaction of all insurance requirements prior to or concurrently with the City entering into any Agreement.)



**CERTIFICATE OF EXISTING INSURANCE
TO BE COMPLETED AND APPENDED TO THE PROPOSAL/TENDER**

Section 2 through 8 – to be completed and executed by the Insurer or its Authorized Representative

1. **THIS CERTIFICATE IS ISSUED TO:** City of Vancouver, 453 W 12th Avenue, Vancouver, BC, V5Y 1V4
and certifies that the Insurance policy (policies) as listed herein has/have been issued to the Named Insured and is/are in full force and effect.

2. **NAMED INSURED** (must be the same name as the proponent/bidder and is either an individual or a legally incorporated company)

TENNIS B.C.

BUSINESS TRADE NAME or DOING BUSINESS AS

TENNIS B.C.

BUSINESS ADDRESS

204, 210 West Broadway, Vancouver, BC V5Y 3W2

DESCRIPTION OF OPERATION

TENNIS ACTIVITIES CONSISTING OF SANCTIONED TOURNAMENTS, COACH/INSTRUCTOR CLASSES, SCHOOL PROGRAM, ROOKIE TOUR, TENNIS ACADEMY & TRAINING CENTRE

3. **PROPERTY INSURANCE (All Risks Coverage including Earthquake and Flood)**

INSURER <u>N/A</u>	Insured Values (Replacement Cost) -
TYPE OF COVERAGE _____	Building and Tenants' Improvements \$ _____
POLICY NUMBER _____	Contents and Equipment \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

4. **COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)**

Including the following extensions:	INSURER <u>CERTAIN LLOYD'S UNDERWRITERS AS ARRANGED BY MARKEL CANADA LIMITED</u>
✓ Personal Injury	POLICY NUMBER <u>AL2431</u>
✓ Property Damage including Loss of Use	POLICY PERIOD From <u>April 6, 2019</u> to <u>April 6, 2020</u>
✓ Products and Completed Operations	Limits of Liability (Bodily Injury and Property Damage Inclusive) -
✓ Cross Liability or Severability of Interest	Per Occurrence \$ <u>5,000,000</u>
✓ Employees as Additional Insureds	Aggregate \$ <u>5,000,000</u>
✓ Blanket Contractual Liability	All Risk Tenants' Legal Liability \$ <u>250,000</u>
✓ Non-Owned Auto Liability	Deductible Per Occurrence \$ <u>500</u>

5. **AUTOMOBILE LIABILITY INSURANCE** for operation of owned and/or leased vehicles

INSURER <u>N/A</u>	Limits of Liability -
POLICY NUMBER _____	Combined Single Limit \$ _____
POLICY PERIOD From _____ to _____	If vehicles are insured by ICBC, complete and provide Form APV-47.

6. ☐ **UMBRELLA OR** ☐ **EXCESS LIABILITY INSURANCE** Limits of Liability (Bodily Injury and Property Damage Inclusive) -

INSURER <u>N/A</u>	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Self-Insured Retention \$ _____

7. **PROFESSIONAL LIABILITY INSURANCE**

INSURER <u>N/A</u>	Limits of Liability
POLICY NUMBER _____	Per Occurrence/Claim \$ _____
POLICY PERIOD From _____ to _____	Aggregate \$ _____
	Deductible Per Occurrence/Claim \$ _____

If the policy is in a "CLAIMS MADE" form, please specify the applicable Retroactive Date: _____

8. **OTHER INSURANCE**

TYPE OF INSURANCE <u>N/A</u>	Limits of Liability
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____
TYPE OF INSURANCE _____	Limits of Liability
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER <u>SBC INSURANCE AGENCIES LTD.</u>	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE

As per _____ Dated January 8, 2020
Cameron Cheung
PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER

SBC INSURANCE AGENCIES LTD. 250-999 CANADA PLACE, VANCOUVER, BC V6C 3C1 PH: 604-737-3018

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 6
DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE

Complete this Appendix 6 - Declaration of Supplier Code of Conduct Compliance in the form set out below.

All proposed suppliers are to complete and submit this form to certify compliance with the supplier performance standards set out in the Supplier Code of Conduct.

The City of Vancouver expects each supplier of goods and services to the City to comply with the supplier performance standards set out in the City's Supplier Code of Conduct (SCC) <http://vancouver.ca/policy_pdf/AF01401P1.pdf>. The SCC defines minimum labour and environmental standards for City suppliers and their subcontractors.

Suppliers are expected to comply with the aforementioned standards upon submitting a tender, proposal, application, expression of interest or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which suppliers must come into compliance with these standards. To give effect to these requirements, an authorized signatory of each proposed vendor must complete the following declaration and include this declaration with its submission:

As an authorized signatory of Tennis BC (vendor name), I declare that I have reviewed the SCC and to the best of my knowledge, Tennis BC (vendor name) and its proposed subcontractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws referred to in the SCC, other than as noted in the table below (include all violations/convictions that have occurred in the past three years as well as plans for corrective action).

Section of SCC / title of law	Date of violation /conviction	Description of violation / conviction	Regulatory / adjudication body and document file number	Corrective action plan

I understand that a false declaration and/or lack of a corrective action plan may result in no further consideration being given to the submission of Tennis BC (vendor name).

Signature: 

Name and Title: MARK ROBERTS - CEO

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PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, Sarah Kadi
_____(Print Name)

consent to the indirect collection from Tennis British Columbia
_____(Print Name of Proponent) of
my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.

Sarah Kadi

Signature

January 13, 2020

Date

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

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PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, Jeannie Rohr


(Print Name)

consent to the indirect collection from Tennis - BRITISH COLUMBIA

(Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

Jan 13 2020

Date

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, MARK ROBERTS
_____, (Print Name)

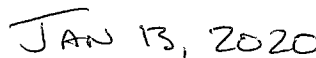
consent to the indirect collection from Tennis - BRITISH COLUMBIA
_____, (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature



Date

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, Khristina Blajkevitch

_____ (Print Name)

consent to the indirect collection from Tennis - British Columbia

_____ (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.


Signature

Jan 13, 2020
Date

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

**APPENDIX 8
SUBCONTRACTORS**

Complete this Appendix 8 - Subcontractors in the form set out below by listing all of the subcontractors that the Proponent proposes to use in carrying out its work under an Agreement, or state that the Proponent does not propose to use any subcontractors.

If selected to enter into an Agreement with the City, the Proponent may be limited to using subcontractors listed in its Proposal. If the City objects to a subcontractor listed in a Proposal, the City may permit a Proponent to propose a substitute Subcontractor acceptable to the City.

Subcontracted Scope	WE WILL NOT USE SUBCONTRACTORS	
Subcontractor		
Contact (name, title, email, telephone no.)		
Approximate Percent of the Work to be Subcontracted		
Social Value Business - shall mean a business that has a recognized environmental or social certification and/or is majority owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).	In the space below, detail the Proponent's proposed use of Social Value Businesses as sub-contractors/consultants (if any) and provide brief company profiles of those Social Value Businesses and descriptions of how they qualify as Social Value Businesses.	
The Subcontractor's Relevant Experience (identify at least three similar projects within the last five years, including the client)	1. Project Name:	
	Client:	
	Nature of Work:	

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

	Value:	
	Client Contact:	
	2. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	
	3. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 9
PROPOSED AMENDMENTS TO FORM OF AGREEMENT

Complete this Appendix 9 - Proposed Amendments to Form of Agreement in the form set out below by detailing any proposed amendments to the Form of Agreement attached as Part D. If no amendments to the Form of Agreement are proposed, state "none". It is at the City's sole discretion whether or not these proposed amendments will be considered for the Form of Agreement.

Section / General Condition	Proposed Amendment	Rationale and Benefit
Repairs to Courts.	Courts 1-6 need to be resurfaced for 2020-2021	upper courts are better than the rental courts and will discourage payments.
Office Trailer	Tennis BC would like to have the trailer we use for the tournament on site for the whole operating period	For a good safety plan we need a safe and dry place for player + kids in programs to be able to stay if they are sick or injured

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
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APPENDIX 10
CONFLICTS; COLLUSION; LOBBYING

Complete this APPENDIX 10 - Conflicts; Collusion; Lobbying in the form set out below by setting out any exceptions to the declarations in Section 9 of the Legal Terms and Conditions attached as Appendix 1 to this Part C - Form of Proposal or indicate that there are no exceptions, as applicable.

Exceptions to Declaration as to no Conflict of Interest in RFP Process (Section 9.1 of Legal Terms and Conditions)	No Exceptions
Exceptions to Declaration as to No Conflict of Interest Respecting Proposed Supply (Section 9.2 of Legal Terms and Conditions)	No Exceptions
Exceptions to Declaration as to No Collusion (Section 9.3 of Legal Terms and Conditions)	No Exceptions
Exceptions to Declarations as to No Lobbying (Section 9.4 of Legal Terms and Conditions)	No Exceptions

**Assessment Department****Mailing Address**

PO Box 5350
Station Terminal
Vancouver BC V6B 5L5

Location

6951 Westminster Highway
Richmond BC
V7C 1C6
www.worksafebc.com

Clearance Section

Telephone 604 244 6380
Toll Free within Canada
1 888 922 2768
Fax 604 244 6390

City of Vancouver
453 West 12th Avenue
VANCOUVER, BC V5Y 1V4

January 13, 2020

Person/Business : TENNIS - BRITISH COLUMBIA
Account number : 604031

We confirm that the above-mentioned account is currently **active** and **in good standing**.

This firm has had continuous coverage with us since May 01, 1999 and has satisfied assessment remittance requirements to **January 01, 2020**.

The next payment that will affect this firm's clearance status is due on January 20, 2020.

This information is only provided for the purposes of Section 51 of the *Workers Compensation Act*, which indicates that a person using a contractor or subcontractor to perform work may be responsible for unpaid assessments of the contractor or subcontractor.

Employer Service Centre
Assessment Department

Clearance Reference # : C131395919
CLRA1A

Now you can report payroll and pay premiums online.

Visit www.worksafebc.com

Please refer to your account number in your correspondence or when contacting the Assessment Department.

To alter this document constitutes fraud.

**LICENCE OFFICE**

515 West 10th Avenue
Vancouver, BC Canada V5Z 4A8
Within Vancouver, phone: 3-1-1
Outside Vancouver, phone: 604-873-7000

TENNIS BC
210 W BROADWAY UNIT 204
VANCOUVER, BC CAN V5Y 3W2

2020

Licence # 20-123845

BUSINESS LICENCE

Issued: January 03, 2020
Expires: December 31, 2020

Business Licence Holder:
Tennis - British Columbia

Business Type: CX - Community Association

Business Trade Name:
Tennis BC

Located At: 210 W BROADWAY UNIT 204

BL Renewal Fee	\$2.00
Total Fee Paid	\$2.00

The above named is hereby licensed to carry on the business, trade, profession or other occupation stated herein. In issuing this licence the City does not represent or warrant compliance with other City of Vancouver by-laws. The licensee is responsible for ensuring compliance with all relevant by-laws of the City and additional approvals may be required provincially or federally. If this licence has been issued in conjunction with a time-limited Development Permit, this licence will not be valid if the Development Permit has expired and has not been extended. This licence must be posted upon the licensed premise and is valid at this address only.

Mark Roberts
CEO Tennis BC
mroberts@tennisbc.org

s.22(3)(d)



SARAH KADI

s.22(3)(d)



SARAH KADI

s.22(3)(d)



Jeannie Rohr

s.22(3)(d)



Jeannie Rohr

s.22(3)(d)



KHRISTINA BLAJKEVITCH

s.22(3)(d)



s.22(3)(d)





Board of Directors

President — Mark Braidwood
1st V.P. - Denise Wong
2nd V.P. - Karen Clarke
Treasurer — Chris Thompson- Chair Finance and Audit Committee
Secretary — Kavie Toor
Justin Kates - director
Kira Dralluk - director
Marvin Storrow-director
Winston Pain-director
Past President— Rick Hastings - Chair Nom. Committee

BOARD OF DIRECTORS

President
Mark Braidwood

CEO
Mark Roberts

DEVELOP YOUR GAME

PLAYER DEVELOPMENT
Team Leader : Sarah Kadi
Development pathway

Event Planning, Rankings,
Administration, support
Ika Setyawati

Junior Player Development
Progressive, RRT, Future,
2-4 star - ITF, Nationals
Daniella Silva

REGIONAL DEVELOPMENT
Vancouver Island: Eric Knoester
Interior: Joachim Nierfeld

GET INTO THE GAME & GROW THE GAME

COMMUNITY DEVELOPMENT
Coaching Certification,
Schools, Community Events,
Team Tennis, Tennis
Ambassadors, League
Jeannie Rohr

TENNIS OPERATIONS
Public courts operations
Indoor court operations
TBD

SUPPORT THE GAME

ADMINISTRATION

Membership
Admin Support
Community Support
Rosemary Erb

Finance
Sandra Hong

Communications &
Marketing
Khristina Blajkevitch

Interns

TABLE D YEAR 2

DESCRIPTION OF ACTIVITY	ANNUAL AMOUNT
GROSS REVENUE:	
Revenue from operations	
court rentals \$17,848	
Lessons \$169,839	
Leagues in court rental	
Ladders in court rental	
Tournaments \$13,440	
Other	
TOTAL GROSS REVENUE (A)	\$201,127
EXPENSES	
Operating expenses (provide detailed description of activities/expenses)	
Labour (Coaching and staff labour on site) \$100,401	
Variable operating costs (balls, supplies, charge cards) \$9,833	
Variable marketing costs (3% of Revenue) \$6,034	
Fixed Costs (repairs, cleaning, technology) \$18,400	\$134,668
MANAGEMENT FEES (Provide Description)	
Corporate overhead allocation recovery 5% \$10,056	
Tennis BC Operating Income \$29,802	\$39,858
TOTAL EXPENSES (B):	\$174,526
NET REVENUE TO THE CITY/PARK BOARD (A-B)	
Total Gross Revenue minus total expenses	\$26,601
What Financial deviations could occur in Year two and/or three of the contract? YEAR 3 COULD GROW SIGNIFICANTLY WITH THE ADDITION OF NEW COURTS. NOTE THIS MODEL DOES NOT TAKE INTO ACCOUNT ANY ADDITIONAL LOCATIONS.	

TABLE D YEAR 1

DESCRIPTION OF ACTIVITY	ANNUAL AMOUNT
GROSS REVENUE:	
Revenue from operations	
court rentals \$10,709	
Lessons \$101,904	
Leagues in court rental	
Ladders in court rental	
Tournaments \$13,440	
Other	
TOTAL GROSS REVENUE (A)	\$126,053
EXPENSES	
Operating expenses (provide detailed description of activities/expenses)	
Labour (Coaching and staff labour on site) \$78,965	
Variable operating costs (balls, supplies, charge cards) \$6,072	
Variable marketing costs (3% of Revenue) \$3,782	
Fixed Costs (repairs, cleaning, technology, insurance) \$18,400	\$107,219
MANAGEMENT FEES (Provide Description)	
Corporatate overhead allocation recovery 5% \$6,303	
Tennis BC Operating Income \$2,532	\$8,835
TOTAL EXPENSES (B):	\$116,053
NET REVENUE TO THE CITY/PARK BOARD (A-B)	
Total Gross Revenue minus total expenses	\$10,000
Tennis BC will work with the city to define minimum rent to the city for courts and a profit split formula as sales increase.	
What Financial deviations could occur in Year two and/or three of the contract? SEE YEAR 2 TABLE D ATTACHED for sales increases expected with full year marketing	

REQUEST FOR PROPOSAL "RFP" NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT

QUESTIONS AND ANSWERS NO. 1

ISSUED ON: January 10, 2020

Q1	<i>Can you please tell me if we are supposed to submit anything for Section D form of agreement? I am confused by this.</i>
A1	No you do not need to submit anything for Section D. The form of agreement will be drafted using a City of Vancouver template, of which a sample will be provided.
Q2	<i>The areas on the form such as Table B and C that we are supposed to fill in are very small, do we just attach all the documents in these areas?</i>
A2	You may add additional documents as required.
Q3	<i>As this has been the end of the year we have not received our 2020 business license or worksafe documents, can we submit 2019?</i>
A3	Yes. We will require current documents at the time of contracting.
Q4	I am confused by what is considered Gross Revenue. I don't understand if that is exactly the same number as in the top box labeled Revenue? Or, is that the Revenue box LESS Operating costs and management fees?
A4	TABLE D has been revised <ul style="list-style-type: none"> Please delete TABLE D and replace with the attached TABLE D - REVISED.

TABLE D - REVISED:

<u>DESCRIPTION OF ACTIVITY:</u>	<u>ANNUAL AMOUNT:</u>
GROSS REVENUE:	
Revenue from Operations: <ul style="list-style-type: none"> • Court rentals • Lessons • Leagues • Ladders • Tournaments • Other 	\$
TOTAL GROSS REVENUE (A)	\$
EXPENSES:	
Operating Expenses (Provide detailed description of activities/expenses):	\$
Management Fees (Provide description):	\$
TOTAL EXPENSES (B))	\$
NET REVENUE TO THE CITY/PARK BOARD (A-B):	
Total Gross Revenue minus Total Expenses	\$
What Financial Deviations Could Occur in Year Two and/or Three of the Contract?	\$



REQUEST FOR PROPOSALS

PROVISION OF SERVICES FOR STANLEY PARK

TENNIS COURT MANAGEMENT

RFP No. PS20191554

Issue Date: December 6, 2019

Issued by: City of Vancouver (the "City")

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
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SUMMARY

The City of Vancouver (the "City") is seeking request for proposals ("Request for Proposals") from qualified and experienced vendors interested in the provision of services for Tennis Court Management Services at one or more locations in Vancouver, including Stanley Park Tennis Courts. It is anticipated that this service will be operated on a seasonal basis.

PART A – INFORMATION AND INSTRUCTIONS

1.0 THE RFP

- 1.1 Except where expressly stated otherwise in Appendix 1 of Part C of the Request for Proposals ("RFP"): (i) no part of the RFP consists of an offer by the city to enter into any contractual relationship; and (ii) no part of the RFP is legally binding on the city.
- 1.2 The City is interested in selecting an entity, which is not, by the terms hereof, barred from submitting a Proposal, and which does submit a Proposal (each such entity, a "Proponent") with the capability and experience to efficiently and cost-effectively meet the objectives and requirements described in the RFP. The City currently expects to select such a Proponent and then enter into negotiations with that Proponent, which will conclude in the execution of a contract between the Proponent and the City (such a contract, an "Agreement"). However, the City may: (i) decline to select any Proponent; (ii) decline to enter into any Agreement; (iii) select multiple Proponents for negotiation; or (iv) enter into one or more agreements respecting the subject matter of the RFP with one or more Proponents or other entities at any time. The City may also terminate the RFP at any time.
- 1.3 The City currently intends that Proposals will be evaluated by the City in relation to their overall value, which will be assessed in the City's sole and absolute discretion. In assessing value, the City expects to consider the factors described in Section 8.0 below, among others.
- 1.4 No bid security is required from Proponents in connection with the submission of Proposals because no Proposal will be deemed to be an irrevocable or otherwise binding legal offer by a Proponent to the City. The legal obligations of a Proponent that will arise upon the submission of its Proposal will be limited to the terms and conditions stated under the heading "Legal Terms & Conditions" in Appendix 1 to the Part C - Form of Proposal.
- 1.5 The execution of an Agreement may be contingent on funding being approved, and the relevant Proposal being approved, by the Vancouver City Council.
- 1.6 The RFP consists of four parts, plus appendices:
 - (a) 0 - INFORMATION AND INSTRUCTIONS: This part is intended to serve as a guide to the RFP process for Proponents.
 - (b) PART B - SCOPE OF WORK: This part describes the subject matter of the RFP, in respect of which the City invites Proposals.
 - (c) PART C - FORM OF PROPOSAL: This is the form in which the Proposal should be submitted.
 - (d) PART D - FORM OF AGREEMENT: This part contains a model Agreement (the "Form of Agreement"). Any Agreement resulting from the RFP is expected to be substantially in the form of the Form of Agreement.

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART A - INFORMATION AND INSTRUCTIONS

2.0 KEY DATES

2.1 Potential Proponents should note the following key dates:

Event	Time and Date
Deadline for Enquiries	3:00pm on January 7, 2020
Closing Time	3:00pm on January 14, 2020

2.2 All references to time in the RFP are references to the time in the City of Vancouver, as indicated in the electronic timestamp the Proposal receives upon delivery to the email address specified herein, which is in turn synchronized to Network Time Protocol (NTP) provided by the National Research Council of Canada adjusted to local Pacific Time Zone.

3.0 CONTACT PERSON

3.1 All enquiries regarding the RFP must be addressed to:

Jessica Li, Buyer
Email: jessica.li@vancouver.ca

3.2 All enquiries must be made in writing and are to be directed only to the above contact person. In-person or telephone enquiries are not permitted. Any communication from potential Proponents to City staff other than the contact person regarding the content of this RFP may lead to disqualification of the Proponent from this RFP process, at the City's sole discretion.

3.3 IF A POTENTIAL PROPONENT BELIEVES THAT THE CITY MAY BE UNABLE TO SELECT IT DUE TO A CONFLICT OF INTEREST, BUT IS UNCERTAIN ABOUT THIS, THE POTENTIAL PROPONENT IS URGED TO CONTACT THE ABOVE-MENTIONED INDIVIDUAL AS SOON AS POSSIBLE WITH THE RELEVANT INFORMATION SO THAT THE CITY MAY ADVISE THE POTENTIAL PROPONENT REGARDING THE MATTER.

4.0 SUBMISSION OF PROPOSALS

4.1 Proponents should submit their Proposals on or before the time and date specified in the bottom row of the table in Section 2.1 above (the "Closing Time").

4.2 Each Proponent should submit its Proposal by email in accordance with the following:

- Subject of the file to be: PS# - Title - Vendor name.
- Document format for submissions:
 - RFP Part C in PDF format - 1 combined PDF file,
 - Appendix 3 (pricing tab) in Excel format, and;
 - Any other attachments if necessary
- Zip the files to reduce the size or email separately if needed.

- Send your submissions to Bids@vancouver.ca; do not deliver a physical copy to the City of Vancouver.
 - If you did not receive an automated email within few minutes, check your junk folder first, and then contact Purchasing@vancouver.ca.
 - Submitting the files via Drop box, FTP, or similar programs, is not acceptable.
- 4.3 To be considered by the City, a Proposal must be submitted in the form set out in Part C (the "Form of Proposal"), completed and duly executed by the relevant Proponent.
- 4.4 Amendments to a Proposal may be submitted via the same methods, at any time prior to the Closing Time.
- 4.5 Proposals are revocable and may be withdrawn at any time before or after the Closing Time.
- 4.6 All costs associated with the preparation and submission of a Proposal, including any costs incurred by a Proponent after the Closing Time, will be borne solely by the Proponent.
- 4.7 Unnecessarily elaborate Proposals are discouraged. Proposals should be limited to the items specified in Part C of the RFP.
- 4.8 The City is willing to consider any Proposal from two or more Proponents that wish to form a consortium for the purpose of responding to the RFP, provided that they disclose the names of all members of the consortium and all members complete and sign the first page of the Form of Proposal. Nonetheless, the City has a strong preference for Proposals submitted by a single Proponent, including a Proponent that would act as a general contractor and use subcontractors as required.
- 4.9 Proposals that are submitted after the Closing Time or that otherwise do not comply in full with the terms hereof may or may not be considered by the City and may or may not be returned to the Proponent, in the City's sole discretion.
- 5.0 **CHANGES TO THE RFP AND FURTHER INFORMATION**
- 5.1 The City may amend the RFP or make additions to it at any time.
- 5.2 It is the sole responsibility of Proponents to check the City's website at: <http://vancouver.ca/doing-business/open-bids.aspx> regularly for amendments, addenda, and questions and answers in relation to the RFP.
- 5.3 Proponents must not rely on any information purported to be given on behalf of the City that contradicts the RFP, as amended or supplemented in accordance with the foregoing Section 5.2.
- 6.0 **PROPOSED TERM OF ENGAGEMENT**
- 6.1 The term of any Agreement is expected to be a three (3)-year period, with two (2) possible one (1)-year extensions, for a maximum total term of five (5) years.
- 7.0 **PRICING**

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART A - INFORMATION AND INSTRUCTIONS

- 7.1 All prices quoted in any Proposal are to be exclusive of applicable sales taxes calculated upon such prices, but inclusive of all other costs.
- 7.2 Prices must be quoted in Canadian currency and fixed prices must be quoted for the full term of the Proponent's proposed agreement.

8.0 EVALUATION OF PROPOSALS

- 8.1 The City may open or decline to open Proposals in such manner and at such times and places as are determined by the City.
- 8.2 The City currently intends that all Proposals submitted to it in accordance with the RFP will be evaluated by City representatives, using quantitative and qualitative tools and assessments, as appropriate, to determine which Proposal or Proposals offer the overall best value to the City. In so doing, the City expects to examine:

Evaluation Criteria	Evaluation Weighting
Technical	70%
Financial	30%
Total	100%

- 8.3 The City will retain complete control over the RFP process at all times until the execution and delivery of an Agreement or Agreements, if any. The City is not legally obligated to review, consider or evaluate Proposals, or any particular Proposal, and need not necessarily review, consider or evaluate Proposals, or any particular Proposal in accordance with the procedures set out in the RFP. The City may continue, interrupt, cease or modify its review, evaluation and negotiation process in respect of any or all Proposals at any time without further explanation or notification to any Proponents.
- 8.4 The City may, at any time prior to signing an Agreement, discuss or negotiate changes to the scope of the RFP with any one or more of the Proponents without having any duty or obligation to advise the other Proponents or to allow the other Proponents to vary their Proposals as a result of such discussions or negotiations.
- 8.5 The City may elect to short-list Proponents and evaluate Proposals in stages. Short-listed Proponents may be asked to provide additional information or details for clarification, including by attending interviews, making presentations, supplying samples, performing demonstrations, furnishing technical data or proposing amendments to the Form of Agreement. The City will be at liberty to negotiate in parallel with one or more short-listed Proponents, or in sequence, or in any combination, and may at any time terminate any or all negotiations.
- 8.6 The City may also require that any proposed subcontractors undergo evaluation by the City.
- 8.7 For the avoidance of doubt, notwithstanding any other provision in the RFP, the City has in its sole discretion, the unfettered right to: (a) accept any Proposal; (b) reject any Proposal; (c) reject all Proposals; (d) accept a Proposal which is not the lowest-price proposal; (e) accept a Proposal that deviates from the requirements or the conditions specified in the RFP; (f) reject a Proposal even if it is the only Proposal received by the City; (g) accept all or any part of a Proposal; (h) split the scope of work between one or more Proponents; and (i) enter into one or

more agreements respecting the subject matter of the RFP with any entity or entities at any time. Without limiting the foregoing, the City may reject any Proposal by a Proponent that has a conflict of interest, has engaged in collusion with another Proponent or has otherwise attempted to influence the outcome of the RFP other than through the submission of its Proposal.

9.0 CITY POLICIES

- 9.1 The City's Procurement Policy, Ethical Purchasing Policy and related Supplier Code of Conduct found at <http://vancouver.ca/doing-business/selling-to-and-buying-from-the-city.aspx> align the City's approach to procurement with its corporate social, environmental and economic sustainability values and goals. They evidence the City's commitment to maximize benefits to the environment and the community through product and service selection, and to ensure safe and healthy workplaces, where human and civil rights are respected. Each Proponent is expected to adhere to the supplier performance standards set forth in the Supplier Code of Conduct. The Ethical Purchasing Policy shall be referred to in the evaluation of Proposals, to the extent applicable.
- 9.2 The City's Alcohol, Controlled Drugs and Medications Policy applies to all contractors doing work on behalf of the City and can be found at <https://policy.vancouver.ca/ADMIN011.pdf>. The policy is intended to set expectations regarding the use of alcohol, medication and controlled drugs that may render an employee unfit for work, impair performance or cause risk of harm to health and safety. The successful Proponent will be required to ensure compliance with the policy by its employees when doing work for the City.

10.0 CERTAIN APPLICABLE LEGISLATION

- 10.1 Proponents should note that the City of Vancouver is subject to the *Freedom of Information and Protection of Privacy Act* (British Columbia), which imposes significant obligations on the City's consultants or contractors to protect all personal information acquired from the City in the course of providing any service to the City.
- 10.2 Proponents should note that the *Income Tax Act* (Canada) requires that certain payments to non-residents be subject to tax withholding. Proponents are responsible for informing themselves regarding the requirements of the *Income Tax Act* (Canada), including the requirements to qualify for any available exemptions from withholding.

11.0 LEGAL TERMS AND CONDITIONS

- 11.1 The legal obligations of a Proponent that will arise upon the submission of its Proposal are stated in this Appendix 1 to the Form of Proposal. Except where expressly stated in these Legal Terms and Conditions: (i) no part of the RFP consists of an offer by the City to enter into any contractual relationship; and (ii) no part of the RFP is legally binding on the City.

POTENTIAL PROPONENTS MUST REVIEW THESE LEGAL TERMS AND CONDITIONS CAREFULLY BEFORE SUBMITTING A PROPOSAL.

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART B - CITY REQUIREMENTS

PART B – SCOPE OF WORK

The scope of work stated in this Part B (collectively, the “Scope of Work”) IS current as of the date hereof, but may change or be refined in the course of the evaluation of Proposals or otherwise.

Unless otherwise stated, if, and wherever, the Scope of Work states a brand name, a make, the name of a manufacturer, a trade name or a vendor catalogue number, it is for the purpose of establishing a grade or quality of materials, goods or equipment only. It is not intended to rule out the use of other equivalent materials, goods or equipment. If, however, products other than those specified are proposed in any Proposal, the Proposal must explicitly include under the heading “Alternative Solutions” the names of such products and their manufacturers, any trade names and any applicable vendor catalogue numbers, and the City may request that the Proponent provide specific evidence of equivalency. Evidence of quality in the form of samples may also be requested.

1. BACKGROUND

The Vancouver Board of Parks and Recreation (Park Board) is seeking proposals from proponents with experience in tennis operations for the management of Stanley Park Tennis Courts, Numbers 1-6. The Park Board is seeking to partner with an organization with sound business practices, whose values and operations are aligned with the Park Board Mission, Vision and Strategic Objectives. The Park Board prefers to work with a non-profit or not-for-profit organization but will consider applications from all types of organizations.

A total of 17 tennis courts are located near the Beach Avenue entrance to Stanley Park. Eleven of these courts (Courts 7-17) are free for use year round on a first-come, first-served basis, with a 30-minute limit on play if someone is waiting. Courts 1-6 are operated as pay courts during the tennis season from late Spring through Summer (late April to early September), and the Park Board is seeking proponents for the management of Courts 1-6 during this period. The term of any Agreement is expected to be a three-year period, with two possible one-year extensions, for a maximum total term of five years. Terms of different durations may be considered.

2. SCOPE OF WORK

Scope of work includes, but is not limited to the following:

A) Management of Tennis Courts:

i. Tennis Court Bookings:

- Administering and providing a court booking system that is inclusive and accessible to all populations within our community
- Providing an accurate and verifiable system to account for all revenue collected
- Providing an accurate and verifiable system to determine the dates and times of operation
- Providing adequate oversight to the operation in maintaining a safe, secure, professional and accessible facility
- Programming/operations is to start at the beginning of the tennis season (April-May) and end at the end of the tennis season (September-October), weather dependent

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART B – CITY REQUIREMENTS

- ii. Tournament bookings:
 - The successful proponent will fully accommodate the Stanley Park Tennis Open during their annual tournament, dates to be supplied by the Park Board
 - Other tennis tournaments, as supported by the Park Board Special Events Team
- iii. Tennis Lessons:
 - Provide lessons from accredited instructors as accredited by Tennis Canada
 - Provide the lessons registration system

B) Promotions/Marketing/Communications:

- All related promotional materials are to be approved by the Park Board
- Supply all Park Board approved promotional material and links to websites and registration site to the Park Board liaison no later than April 1st of each program year
- The successful proponent is to post any required statements and/or logos related to the licensing of the facility, as requested by the Park Board

C) Administration and Other Requirements:

- The successful proponent is to submit, no later than May 1st of each year, copies of signed police reference checks on all principals, staff, guest instructors, and volunteers who will be operating out of the Stanley Park location
 - For staff and volunteers who join the organization after this date a police reference check is required to be submitted within 14 business days
- The successful proponent is to submit a written summary report of the seasonal operations to the Park Board designate no later than November 15th of each term year.
 - At minimum, the report will include a quantitative and qualitative overview of the programming delivered, clients served, operations insights, and an assessment of the successes and challenges
 - The summary will be accompanied by a 3rd party reviewed financial report which will include all costs and revenues achieved
- The successful proponent is to submit proof of insurance to the Park Board liaison no later than 4 weeks prior to commencement of the operational season
- All costs during the licensed season related to the minor maintenance or preventative maintenance of the courts and related areas are the sole responsibility of the successful proponent
 - Such costs include but are not limited to, minor court repairs, purchase of cleaning materials and tools, daily service cleaning of storage area and courts, net replacement, operational signage, etc.
- The successful proponent is to supply copies of all operating procedures and risk mitigation plans and policies. Could include but are not limited to:
 - On site cash handling
 - Inclement weather
 - Incident and accident procedures; first aid
 - Code of Conduct
 - Other

D) Optional:

- The Park Board may consider tennis court management services at a different park location
 - If the Proponent is interested in providing similar services at a different set of tennis courts, please indicate which courts and the reason for the location selection

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART B - CITY REQUIREMENTS

3. CITY/PARK BOARD PROVIDED SERVICES:

- Power cleaning of the tennis courts prior to start of season
- Designated Park Board staff liaison
- Access to and use of a non-exclusive 109 SF storage space located in Room 142, at 8901 Stanley Park Drive. Access is limited to the operating season as defined in the term of agreement
 - The successful proponent may purchase an outside storage container (Greenlee Chest Box - [https://www.greenlee.com/products/CHEST-ASSY--\(2448\).html](https://www.greenlee.com/products/CHEST-ASSY--(2448).html)), and place outside the fenced tennis court area as per approved Park Board standards (maximum 2 boxes per group/facility)

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

PART C – FORM OF PROPOSAL

RFP No. PS20191554, Provision of Services for Stanley Park Tennis Court Management (the "RFP")

Proponent's Full Legal Name: _____

"Proponent"

Address: _____

Jurisdiction of Legal Organization: _____

Key Contact Person: _____

Telephone: _____

E-mail: _____

The Proponent, having carefully examined and read the RFP, including all amendments and addenda thereto, if any, and all other related information published on the City's website, hereby acknowledges that it has understood all of the foregoing, and in response thereto hereby submits the enclosed Proposal.

The Proponent further acknowledges that it has read and agrees to the Legal Terms & Conditions attached as Appendix 1 to this Form of Proposal.

IN WITNESS WHEREOF the Proponent has executed this Proposal Form:

Signature of Authorized Signatory for the Proponent

Date

Name and Title

Signature of Authorized Signatory for the Proponent

Date

Name and Title

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDICES

The Form of Proposal includes the following attached Appendices:

- APPENDIX 1 Legal Terms and Conditions of RFP
- APPENDIX 2 Questionnaire
- APPENDIX 3 Commercial Proposal
- APPENDIX 4 Proponents References
- APPENDIX 5 Certificate of Insurance
- APPENDIX 6 Declaration of Supplier Code of Conduct Compliance
- APPENDIX 7 Personal Information Consent Form(s)
- APPENDIX 8 Subcontractors
- APPENDIX 9 Proposed Amendments to Form of Agreement
- APPENDIX 10 Conflicts; Collusion; Lobbying
- APPENDIX 10 Proof of WorkSafeBC Registration

APPENDIX 1
LEGAL TERMS AND CONDITIONS OF RFP

1 APPLICATION OF THESE LEGAL TERMS AND CONDITIONS

These legal terms and conditions set out the City's and the Proponent's legal rights and obligations only with respect to the RFP proposal process and any evaluation, selection, negotiation or other related process. In no event will the legal terms and conditions of this Appendix 1 apply to, or have the effect of supplementing, any Contract formed between the City and the Proponent, or otherwise apply as between the Proponent and the City following the signing of any such Contract.

2 DEFINITIONS

In this Appendix 1, the following terms have the following meanings:

- (a) "City" means the City of Vancouver, a municipal corporation continued pursuant to the Vancouver Charter.
- (b) "Contract" means a legal agreement, if any, entered into between the City and the Proponent following and as a result of the Proponent's selection by the City in the City's RFP process.
- (c) "Losses" means, in respect of any matter, all direct or indirect, as well as consequential: claims, demands, proceedings, losses, damages, liabilities, deficiencies, costs and expenses (including without limitation all legal and other professional fees and disbursements, interest, penalties and amounts paid in settlement whether from a third person or otherwise).
- (d) "Proponent" means the legal entity which has signed the Proposal Form, and "proponent" means any proponent responding to the RFP, excluding or including the Proponent, as the context requires.
- (e) "Proposal" means the package of documents consisting of the Proposal Form (including this Appendix 1), the Proponent's proposal submitted under cover of the Proposal Form, and all schedules, appendices and accompanying documents, and "proposal" means any proposal submitted by any proponent, excluding or including the Proponent, as the context requires.
- (f) "Proposal Form" means that certain Part C of the RFP, completed and executed by the Proponent, to which this Appendix 1 is appended.
- (g) "RFP" means the document issued by the City as Request for Proposals No. PS20191554, as amended from time to time and including all addenda.

3 NO LEGAL OBLIGATION ASSUMED BY THE CITY

Despite any other term of the RFP or the Proposal Form, including this Appendix 1 (except only Sections 7, 8.2 and 10 of this Appendix 1, in each case to the extent applicable), the City assumes no legal duty or obligation to the Proponent or to any proposed subcontractor in respect of the RFP, its subject matter or the Proposal unless and until the City enters into a Contract, which the City may decline to do in the City's sole discretion.

4 NO DUTY OF CARE OR FAIRNESS TO THE PROPONENT

The City is a public body required by law to act in the public interest. In no event, however, does the City owe *to the Proponent or to any of the Proponent's proposed subcontractors* (as opposed to the public) any contract or tort law duty of care, fairness, impartiality or procedural fairness in the RFP process, or any contract or tort law duty to preserve the integrity of the RFP process. The Proponent hereby waives and releases the City from any and all such duties and expressly assumes the risk of all losses arising from participating in the RFP process on this basis.

5 EVALUATION OF PROPOSALS

5.1 Compliance / Non-Compliance

Any proposal which contains an error, omission or misstatement, which contains qualifying conditions, which does not fully address all of the requirements or expectations of the RFP, or which otherwise fails to conform to the RFP may or may not be rejected by the City at the City's sole discretion. The City may also invite a proponent to adjust its proposal to remedy any such problem, without providing the other proponents an opportunity to amend their proposals.

5.2 Reservation of Complete Control over Process

The City reserves the right to retain complete control over the RFP and proposal processes at all times. Accordingly, the City is not legally obligated to review, consider or evaluate the proposals, or any particular proposal, and need not necessarily review, consider or evaluate the proposals, or any particular proposal, in accordance with the procedures set out in the RFP, and the City reserves the right to continue, interrupt, cease or modify its review, evaluation and negotiation processes in respect of any or all proposals at any time without further explanation or notification to any proponents.

5.3 Discussions/Negotiations

The City may, at any time prior to signing a Contract, discuss or negotiate changes to the scope of the RFP, any proposal or any proposed agreement with any one or more of the proponents without having any duty or obligation to advise the Proponent or to allow the Proponent to vary its Proposal as a result of such discussions or negotiations with other proponents or changes to the RFP or such proposals or proposed agreements, and, without limiting the general scope of Section 6 of this Appendix 1, the City will have no liability to the Proponent as a result of such discussions, negotiations or changes.

5.4 Acceptance or Rejection of Proposals

The City has in its sole discretion, the unfettered right to: accept any proposal; reject any proposal; reject all proposals; accept a proposal which is not the lowest-price proposal; accept a proposal that deviates from the requirements of the RFP or the conditions specified in the RFP; reject a proposal even if it is the only proposal received by the City; accept all or any part of a proposal; enter into agreements respecting the subject matter of the RFP with one or more proponents; or enter into one or more agreements respecting the subject matter of the RFP with any other person at any time.

6 PROTECTION OF CITY AGAINST LAWSUITS

6.1 Release by the Proponent

Except only and to the extent that the City is in breach of Section 8.2 of this Appendix 1, the Proponent now releases the City, its officials, its agents and its employees from all liability for any Losses incurred in connection with the RFP or the Proposal, including any Losses in connection with:

- (a) any alleged (or judicially determined) breach by the City or its officials, agents or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation or duty under the RFP which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially));
- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting the RFP process;
- (c) the Proponent preparing and submitting the Proposal;
- (d) the City accepting or rejecting the Proposal or any other submission; or
- (e) the manner in which the City: reviews, considers, evaluates or negotiates any proposal; addresses or fails to address any proposal or proposals; resolves to enter into a Contract or not enter into a Contract or any similar agreement; or the identity of the proponent(s) or other persons, if any, with whom the City enters any agreement respecting the subject matter of the RFP.

6.2 Indemnity by the Proponent

Except only and to the extent that the City breaches Section 8.2 of this Appendix 1, the Proponent indemnifies and will protect, save and hold harmless the City, its officials, its agents and its employees from and against all Losses, in respect of any claim or threatened claim by the Proponent or any of its proposed subcontractors or agents alleging or pleading:

- (a) any alleged (or judicially determined) breach by the City or its officials or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation or duty under the RFP which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially));
- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting the RFP process, or
- (c) liability on any other basis related to the RFP or the proposal process.

6.3 Limitation of City Liability

In the event that, with respect to anything relating to the RFP or this proposal process (except only and to the extent that the City breaches Section 8.2 of this Appendix 1), the City or its officials, agents or employees are found to have breached (including fundamentally breached) any duty or obligation of any kind to the Proponent or its subcontractors or agents whether at law or in equity or in contract or in tort, or are found liable to the Proponent or its subcontractors or agents on any basis or legal

principle of any kind, the City's liability is limited to a maximum of \$100, despite any other term or agreement to the contrary.

7 DISPUTE RESOLUTION

Any dispute relating in any manner to the RFP or the proposal process (except to the extent that the City breaches this Section 7 or Section 8.2 of this Appendix 1, and also excepting any disputes arising between the City and the Proponent under a Contract (or a similar contract between the City and a proponent other than the Proponent)) will be resolved by arbitration in accordance with the *Commercial Arbitration Act* (British Columbia), amended as follows:

- (a) The arbitrator will be selected by the City's Director of Legal Services;
- (b) Section 6 of this Appendix 1 will: (i) bind the City, the Proponent and the arbitrator; and (ii) survive any and all awards made by the arbitrator; and
- (c) The Proponent will bear all costs of the arbitration.

8 PROTECTION AND OWNERSHIP OF INFORMATION

8.1 RFP and Proposal Documents City's Property

- (a) All RFP-related documents provided to the Proponent by the City remain the property of the City and must be returned to the City, or destroyed, upon request by the City.
- (b) The documentation containing the Proposal, once submitted to the City, becomes the property of the City, and the City is under no obligation to return the Proposal to the Proponent.

8.2 Proponent's Submission Confidential

Subject to the applicable provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia), other applicable legal requirements, and the City's right to publicly disclose information about or from the Proposal, including without limitation names and prices, in the course of publicly reporting to the Vancouver City Council about the RFP, the City will treat the Proposal (and the City's evaluation of it), in confidence in substantially the same manner as it treats its own confidential material and information.

8.3 All City Information Confidential

- (a) The Proponent will not divulge or disclose to any third parties any non-public documents or information concerning the affairs of the City which have been or are in the future provided or communicated to the Proponent at any time (whether before, during or after the RFP process). Furthermore, the Proponent agrees that it has not and must not use or exploit any such non-public documents or information in any manner, including in submitting its Proposal.
- (b) The Proponent now irrevocably waives all rights it may have by statute, at law or in equity, to obtain any records produced or kept by the City in evaluating its Proposal (and any other submissions) and now agrees that under no circumstances will it make any application to the City or any court for disclosure of any records pertaining to the receipt, evaluation or selection of its Proposal (or any other submissions) including, without limitation, records relating only to the Proponent.

9 NO CONFLICT OF INTEREST / NO COLLUSION / NO LOBBYING

9.1 Declaration as to no Conflict of Interest in RFP Process

- (a) The Proponent confirms and warrants that there is no officer, director, shareholder, partner, employee or contractor of the Proponent or of any of its proposed subcontractors, or any other person related to the Proponent's or any proposed subcontractor's organization (a "person having an interest") or any spouse, business associate, friend or relative of a person having an interest who is: (i) an official or employee of the City; or (ii) related to or has any business or family relationship with an elected official or employee of the City, in each case, such that there could be any conflict of interest or any appearance of conflict of interest in the evaluation or consideration of the Proposal by the City, and, in each case, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.
- (b) The Proponent confirms and warrants that there is no person having an interest (as defined above) who is a former official, former employee or former contractor of the City and who has non-public information relevant to the RFP obtained during his or her employment or engagement by the City, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

9.2 Declaration as to No Conflict of Interest Respecting Proposed Supply

The Proponent confirms and warrants that neither the Proponent nor any of its proposed subcontractors is currently engaged in supplying (or is proposing to supply) goods or services to a third party such that entering into an agreement with the City in relation to the subject matter of the RFP would create a conflict of interest or the appearance of a conflict of interest between the Proponent's duties to the City and the Proponent's or its subcontractors' duties to such third party, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

9.3 Declaration as to No Collusion

The Proponent confirms and warrants that:

- (a) the Proponent is not competing within the RFP process with any entity with which it is legally or financially associated or affiliated, and
- (b) the Proponent is not cooperating in any manner in relation to the RFP with any other proponent responding to the RFP,

in each case, except as set out, in all material detail, in a separate section titled "Conflicts, Collusion, Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

9.4 Declaration as to No Lobbying

The Proponent confirms and warrants that:

- (a) neither it nor any officer, director, shareholder, partner, employee or agent of the Proponent or any of its proposed subcontractors is registered as a lobbyist under any lobbyist legislation in any jurisdiction in Canada or in the United States of America; and
- (b) neither it nor any officer, director, shareholder, partner, employee or agent of the Proponent or any of its proposed subcontractors has engaged in any form of political or other lobbying whatsoever with respect to the RFP or sought, other than through the submission of the Proposal, to influence the outcome of the RFP process,

in each case, except as set out, in all material detail, in a separate section titled "Conflicts, Collusion, Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

10 GENERAL

- (a) All of the terms of this Appendix 1 to this Proposal Form which by their nature require performance or fulfillment following the conclusion of the proposal process will survive the conclusion of such process and will remain legally enforceable by and against the Proponent and the City.
- (b) The legal invalidity or unenforceability of any provision of this Appendix 1 will not affect the validity or enforceability of any other provision of this Appendix 1, which will remain in full force and effect.
- (c) The Proponent now assumes and agrees to bear all costs and expenses incurred by the Proponent in preparing its Proposal and participating in the RFP process.

APPENDIX 2
QUESTIONNAIRE

Complete this Appendix 2 - Questionnaire in the form set out below. (Attach additional pages as required).

Executive Summary

In the space below, provide a brief executive summary of your Proposal.

Proponent Overview and Corporate Experience

In the space below, provide a description of the Proponent's company, number of employees, purpose and history of successes. If the head office of the Proponent is located within the City of Vancouver or if the Proponent is to perform any work at a site located within the City of Vancouver, this section should also indicate whether the Proponent has a valid City of Vancouver business license (or, if available, a Metro West Inter-municipal Business License).

- Describe the type of entity (for example, individual, corporation, partnership, sole proprietorship, non-profit, not-for-profit) and if a joint venture, clearly state this and state who the joint venture parties are and identify who is acting as the lead.
- Provide a history of litigation or claims made against the Respondent during the five years immediately prior to the Closing Time.

Corporate Capability

Describe the Proponent's capability (financial, experience and workload capacity) to undertake the role of supplier. Provide resumes of proposed key personnel.

Scope of Work

In the space below, describe how your Proposal is responsive to the Scope of Work. Include an outline and brief description of the services to be provided. Refer to PART B - Scope of Work.

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Key Personnel

In the space below, identify and provide professional biographical information for the key personnel that would perform the Proponent's work, outlining their intended roles in performing the Scope of Work. If appropriate, also attach to this Form of Proposal as an additional Appendix CVs and a complete organization chart, identifying all roles and areas of responsibility. Describe experience and qualifications as related to the scope of work.

Alternative Solutions

If, in addition to proposing services which meet the Scope of Work, the Proponent wishes to offer an alternative or alternatives, the alternative solution(s) should be described in the space provided below. Any pricing impact of the alternative solution(s) should also be provided.

Supplier Diversity

Please note that these Supplier Diversity questions are optional and will not form part of the evaluation of this RFP. Proponent answers to Supplier Diversity questions are for information gathering purposes only and will be kept confidential in accordance with the Legal Terms and Conditions of this RFP.

In the space below, indicate the Proponent's company profile with regards to social value and economic inclusion supporting equity, diversity, inclusion and reconciliation, including social/environmental certifications, workforce diversity and/or if owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).

<p>Majority owned/controlled/ by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Women <input type="checkbox"/> Indigenous Peoples <input type="checkbox"/> Non-Profit/Charity (Social Enterprise) <input type="checkbox"/> Coop <input type="checkbox"/> Community Contribution 	<p>Workforce Diversity:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Women <input type="checkbox"/> Indigenous Peoples <input type="checkbox"/> Ethno-cultural People <input type="checkbox"/> People with Disabilities <input type="checkbox"/> LGBTQ+ <input type="checkbox"/> Other: please indicate 	<p>Social / Environmental Certifications</p> <ul style="list-style-type: none"> <input type="checkbox"/> BCorp <input type="checkbox"/> BuySocial <input type="checkbox"/> Supplier Diversity Certification <input type="checkbox"/> Fairtrade <input type="checkbox"/> Green Business
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<input type="checkbox"/> Corporation (3C/CCC) <input type="checkbox"/> Ethno-cultural Persons <input type="checkbox"/> People with Disabilities <input type="checkbox"/> LGBTQ+ <input type="checkbox"/> Other: please indicate		<input type="checkbox"/> Certification (ie. LEED, ClimateSmart) <input type="checkbox"/> Other: please indicate
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--------------------------------------------------------------------------------------------------------------------

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Programming Diversity

The Park Board is committed to providing programming that promotes diversity, access and inclusion.

In the space below, outline the Proponent's approach to supporting equity, diversity, inclusion and reconciliation through the programs and services that will be supplied or supported at the Stanley Park location.

Please identify which of the following diverse populations will be targeted for increased access to the programs and services you will be offering:

- ☐ Women
- ☐ Indigenous Peoples
- ☐ Ethno-cultural Persons
- ☐ People with Disabilities
- ☐ LGBTQ+
- ☐ Gender Neutral
- ☐ Low Income
- ☐ Newcomers, immigrants
- ☐ Other: please indicate

Outline at least three strategies that will be implemented to attract or program to these populations. One of the strategies must include details on how 'low income' participants will be accommodated.

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Work Plan

In the space below (or attached to this Form of Proposal as an additional Appendix clearly titled "Work Plan"), detail the sequential process by which the Proponent proposes to undertake the work, including a timeline as necessary. The Proponent's work plan should make reference to the Scope of Work as appropriate.

The Proponent's work plan should also to describe the following:

- The Proponent's Promotions/Marketing Plan
- The Proponent's reservation management/program registration/point of sale system
- The Proponent's risk management and operational policies and/or processes.
- Describe what changes will or could occur in 2021 and 2022 (the second and third year of the contract).
- OPTIONAL (if approved): Describe any interest in providing tennis court management services at other specific tennis court locations

Complete the following TABLES A-C:

- Table A - Organization and Staff Information
- Table B - Program and Fee Information
- Table C - Operating Season/Schedules

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TABLE A - ORGANIZATION AND STAFF INFORMATION:

Legal Name of Organization		
Commonly Used Name of Organization		
Type of Organization	<input type="checkbox"/> Non Profit <input type="checkbox"/> Not for Profit	<input type="checkbox"/> For Profit <input type="checkbox"/> Other _____
Incorporation #		
Principle's Name and Title		
Background/Qualifications		
Principle's Name and Title		
Background/Qualifications		
Principle's Name and Title		
Background/Qualifications		
Staff and Volunteer Information		
Staff Position Title	# of Staff in Position	Min. Certifications
Volunteer Position Title	# of Vol in Position	Min. Certifications

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TABLE B - PROGRAMS TO BE OFFERED AND FEE RATES CHARGED TO THE PUBLIC:

Service	Age Group Targeted	% of Seasonal Schedule	Proposed Rates for Services:		
			2020	2021	2022
Programming/Lessons					
Court Rentals					
Leagues					
Ladders					
Tournaments					
Other, list...					
<u>TOTAL</u>		100%			

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TABLE C - OPERATING SEASON/SCHEDULE:

In 2020 ...

The season will ...	Start on [date] -	End on [date] -
On Monday the courts will	Open at [time] -	Close at [time] -
On Tuesday the courts will	Open at [time] -	Close at [time] -
On Wednesday the courts will	Open at [time] -	Close at [time] -
On Thursday the courts will	Open at [time] -	Close at [time] -
On Friday the courts will	Open at [time] -	Close at [time] -
On Saturday the courts will	Open at [time] -	Close at [time] -
On Sunday the courts will	Open at [time] -	Close at [time] -
We will be closed/non-operational on the following days...	<input type="checkbox"/> Victoria Day <input type="checkbox"/> Canada Day <input type="checkbox"/> BC Day <input type="checkbox"/> Labour Day Other -	
Other Schedule Info...		
List any expected changes for 2021 and 2022		

APPENDIX 3
COMMERCIAL PROPOSAL

Complete this Appendix 3 - Commercial Proposal in the form set out below.

Proponent to provide proposed pricing and payment terms, which should be in accordance with 0, Section 7.0 of the RFP (as well as any other sections of the RFP imposing requirements as to pricing).

The Price to complete all of the Work is apportioned in accordance with the following table. The prices shown in each of the numbered rows of the table shall include (i) all labour, material, equipment and other costs, (ii) overhead and profit, (iii) PST, and (iv) all other taxes, duties, assessments, charges and fees, except for GST.

Provide expected annual revenues and costs for the first year of operations and clarify how the PB will benefit financially from this arrangement. Provide as many details as possible. Explain any planned changes from Year One operations in the final row.

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TABLE D:

<u>DESCRIPTION OF ACTIVITY:</u>	<u>ANNUAL AMOUNT:</u>
REVENUE:	
Revenue from Operations: <ul style="list-style-type: none"> • Court rentals • Lessons • Leagues • Ladders • Tournaments • Other 	\$
COSTS:	
Operating Costs (Provide detailed description of activities/expenses):	\$
Management Fees (provide description):	\$
<u>GROSS REVENUE (total amount collected):</u>	\$
<u>NET REVENUE TO THE CITY/PARK BOARD (Gross revenue minus total costs):</u>	\$
What Financial Deviations Could Occur in Year Two and/or Three of the Contract?	\$

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APPENDIX 4
PROPONENT'S REFERENCES

Complete this Appendix 4 - Proponents References in the form set out below with references that are relevant to the Scope of Work set out in this RFP.

Client Name # 1	
Address (City and Country)	
Contact Name	
Title of Contact	
Telephone No.	
E-mail Address	
Length of Relationship	
Type of Goods and/or Services provided to this Client	

Client Name # 2	
Address (City and Country)	
Contact Name	
Title of Contact	
Telephone No.	
E-mail Address	
Length of Relationship	
Type of Goods and/or Services provided to this Client	

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Client Name # 3	
Address (City and Country)	
Contact Name	
Title of Contact	
Telephone No.	
E-mail Address	
Length of Relationship	
Type of Goods and/or Services provided to this Client	

APPENDIX 5
CERTIFICATE OF INSURANCE

Appendix 5 is to be duly completed and signed by the Proponent's insurance agent or broker as evidence of its existing insurance, along with a letter from its insurance broker or agent indicating whether or not (and, if not, then to what extent) it will be able to comply with the insurance requirements set out in the Form of Agreement, should the Proponent be selected as a successful Proponent. (Any successful Proponent will also be required to provide proof of the satisfaction of all insurance requirements prior to or concurrently with the City entering into any Agreement.)

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**CERTIFICATE OF EXISTING INSURANCE
TO BE COMPLETED AND APPENDED TO THE PROPOSAL/TENDER**

Section 2 through 8 – to be completed and executed by the Insurer or its Authorized Representative

1. **THIS CERTIFICATE IS ISSUED TO:** City of Vancouver, 453 W 12th Avenue, Vancouver, BC, V5Y 1V4
and certifies that the insurance policy (policies) as listed herein has/have been issued to the Named Insured and is/are in full force and effect.

NAMED INSURED (must be the same name as the proponent/bidder and is either an individual or a legally incorporated company)

BUSINESS TRADE NAME or DOING BUSINESS AS

BUSINESS ADDRESS

DESCRIPTION OF OPERATION

3. **PROPERTY INSURANCE (All Risks Coverage including Earthquake and Flood)**

INSURER _____	Insured Values (Replacement Cost) -
TYPE OF COVERAGE _____	Building and Tenants' Improvements \$ _____
POLICY NUMBER _____	Contents and Equipment \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

4. **COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)**

Including the following extensions:	INSURER _____
✓ Personal Injury	POLICY NUMBER _____
✓ Property Damage including Loss of Use	POLICY PERIOD From _____ to _____
✓ Products and Completed Operations	Limits of Liability (Bodily Injury and Property Damage Inclusive) -
✓ Cross Liability or Severability of Interest	Per Occurrence \$ _____
✓ Employees as Additional Insureds	Aggregate \$ _____
✓ Blanket Contractual Liability	All Risk Tenants' Legal Liability \$ _____
✓ Non-Owned Auto Liability	Deductible Per Occurrence \$ _____

5. **AUTOMOBILE LIABILITY INSURANCE** for operation of owned and/or leased vehicles

INSURER _____	Limits of Liability -
POLICY NUMBER _____	Combined Single Limit \$ _____
POLICY PERIOD From _____ to _____	<i>If vehicles are insured by ICBC, complete and provide Form APV-47.</i>

6. ☐ **UMBRELLA OR** ☐ **EXCESS LIABILITY INSURANCE** **Limits of Liability (Bodily Injury and Property Damage Inclusive) -**

INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Self-Insured Retention \$ _____

7. **PROFESSIONAL LIABILITY INSURANCE**

INSURER _____	Limits of Liability
POLICY NUMBER _____	Per Occurrence/Claim \$ _____
POLICY PERIOD From _____ to _____	Aggregate \$ _____
	Deductible Per Occurrence/Claim \$ _____

If the policy is in a "CLAIMS MADE" form, please specify the applicable Retroactive Date: _____

8. **OTHER INSURANCE**

TYPE OF INSURANCE _____	Limits of Liability
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____
TYPE OF INSURANCE _____	Limits of Liability
INSURER _____	Per Occurrence \$ _____
POLICY NUMBER _____	Aggregate \$ _____
POLICY PERIOD From _____ to _____	Deductible Per Loss \$ _____

SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE

PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER

APPENDIX 6

DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE

Complete this Appendix 6 - Declaration of Supplier Code of Conduct Compliance in the form set out below.

All proposed suppliers are to complete and submit this form to certify compliance with the supplier performance standards set out in the Supplier Code of Conduct.

The City of Vancouver expects each supplier of goods and services to the City to comply with the supplier performance standards set out in the City's Supplier Code of Conduct (SCC) <http://vancouver.ca/policy_pdf/AF01401P1.pdf>. The SCC defines minimum labour and environmental standards for City suppliers and their subcontractors.

Suppliers are expected to comply with the aforementioned standards upon submitting a tender, proposal, application, expression of interest or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which suppliers must come into compliance with these standards. To give effect to these requirements, an authorized signatory of each proposed vendor must complete the following declaration and include this declaration with its submission:

As an authorized signatory of _____ (*vendor name*), I declare that I have reviewed the SCC and to the best of my knowledge, _____ (*vendor name*) and its proposed subcontractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws referred to in the SCC, other than as noted in the table below (*include all violations/convictions that have occurred in the past three years as well as plans for corrective action*).

Section of SCC / title of law	Date of violation /conviction	Description of violation / conviction	Regulatory / adjudication body and document file number	Corrective action plan

I understand that a false declaration and/or lack of a corrective action plan may result in no further consideration being given to the submission of _____ (*vendor name*).

Signature: _____

Name and Title: _____

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, _____

_____ (Print Name)

consent to the indirect collection from _____

_____ (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.

Signature

Date

APPENDIX 8
SUBCONTRACTORS

Complete this Appendix 8 - Subcontractors in the form set out below by listing all of the subcontractors that the Proponent proposes to use in carrying out its work under an Agreement, or state that the Proponent does not propose to use any subcontractors.

If selected to enter into an Agreement with the City, the Proponent may be limited to using subcontractors listed in its Proposal. If the City objects to a subcontractor listed in a Proposal, the City may permit a Proponent to propose a substitute Subcontractor acceptable to the City.

Subcontracted Scope		
Subcontractor		
Contact (name, title, email, telephone no.)		
Approximate Percent of the Work to be Subcontracted		
Social Value Business - shall mean a business that has a recognized environmental or social certification and/or is majority owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).	In the space below, detail the Proponent's proposed use of Social Value Businesses as sub-contractors/consultants (if any) and provide brief company profiles of those Social Value Businesses and descriptions of how they qualify as Social Value Businesses.	
The Subcontractor's Relevant Experience (identify at least three similar projects within the last five years, including the client)	1. Project Name:	
	Client:	
	Nature of Work:	

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	Value:	
	Client Contact:	
	2. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	
	3. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	

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APPENDIX 9
PROPOSED AMENDMENTS TO FORM OF AGREEMENT

Complete this Appendix 9 - Proposed Amendments to Form of Agreement in the form set out below by detailing any proposed amendments to the Form of Agreement attached as Part D. If no amendments to the Form of Agreement are proposed, state "none". It is at the City's sole discretion whether or not these proposed amendments will be considered for the Form of Agreement.

Section / General Condition	Proposed Amendment	Rationale and Benefit

APPENDIX 10
CONFLICTS; COLLUSION; LOBBYING

Complete this APPENDIX 10 - Conflicts; Collusion; Lobbying in the form set out below by setting out any exceptions to the declarations in Section 9 of the Legal Terms and Conditions attached as Appendix 1 to this Part C - Form of Proposal or indicate that there are no exceptions, as applicable.

Exceptions to Declaration as to no Conflict of Interest in RFP Process (Section 9.1 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Conflict of Interest Respecting Proposed Supply (Section 9.2 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Collusion (Section 9.3 of Legal Terms and Conditions)	
Exceptions to Declarations as to No Lobbying (Section 9.4 of Legal Terms and Conditions)	

APPENDIX 11
PROOF OF WORKSAFEBC REGISTRATION

Attached as APPENDIX 11 to this Form of Proposal proof of valid WorkSafeBC registration.

PART D
FORM OF AGREEMENT

(see attached)

From: ["Gayle & Gordon" <g-g@telus.net>](mailto:g-g@telus.net)
To: ["City Bids" <Bids@vancouver.ca>](mailto:Bids@vancouver.ca)
CC: ["sharon Jacobs" <s.jacobs@telus.net>](mailto:s.jacobs@telus.net)
["Gk Gordon Cheng" <gkccheng@gmail.com>](mailto:gkccheng@gmail.com)
["Gayle Dobson" <gaylelynndobson@gmail.com>](mailto:gaylelynndobson@gmail.com)
Date: 1/13/2020 2:20:57 PM
Subject: SUBMISSION - Excel and PDF - 2 Files - PS20191554 - Provision of Services for Stanley Park Tennis Court Management - G & G Tennis
Attachments: Covering Letter and Supporting Documents.pdf
PS20191554 - GG Tennis - Section C.pdf
Excel C18.xlsx

Here is my submission, Thanks Gayle Dobson

>
>

G & G Tennis

#209-1705 Nelson Street,
Vancouver, B.C., V6G 1M6

g-g@telus.net

January 11th, 2020

Bids@ Vancouver.ca

**Re: RFP PS20191554 - PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT
MANAGEMENT**

To Whom It May Concern:

We are please to attach in PDF format our proposal for the above bid.

"The Parks Board's mission is to provide, preserve, and advocate for parks and recreation services to benefit all people, communities, and the environment." Over the past 25 years, this is exactly what we at G & G Tennis Services have been successfully doing. With a small, low expense team of contracted professionals, we have been fully engaged in the local community, listening to their needs, and adopting our services to meet those needs. Primarily, the Stanley Park courts serve the surrounding community which has very diverse backgrounds, social needs, and economic resources that go well beyond just the need for competitive structured tennis. In our experience, the needs of the majority of our community is a desire for a less structured, inclusive environment that welcomes and accepts all types of participants.

Our proposal outlines how we have successfully managed this facility for many years and have grown the local participation in tennis significantly through our programs. Our programs consist of lessons, drills, organized play and tournaments, combined with social events. Many people, including the LGBTQ+ community, newcomers and immigrants, seniors, children and individuals with low income have enjoyed participating in our programs. And many of our patrons have voiced their concerns about their future ability to access these services going forward.

We have helped to develop the tennis games of many: technically, socially, physically and competitively. Many students have formed friendships, partnerships and teams through us. Also, many started as beginners and are now tournament competitors.

Additionally, we have obtained sponsorships and partnerships with local groups and businesses. We received gift certificates for tournament prizes from the former Fish House Restaurant and the Rackets & Runners sport store. We've done tennis programs with King George High School and donated racquets and balls to them. We've helped to get more women involved with the VTA (LGBTQ+ group) through promotions and league play. We've acquired prizing and sponsorship from Wilson Sporting Goods. And we would like to partner with the new Stanley Park Brewery in some way, to enhance both businesses.

Going forward, we'd like to offer more opportunity for recycling in our area, and supply more environmentally friendly products. We plan to modernize our booking system, incorporating an online version. And want to incorporate more successful programs to increase court usage.

We appreciate the opportunity to outline our plans and ideas within the attached document. Do not hesitate to contact us if you have any questions.

Gayle Dobson, Pro-Manager
G & G Tennis Services
(604) 730-9175

Attachments: Gayle Dobson, CV
Gordon Cheng, CV
Four Letters of Support from Participants

Two additional files emailed: RFP Part C in PDF format and Appendix 3 in Excel format

GAYLE DOBSON

CELL: 604-258-8678

#209-1705 Nelson Street, Vancouver, B.C., V6G 1M6

g-g@telus.net

I am a conscientious and dedicated worker. I have 28 years of experience managing the Pay Courts at Stanley Park. At first I ran it on my own, then later partnered with Gordon Cheng. We built up a very successful business together and really care about the tennis community we work with.

s.22(3)(d)

GORDON CHENG

CELL: 604-250-1411

#209-1705 Nelson Street, Vancouver, B.C., V6G 1M6

g-g@telus.net

s.22(3)(d)



From: s.22(1) 1>
Subject: Re: Tennis in Stanley Park 2020
Date: November 25, 2019 at 8:25:50 PM PST
To: "Park Board GM's Office" <pbqmo@vancouver.ca>, GayleGordon <g-g@telus.net>

Hi there, as one of the hundreds, (or maybe thousands) of tennis players who have benefited from the tennis program in Stanley Park that Gayle Dobson and Gord Cheng have run for several decades, I am writing to urge you to grant them the contract to continue with their excellent program. Vancouver is an expensive city, and not many of us can afford the steep fees of a private tennis club. Gayle and Gord provide the rare opportunity of a professionally run program with top flight instruction, that is affordable and accessible for *all* Vancouverites who want to play a sport that used to be reserved for only the wealthy upper class.

I've taken various tennis lessons and clinics in my life, and can honestly say that Gayle and Gordon's program is one of the best. Their clinics are well organized and the lesson plans carefully thought out. They are never checking their phones or staring off into space during the programs, and never just "winging it". They closely follow their players, often stepping into the play themselves. The stroke correction advice I've received has been dead-on accurate and extremely helpful. I'm not the only person who writes down their suggestions after class. Gord goes the extra mile too, in putting players together and suggesting doubles match-ups. Through the clinics I have met many other players and expanded my sports and social circle.

However, one of the things that has most impressed me is watching Gayle and Gord with novice players, who are often awkward and anxious when first learning. High level players are sometimes be standoffish or bored with rank beginners, but Gayle and Gord exhibit no elitism whatsoever. They are perfect ambassadors for newcomers to the game, patient, engaged and encouraging when the even the smallest of progress is made. *Everyone* leaves with a smile on his or her face; their enthusiasm for the game is infectious. Some of us are very competitive, and while they are supportive of the fierce desire to improve, they help you remember that it is still just a game, where, like in life, sportsmanship matters.

Tennis is a game that brings people from all walks of life and all income levels together and helps people stay fit and stay socially involved for life. Gayle and Gord's program provides a wonderful affordable public service, promoting the sport, the park and our community. I very much hope that you see fit to have them continue their program in 2020.

Please don't hesitate to contact me if you need any more information.

s.22(1)

From: s.22(1) [redacted] m]

Sent: Friday, October 4, 2019 3:53 PM

To: PB Commissioners

Subject: Paid Tennis in Stanley Park

Hello Parks Board Commissioners,

I write with a concern about changes that are afoot to paid Tennis in Stanley Park. I understand that the concession to run Tennis in Stanley Park will be open for proposals for 2020 season. I am not entirely sure why that is necessary as Gayle Dobson and Gord Cheng have done a superior job of running programs there for over 20 years. If it ain't broke why fix it?

I would like to register my strong support for Gayle Dobson and Gord Cheng to continue to run the paid tennis programs on Courts 1-6, in Stanley Park.

They have created a strong and vibrant tennis community, through a wide variety of programs and their supportive and community minded presence.

Additionally, Gayle and Gord collaborate very well with tennis groups who rent the courts on a weekly basis through the summer. They have been supportive, flexible and accommodating to their needs. I know this from the experience of being a VTA member (Vancouver Tennis Association, for LGBT and allies). We rent courts from them 4 nights a week and have had an excellent working relationship with G&G (Gord and Gayle) for over 20 years. They have been fantastic to work with!

I send this letter as an individual who participates in many of the programs G&G run and feel part of the tennis community there.

It is a gorgeous setting to play tennis, but it's the people like Gayle and Gord and what they've created that make the difference! I am not sure I would travel across town and pay the high parking rates, if what they've created dissipated through what seems like an unnecessary change. I am in full support of them continuing to run it.

I would be happy to meet with the Board and other concerned people if that would be beneficial.

You could reach me at 604-313-1794 or by email at this address.

Thank you for your time and attention to this matter. Please confirm receipt of this email and any relevant and helpful information about this you can provide.

Best,

s.22(1) [redacted]

From: s.22(1) 1>
Subject: Stanley Park Tennis Concession 2020
Date: November 28, 2019 at 1:03:29 PM PST
To: "Vancouver Parks Board (Commissioners)" <PBcommissioners@vancouver.ca>
Cc: s.22(1) >, s.22(1) 1>

It has come to our attention that the Parks Board is considering what to do regarding the Stanley Park Tennis concession that Gordon Cheng and Gayle Dobson have run for many years. My wife and I are great supporters of Gordon and Gayle's excellent program, and wanted to send along the attached letter for your consideration.

s.22(1)

s.22(1)

November 28, 2019

Vancouver Parks Board
2099 Beach Ave.
Vancouver, BC V6G 1Z4,
Canada

Dear Sirs/Mesdames,

I am writing to ask you to continue to support the Stanley Park Tennis program run by Gayle Dobson and Gordon Cheng. We just found out about this program this spring. It has allowed us to meet tennis players through social play and drills. Gordon and Gayle run a quality program, at a reasonable price and most importantly they foster a sense of community where everyone is welcomed into the group. It is very difficult to meet tennis players in Vancouver if you do not have the financial resources to join a club. There are essentially no similar programs available in the Vancouver area. They provide an important service that keeps us physically active seniors, in an outdoor environment, learning new skills and in a fun social setting.

Thanks for your consideration.

Sincerely yours,

s.22(1)

From: s.22(1) m>
Subject: Re: Tennis in Stanley Park 2020
Date: November 27, 2019 at 2:46:55 PM PST
To: Park Board GM's Office <pbqmo@vancouver.ca>
Cc: PB Commissioners <PBCommissioners@vancouver.ca>

Good afternoon Ellen,

After being copied on the email below, I'm writing to you, the Park Board commissioners, and other members of the Park Board who might have an interest in this matter.

I am a regular tennis player in Stanley Park, a former member of the executive committee of the Stanley Park Tennis Club, a participant in one of the large tennis groups that seasonally book courts with Gayle and Gord, and a longstanding participant in many of the organized tennis activities (tournaments, drills, individual instruction and Team tennis) that they have been running at Stanley Park for as long as I have been playing tennis here. I can tell you with complete confidence that without their presence — expertise, devotion, and warmth -- the tennis community that has grown up around the Stanley Park pay courts would not exist with the same vibrancy, numbers and enthusiasm that it enjoys today. I can also say with equal confidence that without participating in their programs I would not have improved sufficiently as a tennis player to play in tournaments such as the Stanley Park Open, nor would I enjoy the same circle of friends and tennis players that I have built as a direct result of Gayle and Gord's activities. Apply that experience to the several hundred of other regular tennis players who have had a similar experience and isn't that exactly what the Park Board's mission entails?

To put it bluntly, if the Park Board does not act expeditiously to confirm their role running the tennis concession for the 2020 season, the Stanley Park tennis community will suffer tangibly and in ways not easily fixed.

I do understand the need to apply competitive bidding to any city concession, and there is great value in the "let the best proposal win" approach. But that process needs to be timely, fair, and transparent — and as I write in late November, it seems a practical impossibility for the coming season. The two tennis groups I participate in regularly, and a third where I play occasionally, depend on advance seasonal planning to ensure court bookings, organize play around them, and provide members with some degree of certainty about the coming season. It would be a much better solution to extend Gayle and Gord's status through the 2020 season and issue a Request for Proposals (or whatever process the Park Board chooses) for the 2021 season.

I have no doubt that Gayle and Gord will fare well in that process — and I very much hope they win the right to continue their programs — but either way it will be a much fairer process, one that takes into account the needs of the Stanley Park tennis community as well as the Park Board and any entities that submit proposals.

I very much hope you and your colleagues take all of this into consideration and act accordingly. I would be happy to discuss this in greater detail should you or any of your colleagues desire elaboration on any of the points I've made here.

s.22(1)

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

PART C – FORM OF PROPOSAL

RFP No. PS20191554, Provision of Services for Stanley Park Tennis Court Management (the "RFP")

Proponent's Full Legal Name: G & G Tennis Services

"Proponent"

Address: 209-1705 Nelson Street, Vancouver, B.C. V6G 1M6

Jurisdiction of Legal Organization: _____

Key Contact Person: Gayle Dobson

Telephone: 604-730-9175

E-mail: g-g@telus.net

The Proponent, having carefully examined and read the RFP, including all amendments and addenda thereto, if any, and all other related information published on the City's website, hereby acknowledges that it has understood all of the foregoing, and in response thereto hereby submits the enclosed Proposal.

The Proponent further acknowledges that it has read and agrees to the Legal Terms & Conditions attached as Appendix 1 to this Form of Proposal.

IN WITNESS WHEREOF the Proponent has executed this Proposal Form:



Signature of Authorized Signatory for the Proponent

January 11th, 2020

Date

Gayle Dobson, Pro-Manager

Name and Title

Signature of Authorized Signatory for the Proponent

Date

Name and Title

**REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL**

APPENDICES

The Form of Proposal includes the following attached Appendices:

APPENDIX 1	Legal Terms and Conditions of RFP
APPENDIX 2	Questionnaire
APPENDIX 3	Commercial Proposal
APPENDIX 4	Proponents References
APPENDIX 5	Certificate of Insurance
APPENDIX 6	Declaration of Supplier Code of Conduct Compliance
APPENDIX 7	Personal Information Consent Form(s)
APPENDIX 8	Subcontractors
APPENDIX 9	Proposed Amendments to Form of Agreement
APPENDIX 10	Conflicts; Collusion; Lobbying
APPENDIX 10	Proof of WorkSafeBC Registration

REQUEST FOR PROPOSALS NO. PS20191554
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APPENDIX 1
LEGAL TERMS AND CONDITIONS OF RFP

1 APPLICATION OF THESE LEGAL TERMS AND CONDITIONS

These legal terms and conditions set out the City's and the Proponent's legal rights and obligations only with respect to the RFP proposal process and any evaluation, selection, negotiation or other related process. In no event will the legal terms and conditions of this Appendix 1 apply to, or have the effect of supplementing, any Contract formed between the City and the Proponent, or otherwise apply as between the Proponent and the City following the signing of any such Contract.

2 DEFINITIONS

In this Appendix 1, the following terms have the following meanings:

- (a) "City" means the City of Vancouver, a municipal corporation continued pursuant to the Vancouver Charter.
- (b) "Contract" means a legal agreement, if any, entered into between the City and the Proponent following and as a result of the Proponent's selection by the City in the City's RFP process.
- (c) "Losses" means, in respect of any matter, all direct or indirect, as well as consequential: claims, demands, proceedings, losses, damages, liabilities, deficiencies, costs and expenses (including without limitation all legal and other professional fees and disbursements, interest, penalties and amounts paid in settlement whether from a third person or otherwise).
- (d) "Proponent" means the legal entity which has signed the Proposal Form, and "proponent" means any proponent responding to the RFP, excluding or including the Proponent, as the context requires.
- (e) "Proposal" means the package of documents consisting of the Proposal Form (including this Appendix 1), the Proponent's proposal submitted under cover of the Proposal Form, and all schedules, appendices and accompanying documents, and "proposal" means any proposal submitted by any proponent, excluding or including the Proponent, as the context requires.
- (f) "Proposal Form" means that certain Part C of the RFP, completed and executed by the Proponent, to which this Appendix 1 is appended.
- (g) "RFP" means the document issued by the City as Request for Proposals No. PS20191554, as amended from time to time and including all addenda.

3 NO LEGAL OBLIGATION ASSUMED BY THE CITY

Despite any other term of the RFP or the Proposal Form, including this Appendix 1 (except only Sections 7, 8.2 and 10 of this Appendix 1, in each case to the extent applicable), the City assumes no legal duty or obligation to the Proponent or to any proposed subcontractor in respect of the RFP, its subject matter or the Proposal unless and until the City enters into a Contract, which the City may decline to do in the City's sole discretion.

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4 NO DUTY OF CARE OR FAIRNESS TO THE PROPONENT

The City is a public body required by law to act in the public interest. In no event, however, does the City owe *to the Proponent or to any of the Proponent's proposed subcontractors* (as opposed to the public) any contract or tort law duty of care, fairness, impartiality or procedural fairness in the RFP process, or any contract or tort law duty to preserve the integrity of the RFP process. The Proponent hereby waives and releases the City from any and all such duties and expressly assumes the risk of all Losses arising from participating in the RFP process on this basis.

5 EVALUATION OF PROPOSALS

5.1 Compliance / Non-Compliance

Any proposal which contains an error, omission or misstatement, which contains qualifying conditions, which does not fully address all of the requirements or expectations of the RFP, or which otherwise fails to conform to the RFP may or may not be rejected by the City at the City's sole discretion. The City may also invite a proponent to adjust its proposal to remedy any such problem, without providing the other proponents an opportunity to amend their proposals.

5.2 Reservation of Complete Control over Process

The City reserves the right to retain complete control over the RFP and proposal processes at all times. Accordingly, the City is not legally obligated to review, consider or evaluate the proposals, or any particular proposal, and need not necessarily review, consider or evaluate the proposals, or any particular proposal, in accordance with the procedures set out in the RFP, and the City reserves the right to continue, interrupt, cease or modify its review, evaluation and negotiation processes in respect of any or all proposals at any time without further explanation or notification to any proponents.

5.3 Discussions/Negotiations

The City may, at any time prior to signing a Contract, discuss or negotiate changes to the scope of the RFP, any proposal or any proposed agreement with any one or more of the proponents without having any duty or obligation to advise the Proponent or to allow the Proponent to vary its Proposal as a result of such discussions or negotiations with other proponents or changes to the RFP or such proposals or proposed agreements, and, without limiting the general scope of Section 6 of this Appendix 1, the City will have no liability to the Proponent as a result of such discussions, negotiations or changes.

5.4 Acceptance or Rejection of Proposals

The City has in its sole discretion, the unfettered right to: accept any proposal; reject any proposal; reject all proposals; accept a proposal which is not the lowest-price proposal; accept a proposal that deviates from the requirements of the RFP or the conditions specified in the RFP; reject a proposal even if it is the only proposal received by the City; accept all or any part of a proposal; enter into agreements respecting the subject matter of the RFP with one or more proponents; or enter into one or more agreements respecting the subject matter of the RFP with any other person at any time.

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6 PROTECTION OF CITY AGAINST LAWSUITS

6.1 Release by the Proponent

Except only and to the extent that the City is in breach of Section 8.2 of this Appendix 1, the Proponent now releases the City, its officials, its agents and its employees from all liability for any Losses incurred in connection with the RFP or the Proposal, including any Losses in connection with:

- (a) any alleged (or judicially determined) breach by the City or its officials, agents or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation or duty under the RFP which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially));
- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting the RFP process;
- (c) the Proponent preparing and submitting the Proposal;
- (d) the City accepting or rejecting the Proposal or any other submission; or
- (e) the manner in which the City: reviews, considers, evaluates or negotiates any proposal; addresses or fails to address any proposal or proposals; resolves to enter into a Contract or not enter into a Contract or any similar agreement; or the identity of the proponent(s) or other persons, if any, with whom the City enters any agreement respecting the subject matter of the RFP.

6.2 Indemnity by the Proponent

Except only and to the extent that the City breaches Section 8.2 of this Appendix 1, the Proponent indemnifies and will protect, save and hold harmless the City, its officials, its agents and its employees from and against all Losses, in respect of any claim or threatened claim by the Proponent or any of its proposed subcontractors or agents alleging or pleading:

- (a) any alleged (or judicially determined) breach by the City or its officials or employees of the RFP (it being agreed that, to the best of the parties' knowledge, the City has no obligation or duty under the RFP which it could breach (other than wholly unanticipated obligations or duties merely alleged or actually imposed judicially));
- (b) any unintentional tort of the City or its officials or employees occurring in the course of conducting the RFP process, or
- (c) liability on any other basis related to the RFP or the proposal process.

6.3 Limitation of City Liability

In the event that, with respect to anything relating to the RFP or this proposal process (except only and to the extent that the City breaches Section 8.2 of this Appendix 1), the City or its officials, agents or employees are found to have breached (including fundamentally breached) any duty or obligation of any kind to the Proponent or its subcontractors or agents whether at law or in equity or in contract or in tort, or are found liable to the Proponent or its subcontractors or agents on any basis or legal

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principle of any kind, the City's liability is limited to a maximum of \$100, despite any other term or agreement to the contrary.

7 DISPUTE RESOLUTION

Any dispute relating in any manner to the RFP or the proposal process (except to the extent that the City breaches this Section 7 or Section 8.2 of this Appendix 1, and also excepting any disputes arising between the City and the Proponent under a Contract (or a similar contract between the City and a proponent other than the Proponent)) will be resolved by arbitration in accordance with the *Commercial Arbitration Act* (British Columbia), amended as follows:

- (a) The arbitrator will be selected by the City's Director of Legal Services;
- (b) Section 6 of this Appendix 1 will: (i) bind the City, the Proponent and the arbitrator; and (ii) survive any and all awards made by the arbitrator; and
- (c) The Proponent will bear all costs of the arbitration.

8 PROTECTION AND OWNERSHIP OF INFORMATION

8.1 RFP and Proposal Documents City's Property

- (a) All RFP-related documents provided to the Proponent by the City remain the property of the City and must be returned to the City, or destroyed, upon request by the City.
- (b) The documentation containing the Proposal, once submitted to the City, becomes the property of the City, and the City is under no obligation to return the Proposal to the Proponent.

8.2 Proponent's Submission Confidential

Subject to the applicable provisions of the *Freedom of Information and Protection of Privacy Act* (British Columbia), other applicable legal requirements, and the City's right to publicly disclose information about or from the Proposal, including without limitation names and prices, in the course of publicly reporting to the Vancouver City Council about the RFP, the City will treat the Proposal (and the City's evaluation of it), in confidence in substantially the same manner as it treats its own confidential material and information.

8.3 All City Information Confidential

- (a) The Proponent will not divulge or disclose to any third parties any non-public documents or information concerning the affairs of the City which have been or are in the future provided or communicated to the Proponent at any time (whether before, during or after the RFP process). Furthermore, the Proponent agrees that it has not and must not use or exploit any such non-public documents or information in any manner, including in submitting its Proposal.
- (b) The Proponent now irrevocably waives all rights it may have by statute, at law or in equity, to obtain any records produced or kept by the City in evaluating its Proposal (and any other submissions) and now agrees that under no circumstances will it make any application to the City or any court for disclosure of any records pertaining to the receipt, evaluation or selection of its Proposal (or any other submissions) including, without limitation, records relating only to the Proponent.

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9 NO CONFLICT OF INTEREST / NO COLLUSION / NO LOBBYING

9.1 Declaration as to no Conflict of Interest in RFP Process

- (a) The Proponent confirms and warrants that there is no officer, director, shareholder, partner, employee or contractor of the Proponent or of any of its proposed subcontractors, or any other person related to the Proponent's or any proposed subcontractor's organization (a "person having an interest") or any spouse, business associate, friend or relative of a person having an interest who is: (i) an official or employee of the City; or (ii) related to or has any business or family relationship with an elected official or employee of the City, in each case, such that there could be any conflict of interest or any appearance of conflict of interest in the evaluation or consideration of the Proposal by the City, and, in each case, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.
- (b) The Proponent confirms and warrants that there is no person having an interest (as defined above) who is a former official, former employee or former contractor of the City and who has non-public information relevant to the RFP obtained during his or her employment or engagement by the City, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

9.2 Declaration as to No Conflict of Interest Respecting Proposed Supply

The Proponent confirms and warrants that neither the Proponent nor any of its proposed subcontractors is currently engaged in supplying (or is proposing to supply) goods or services to a third party such that entering into an agreement with the City in relation to the subject matter of the RFP would create a conflict of interest or the appearance of a conflict of interest between the Proponent's duties to the City and the Proponent's or its subcontractors' duties to such third party, except as set out, in all material detail, in a separate section titled "Conflicts; Collusion; Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

9.3 Declaration as to No Collusion

The Proponent confirms and warrants that:

- (a) the Proponent is not competing within the RFP process with any entity with which it is legally or financially associated or affiliated, and
- (b) the Proponent is not cooperating in any manner in relation to the RFP with any other proponent responding to the RFP,

in each case, except as set out, in all material detail, in a separate section titled "Conflicts, Collusion, Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

9.4 Declaration as to No Lobbying

The Proponent confirms and warrants that:

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- (a) neither it nor any officer, director, shareholder, partner, employee or agent of the Proponent or any of its proposed subcontractors is registered as a lobbyist under any lobbyist legislation in any jurisdiction in Canada or in the United States of America; and
- (b) neither it nor any officer, director, shareholder, partner, employee or agent of the Proponent or any of its proposed subcontractors has engaged in any form of political or other lobbying whatsoever with respect to the RFP or sought, other than through the submission of the Proposal, to influence the outcome of the RFP process,

in each case, except as set out, in all material detail, in a separate section titled "Conflicts, Collusion, Lobbying" in the Proposal in accordance with the form set out in Part C - APPENDIX 10.

10 GENERAL

- (a) All of the terms of this Appendix 1 to this Proposal Form which by their nature require performance or fulfillment following the conclusion of the proposal process will survive the conclusion of such process and will remain legally enforceable by and against the Proponent and the City.
- (b) The legal invalidity or unenforceability of any provision of this Appendix 1 will not affect the validity or enforceability of any other provision of this Appendix 1, which will remain in full force and effect.
- (c) The Proponent now assumes and agrees to bear all costs and expenses incurred by the Proponent in preparing its Proposal and participating in the RFP process.

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**APPENDIX 2
QUESTIONNAIRE**

Complete this Appendix 2 - Questionnaire in the form set out below. (Attach additional pages as required).

Executive Summary

In the space below, provide a brief executive summary of your Proposal.

We would like to continue managing the Stanley Park tennis courts #1-6, as we have done in the past 25+ years with a few modernizations and additions to our programming. We would also like to incorporate more environmentally friendly options into our business. (Please see cover letter for more detail.)

Proponent Overview and Corporate Experience

In the space below, provide a description of the Proponent's company, number of employees, purpose and history of successes. If the head office of the Proponent is located within the City of Vancouver or if the Proponent is to perform any work at a site located within the City of Vancouver, this section should also indicate whether the Proponent has a valid City of Vancouver business license (or, if available, a Metro West Inter-municipal Business License).

- Describe the type of entity (for example, individual, corporation, partnership, sole proprietorship, non-profit, not-for-profit) and if a joint venture, clearly state this and state who the joint venture parties are and identify who is acting as the lead.
- Provide a history of litigation or claims made against the Respondent during the five years immediately prior to the Closing Time.

We are a partnership, married couple, Gayle Dobson and Gordon Cheng. We employ about four other people per season to help coach and monitor the courts. We have built up a successful community-based business at Stanley Park over the last 25+ years. There has been no litigation or claims against us in the last five years.

Corporate Capability

Describe the Proponent's capability (financial, experience and workload capacity) to undertake the role of supplier. Provide resumes of proposed key personnel.

Gayle Dobson works full time at Stanley Park during the tennis season to manage bookings, programming and staff. She also coaches, does tournaments and organized play, and monitors the courts. Gordon Cheng coaches part time and assists on all other things. Financially we've made it work for 25+ years.

Scope of Work

In the space below, describe how your Proposal is responsive to the Scope of Work. Include an outline and brief description of the services to be provided. Refer to PART B - Scope of Work.

Management of tennis courts: Tennis Court Bookings done by the week for individuals and groups by phone or in person to Gayle or trained staff, incorporating online bookings (inclusive and accessible to all); Some advanced group bookings made available; Revenue collected by court monitor in cash to cash register or by e-transfer. Also registration can be incorporated online. A monthly report with bank reconciliation can be provided; Some programming and group bookings would start in April, regular bookings and programs would begin May 1 and finish Sept. 7, a reduced program would be available to the end of Sept., weather dependent (see attached)

Outline: Scope of Work 2020

(A) Management of Tennis Courts:

(i) Tennis Court Bookings

- 7 days ahead court booking system, some advance group bookings made
- Manual and online booking system to be used, inclusive and accessible to all populations within our community
- E-transfer, cash register and possibly online registration used to collect revenue – accurate and verifiable system
- A monthly report with bank reconciliation can be provided – accurate and verifiable
- Together with 25+ years of experience managing these courts, Gayle and Gordon have maintained a safe, secure, professional and accessible facility, and can accurately verify the dates and times of operation
- 2020: May 1 to September 7 – regular weekly bookings (2020: April and September end – group bookings only)

(i) Tournaments,

- No bookings during Stanley Park Open Tournament, and other Park Board supported events
- Organize approved annual tournaments

(ii) Tennis Lessons (other certified coaches hired as needed)

- Gayle and Gordon, accredited Tennis Canada instructors, will head off the lessons
- Students can register for Group Lessons at the Roundhouse Community Centre and register through us for private Lessons and Drills (online to be incorporated)

(B) Promotions/Marketing/Communications:

- Website and registration site to be supplied to Parks Board by April 1 of each year
- Post anything requested by the Parks Board
- Additional promotional materials to be approved by Parks Board

(C) Administration and Other Requirements

- Copies of signed police reference checks on all principals, staff, guest instructors, and volunteers operating out of Stanley Park will be submitted to the Parks Board as needed
- A written summary report of the seasonal operations will be done as required, accompanied by a third party reviewed financial report with all costs and revenues achieved
- Proof of insurance will be submitted in time

- Operating procedures and risk mitigation plans and policies: refunds on court rentals will be given when weather makes courts unsafe or when other variables cause unsafe conditions, all lessons paid upfront will be made up if possible but may have to be refunded, daily cash register balances checked on, basic first aid supplies will be stored for accidents

(D) Code of Conduct

- provide Professional and high quality tennis instruction - to give all players an opportunity to improve their skills
- Foster an atmosphere of good sportsmanship and respect for other players
- To provide safe, fair and caring tennis services at Stanley Park

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Key Personnel

In the space below, identify and provide professional biographical information for the key personnel that would perform the Proponent's work, outlining their intended roles in performing the Scope of Work. If appropriate, also attach to this Form of Proposal as an additional Appendix CVs and a complete organization chart, identifying all roles and areas of responsibility. Describe experience and qualifications as related to the scope of work.

Gayle Dobson: Operator of Stanley Park pay courts for 25+ years; manage bookings, staff and programs; Monitor courts; Head coach for various lessons and drills; Runs organized play and events; Promotions
 Gordon Cheng: Co-Operator of Stanley Park Pay Tennis for 20+ years; Assist with bookings, staff and programming; Head coach for various lessons and drills; Bookkeeping; Sales; Promotions - see CVs

Alternative Solutions

If, in addition to proposing services which meet the Scope of Work, the Proponent wishes to offer an alternative or alternatives, the alternative solution(s) should be described in the space provided below. Any pricing impact of the alternative solution(s) should also be provided.

Supplier Diversity

Please note that these Supplier Diversity questions are optional and will not form part of the evaluation of this RFP. Proponent answers to Supplier Diversity questions are for information gathering purposes only and will be kept confidential in accordance with the Legal Terms and Conditions of this RFP.

In the space below, indicate the Proponent's company profile with regards to social value and economic inclusion supporting equity, diversity, inclusion and reconciliation, including social/environmental certifications, workforce diversity and/or if owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).

Majority owned/controlled/ by: <input type="checkbox"/> Women <input type="checkbox"/> Indigenous Peoples <input type="checkbox"/> Non-Profit/Charity (Social Enterprise) <input type="checkbox"/> Coop <input type="checkbox"/> Community Contribution	Workforce Diversity: % Women % Indigenous Peoples % Ethno-cultural People % People with Disabilities % LGBTQ+ % Other: please indicate	Social / Environmental Certifications <input type="checkbox"/> BCorp <input type="checkbox"/> BuySocial <input type="checkbox"/> Supplier Diversity Certification <input type="checkbox"/> Fairtrade <input type="checkbox"/> Green Business
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REQUEST FOR PROPOSALS NO. PS20191554
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<p>Corporation (3C/CCC)</p> <p><input type="checkbox"/> Ethno-cultural Persons</p> <p><input type="checkbox"/> People with Disabilities</p> <p><input type="checkbox"/> LGBTQ+</p> <p><input type="checkbox"/> Other: please indicate</p>		<p>Certification (ie. LEED, ClimateSmart)</p> <p><input type="checkbox"/> Other: please indicate</p>
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REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

Programming Diversity

The Park Board is committed to providing programming that promotes diversity, access and inclusion.

In the space below, outline the Proponent's approach to supporting equity, diversity, inclusion and reconciliation through the programs and services that will be supplied or supported at the Stanley Park location.

Please identify which of the following diverse populations will be targeted for increased access to the programs and services you will be offering:

- ☒ Women
- ☐ Indigenous Peoples
- ☒ Ethno-cultural Persons
- ☒ People with Disabilities
- ☒ LGBTQ+
- ☒ Gender Neutral
- ☒ Low Income
- ☒ Newcomers, immigrants
- ☐ Other: please indicate

Outline at least three strategies that will be implemented to attract or program to these populations. One of the strategies must include details on how 'low income' participants will be accommodated.

We have always supported equity, diversity, and inclusion through our programs and services at Stanley Park and plan to continue with this. Members of our "community" have consistently told us how much they appreciate the welcoming and inclusive environment that we have created together.

"It's a group of people from all walks of life - religion, gender and race - who are welcomed into this tennis community every year."
(Testimonial - letter available upon request)

* A women's Open League Team will be organized to encourage more women to play at the highest level (numbers are low), and this team will continue to connect with the V.T.A.

* We will collaborate with the V.T.A., LGBTQ+ group, to organize events, tournaments and drills for their intermediate and higher level players

* We will continue to offer group lessons through the Roundhouse Community Centre which accepts Leisure Access Cards for low-income individuals to get discounts on programs

* We will offer lower priced programs in attempt to make our business accessible to all

* We will continue to administer regular court bookings to the V.T.A. to ensure accessible, low-cost tennis play for the LGBTQ+ community at all skill levels, thereby contributing to safe and inclusive activities that support health and well-being - ensuring set weekly play times for the V.T.A. fosters a stronger LGBTQ+ community in Vancouver

* We will offer to deliver beginner lessons to members of LGBTQ+ community who are new to the sport of tennis, in a low-cost format; this will hopefully attract more women, low-income persons, newcomers and immigrants

* We will continue to support the V.T.A. group with their own events supplying courts to book and prize donations

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Work Plan

In the space below (or attached to this Form of Proposal as an additional Appendix clearly titled "Work Plan"), detail the sequential process by which the Proponent proposes to undertake the work, including a timeline as necessary. The Proponent's work plan should make reference to the Scope of Work as appropriate.

The Proponent's work plan should also to describe the following:

- The Proponent's Promotions/Marketing Plan
- The Proponent's reservation management/program registration/point of sale system
- The Proponent's risk management and operational policies and/or processes.
- Describe what changes will or could occur in 2021 and 2022 (the second and third year of the contract).
- OPTIONAL (if approved): Describe any interest in providing tennis court management services at other specific tennis court locations

Complete the following TABLES A-C:

- Table A - Organization and Staff Information
- Table B - Program and Fee Information
- Table C - Operating Season/Schedules

Work Plan 2020

FEBRUARY:

- Organize implementing an online booking service (try google docs: free online system as similarly used by the V.T.A.) , including registration, and develop a new and improved website, use social media for promotions and information
- Schedule Group Lessons for children and adults – Roundhouse Community Centre
- Organize Spring Leagues schedule, V.T.A. group play, S.P.T.C. booking needs, Bella Tata's group bookings, Aditya Gupta's Ladder Play Booking
- Schedule weekly programs
- Advertise and plan upcoming events and tournaments
- Review applications and check references for experienced staff and certified coaches
- Acquire this year's business licence, insurance, WorkSafe and contact information
- Inventory office supplies, cleaning materials and tools, and coaching supplies to determine need for coming season
- Acquire new equipment and supplies with an emphasis on being environmentally friendly
- Investigate options for promotional materials, signage and banners and have Parks Board approval by April 1
- Find out Stanley Park Open Tournament dates for planning, and any other events to work around
- Update our coaching credentials and explore new coaching ideas

MARCH:

- Continue with February plan
- Evaluate potential heron issues for courts #1-6 and ask Parks Board about power washing before herons arrive

- Have a manual booking system in place while implementing the new online system
- Update website to include all pertinent information
- Identify risk management and operational policies or processes
- Supply all promotional material and links to websites and registration site to Parks Board liaison for approval
- Have copies of signed police reference checks by May 1st or before working at Stanley Park
- Ensure facility is ready for April opening

APRIL:

- Work on and offer group bookings, drills, private lessons and group lessons (in addition coordinate with the Roundhouse C.C. for group lessons)
- Provide routine maintenance for courts #1-6
- Continue hiring necessary staff
- Continue with necessary advertising

May:

- Implement regular bookings and programs
- Organize Victoria Day Tournament
- Facilitate league play

JUNE:

- Continue regular programs and league play
- Run in collaboration with the V.T.A. the Ricardo Invitational Tournament (Charity – Cancer)

JULY:

- Coordinate with Tennis B.C. the Stanley Park Open Tournament
- Organize the Rookie Tournament, put on by Stanley Park, through T.B.C.

AUGUST:

- Collaborate with the V.T.A. to organize for their annual VIP Tournament, run on Pride weekend

SEPTEMBER:

- Labour Day Mixed Doubles Tournament – closing day of regular bookings and programs
- Limited Programs and Lessons, Group Bookings available

OCTOBER/NOVEMBER:

- Write up a summary report of the seasonal operations for the Vancouver Parks Board designate no later than November 15, accompanied by a 3rd party reviewed financial report

2021/2022

- Evaluate last season, adjust accordingly

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TABLE A - ORGANIZATION AND STAFF INFORMATION:

Legal Name of Organization	G & G Tennis Services	
Commonly Used Name of Organization		
Type of Organization	<input type="checkbox"/> Non Profit <input type="checkbox"/> Not for Profit	<input checked="" type="checkbox"/> For Profit <input type="checkbox"/> Other _____
Incorporation #		
Principle's Name and Title	Gayle Dobson: Pro-Manager	
Background/Qualifications	25+ years at Stanley Park	
Principle's Name and Title	Gordon Cheng: Pro-Manager	
Background/Qualifications	20+ years at Stanley Park	
Principle's Name and Title		
Background/Qualifications		
Staff and Volunteer Information	Seasonal hiring	
Staff Position Title	# of Staff in Position	Min. Certifications
Volunteer Position Title	# of Vol in Position	Min. Certifications

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TABLE B - PROGRAMS TO BE OFFERED AND FEE RATES CHARGED TO THE PUBLIC:

Service	Age Group Targeted	% of Seasonal Schedule	Proposed Rates for Services:		
			2020	2021	2022
Programming/Lessons	All ages	45%	s.17(1), s.21(1)		
Court Rentals	All ages	40%			
Leagues	Adults	5%			
Ladders	Adults	5%			
Tournaments	All ages	5%			
Other, list...					
<u>TOTAL</u>		100%			

Team Tennis - Adults	\$13
Private Lessons - Juniors and Adults	\$70 to \$90/hr
50+ Seniors - Adults	\$7
Drills - Adults	\$25 to \$30 - 1.5 to 2 hours
Group Sessions - Juniors	\$16/hr
(with the Roundhouse C.C.) - Adults	\$20/hr

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TABLE C - OPERATING SEASON/SCHEDULE:

In 2020 ...			COURT BOOKING TIMES
The season will ...	Start on [date] -	End on [date] -	
Start limited April 1	Regular bookings - May 1st to Sept. 7th	Sept. 8th to 30th - limited	
On Monday the courts will	Open at [time] - 4:00 p.m.	Close at [time] - 8:00 - 9:00 p.m.	Depending on Daylight
On Tuesday the courts will	Open at [time] - 4:00 p.m.	Close at [time] - 8:00 - 9:00 p.m.	
On Wednesday the courts will	Open at [time] - 4:00 p.m.	Close at [time] - 8:00 - 9:00 p.m.	
On Thursday the courts will	Open at [time] - 4:00 p.m.	Close at [time] - 8:00 - 9:00 p.m.	
On Friday the courts will	Open at [time] - 4:00 p.m.	Close at [time] - 8:00 - 9:00 p.m.	
On Saturday the courts will	Open at [time] - 9:00 a.m.	Close at [time] - 8:00 - 9:00 p.m.	
On Sunday the courts will	Open at [time] - 9:00 a.m.	Close at [time] - 8:00 - 9:00 p.m.	
We will be closed/non-operational on the following days...	<input checked="" type="checkbox"/> Victoria Day <input checked="" type="checkbox"/> Canada Day <input checked="" type="checkbox"/> BC Day <input checked="" type="checkbox"/> Labour Day Other - Rainy Days Open all holidays, 9:00 a.m. to 9:00 p.m.		
Other Schedule Info...	LESSONS available daily 9:00 a.m. to 9:00 p.m.		
List any expected changes for 2021 and 2022			

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APPENDIX 3
COMMERCIAL PROPOSAL

Complete this Appendix 3 - Commercial Proposal in the form set out below.

Proponent to provide proposed pricing and payment terms, which should be in accordance with 0, Section 7.0 of the RFP (as well as any other sections of the RFP imposing requirements as to pricing).

The Price to complete all of the Work is apportioned in accordance with the following table. The prices shown in each of the numbered rows of the table shall include (i) all labour, material, equipment and other costs, (ii) overhead and profit, (iii) PST, and (iv) all other taxes, duties, assessments, charges and fees, except for GST.

Provide expected annual revenues and costs for the first year of operations and clarify how the PB will benefit financially from this arrangement. Provide as many details as possible. Explain any planned changes from Year One operations in the final row.

TABLE D - REVISED:

<u>DESCRIPTION OF ACTIVITY:</u>	<u>ANNUAL AMOUNT:</u>
GROSS REVENUE:	2020
Revenue from Operations: <ul style="list-style-type: none"> • Court rentals • Lessons • Leagues • Ladders • Tournaments • Other 	s.17(1), s.21(1)
TOTAL GROSS REVENUE (A)	s.17(1), s.21(1)
EXPENSES:	
Operating Expenses (Provide detailed description of activities/expenses): Set up fees, Bbq's, Coaches fees, Supplies, Prizes, Office, Misc.	s.17(1), s.21(1)
Management Fees (Provide description): Management, Coaching, Administration	s.17(1), s.21(1)
TOTAL EXPENSES (B))	s.17(1), s.21(1)
NET REVENUE TO THE CITY/PARK BOARD (A-B):	
Total Gross Revenue minus Total Expenses	s.17(1), s.21(1)
What Financial Deviations Could Occur in Year Two and/or Three of the Contract? See Excel Sheet - separate email attachment	\$

REQUEST FOR PROPOSALS NO. PS20191554
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PART C - FORM OF PROPOSAL

APPENDIX 4
PROPONENT'S REFERENCES

Complete this Appendix 4 - Proponents References in the form set out below with references that are relevant to the Scope of Work set out in this RFP.

Client Name # 1	Vancouver Tennis Association, LGBTQ+ Organization
Address (City and Country)	Vancouver, B.C.
Contact Name	Brian Bella
Title of Contact	President
Telephone No.	604-781-6702
E-mail Address	brian_rb@hotmail.com
Length of Relationship	approximately 20 years
Type of Goods and/or Services provided to this Client	booking tennis courts for V.T.A.'s group play, organizing lessons and drills and collaborating on tournaments and events

Client Name # 2	Stanley Park Tennis Club
Address (City and Country)	Vancouver, B.C.
Contact Name	Roger Balakrishnan
Title of Contact	President
Telephone No.	778-837-6127
E-mail Address	rogerbalakrishnan@hotmail.com
Length of Relationship	approximately 15 years
Type of Goods and/or Services provided to this Client	booking tennis courts for them, some collaborations

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Client Name # 3	Roundhouse Community Centre
Address (City and Country)	181 Roundhouse Mews, Vancouver, B.C., Canada
Contact Name	Silvia Rubino
Title of Contact	Children's Recreation Programmer
Telephone No.	604-713-1810
E-mail Address	silvia.rubino@vancouver.ca
Length of Relationship	approximately 15 years
Type of Goods and/or Services provided to this Client	Children's and Adult Group Tennis Lessons at Stanley Park

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APPENDIX 5
CERTIFICATE OF INSURANCE

Appendix 5 is to be duly completed and signed by the Proponent's insurance agent or broker as evidence of its existing insurance, along with a letter from its insurance broker or agent indicating whether or not (and, if not, then to what extent) it will be able to comply with the insurance requirements set out in the Form of Agreement, should the Proponent be selected as a successful Proponent. (Any successful Proponent will also be required to provide proof of the satisfaction of all insurance requirements prior to or concurrently with the City entering into any Agreement.)



D: 604.737.3450 | T: 1-877-360-6648 | F: 604.333.3401 | sbcinsurance.com
 250 - 999 Canada Place, Vancouver, BC V6C 3C1

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In an effort to promote sustainability and protect our environment, we are no longer automatically mailing hard copies of documents. If you would like hard copies of any of these documents, please let us know, and we will be happy to mail them to you.

ALLSPORT COMMERCIAL GENERAL LIABILITY INSURANCE - OCCURRENCE
MARKEL
 1100 Melville Street, Suite 750
 Vancouver, BC V6E 4A6

CERTIFICATE OF INSURANCE

THIS IS TO CERTIFY THAT POLICIES OF INSURANCE AS HEREIN DESCRIBED HAVE BEEN ISSUED TO THE INSURED NAMED BELOW AND IN FORCE AT THE DATE HEREOF

Name of Insured and Postal Address

GORDON CHENG, GAYLE DOBSON, SYDNEY WAHL, ISSAC JORDAN, EVAN MCGLOUGHIN, CONSUELO CUYUGAN
 209, 1705 Nelson St., Vancouver, Bc V6G 1M6

COMMERCIAL GENERAL LIABILITY

Cert. No.
S3776

Master Policy No.
AL5500

Insurers
CERTAIN LLOYD'S
UNDERWRITERS

Limit of Liability
\$2,000,000.00 LIMIT

Tenants Legal Liability Limit \$500,000, deductible \$500

per occurrence and in the aggregate with
 respect to products, completed operations
DEDUCTIBLE \$500.00

Policy Extensions

CROSS LIABILITY CLAUSE INCLUDED

SUBJECT TO 30 DAYS WRITTEN NOTICE OF CANCELLATION OR MATERIAL CHANGE

This Certificate is issued at the request of:

CITY OF VANCOUVER, VANCOUVER BOARD OF PARKS &
 RECREATION AND ITS AFFILIATED COMMUNITY CENTRE
 ASSOCIATIONS AND SOCIETIES, VANCOUVER POLICE
 BOARD, THEIR OFFICIALS, OFFICERS, EMPLOYEES,
 SERVANTS, AGENTS & VOLUNTEERS

ABOVE ARE ADDED AS ADDITIONAL INSURED, BUT SOLELY WITH
 RESPECT TO THE LIABILITY WHICH ARISES OUT OF THE
 ACTIVITIES OF THE NAMED INSURED

Location & Operations to which this certificate applies:

STANLEY PARK, VANCOUVER, BC

"TENNIS COURT RENTALS, PRO SHOP SERVICES,
 PRIVATE & GROUP LESSONS, ORGANIZED PLAY"

To: City of Vancouver
453 W 12th Avenue
Vancouver, BC V5Y 1V4

Re: Project: Provision of Services for Stanley Park Tennis Court Management
Request for Proposals No. PS20191554

G & G Tennis Services
209 – 1705 Nelson Street
Vancouver, BC V6G 1M6

The undersigned, CapriCMW Insurance Services Ltd. Confirms insurance coverage(s) as outlined in the **Request for Proposals No. PS20191554** - Insurance will be arranged subject to underwriting on behalf of **G & G Tennis Services**

Proof of the required insurance coverage will be provided upon award of the contract.

Insurance Agent: **CapriCMW Insurance Services Ltd.**
700 – 2025 Willingdon Avenue
Burnaby, BC V5C 0J3

Signed:



Authorized Representative

Dated
E&OE / RIC/JGOR

January 9, 2020, at the City of Burnaby, in the Province of British Columbia

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL



CERTIFICATE OF EXISTING INSURANCE
TO BE COMPLETED AND APPENDED TO THE PROPOSAL/TENDER

Section 2 through 8 - to be completed and executed by the Insurer or its Authorized Representative

1. THIS CERTIFICATE IS ISSUED TO: City of Vancouver, 453 W 12th Avenue, Vancouver, BC, V5Y 1V4
and certifies that the insurance policy (policies) as listed herein has/have been issued to the Named Insured and is/are in full force and effect.

NAMED INSURED (must be the same name as the proponent/bidder and is either an individual or a legally incorporated company)

BUSINESS TRADE NAME or DOING BUSINESS AS

BUSINESS ADDRESS

DESCRIPTION OF OPERATION

3. PROPERTY INSURANCE (All Risks Coverage including Earthquake and Flood)

INSURER	Insured Values (Replacement Cost) -
TYPE OF COVERAGE	Building and Tenants' Improvements \$
POLICY NUMBER	Contents and Equipment \$
POLICY PERIOD From to	Deductible Per Loss \$

4. COMMERCIAL GENERAL LIABILITY INSURANCE (Occurrence Form)

Including the following extensions:	INSURER
✓ Personal Injury	POLICY NUMBER
✓ Property Damage including Loss of Use	POLICY PERIOD From to
✓ Products and Completed Operations	Limits of Liability (Bodily Injury and Property Damage Inclusive) -
✓ Cross Liability or Severability of Interest	Per Occurrence \$
✓ Employees as Additional Insureds	Aggregate \$
✓ Blanket Contractual Liability	All Risk Tenants' Legal Liability \$
✓ Non-Owned Auto Liability	Deductible Per Occurrence \$

5. AUTOMOBILE LIABILITY INSURANCE for operation of owned and/or leased vehicles

INSURER	Limits of Liability -
POLICY NUMBER	Combined Single Limit \$
POLICY PERIOD From to	If vehicles are insured by ICBC, complete and provide Form APV-47.

6. ☐ UMBRELLA OR ☐ EXCESS LIABILITY INSURANCE Limits of Liability (Bodily Injury and Property Damage Inclusive) -

INSURER	Per Occurrence \$
POLICY NUMBER	Aggregate \$
POLICY PERIOD From to	Self-Insured Retention \$

7. PROFESSIONAL LIABILITY INSURANCE

INSURER	Limits of Liability
POLICY NUMBER	Per Occurrence/Claim \$
POLICY PERIOD From to	Aggregate \$
	Deductible Per Occurrence/Claim \$

If the policy is in a "CLAIMS MADE" form, please specify the applicable Retroactive Date:

8. OTHER INSURANCE

TYPE OF INSURANCE	Limits of Liability
INSURER	Per Occurrence \$
POLICY NUMBER	Aggregate \$
POLICY PERIOD From to	Deductible Per Loss \$
TYPE OF INSURANCE	Limits of Liability
INSURER	Per Occurrence \$
POLICY NUMBER	Aggregate \$
POLICY PERIOD From to	Deductible Per Loss \$

SIGNED BY THE INSURER OR ITS AUTHORIZED REPRESENTATIVE

PRINT NAME OF INSURER OR ITS AUTHORIZED REPRESENTATIVE, ADDRESS AND PHONE NUMBER

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 6
DECLARATION OF SUPPLIER CODE OF CONDUCT COMPLIANCE

Complete this Appendix 6 - Declaration of Supplier Code of Conduct Compliance in the form set out below.

All proposed suppliers are to complete and submit this form to certify compliance with the supplier performance standards set out in the Supplier Code of Conduct.

The City of Vancouver expects each supplier of goods and services to the City to comply with the supplier performance standards set out in the City's Supplier Code of Conduct (SCC) <http://vancouver.ca/policy_pdf/AF01401P1.pdf>. The SCC defines minimum labour and environmental standards for City suppliers and their subcontractors.

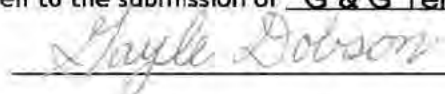
Suppliers are expected to comply with the aforementioned standards upon submitting a tender, proposal, application, expression of interest or quotation to the City, or have a plan in place to comply within a specific period of time. The City reserves the right to determine an appropriate timeframe in which suppliers must come into compliance with these standards. To give effect to these requirements, an authorized signatory of each proposed vendor must complete the following declaration and include this declaration with its submission:

As an authorized signatory of G & G Tennis Services (vendor name), I declare that I have reviewed the SCC and to the best of my knowledge, G & G Tennis Services (vendor name) and its proposed subcontractors have not been and are not currently in violation of the SCC or convicted of an offence under national and other applicable laws referred to in the SCC, other than as noted in the table below (include all violations/convictions that have occurred in the past three years as well as plans for corrective action).

Section of SCC / title of law	Date of violation /conviction	Description of violation / conviction	Regulatory / adjudication body and document file number	Corrective action plan

I understand that a false declaration and/or lack of a corrective action plan may result in no further consideration being given to the submission of G & G Tennis Services (vendor name).

Signature:



Name and Title:

Gayle Dobson, Pro-Manager

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, Gayle Dobson: Pro-Manager

_____ (Print Name)

consent to the indirect collection from Gayle Lynne Dobson

_____ (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

January 11th, 2020

Date

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 7
PERSONAL INFORMATION CONSENT FORM(S)

Complete one copy of this Appendix 7 - Personal Information Consent Form(s), in the form set out below, for each key personnel for whom a CV or other information regarding employment history and qualifications has been included in the Proposal.

PERSONAL INFORMATION CONSENT FORM

Reference #PS20191554

Title: Provision of Services for Stanley Park Tennis Court Management

With the provision of my signature at the foot of this statement I, Gordon Cheng: Pro-Manager


_____ (Print Name)

consent to the indirect collection from Gordon Kwan Chat Cheng

_____ (Print Name of Proponent) of

my personal information in the form of a work history, resume or summary of qualifications.

In consenting to this indirect collection, I understand that my personal information, so collected, will be used by the City for the sole purpose of evaluating the submitted response to the above-noted procurement process. I understand further that my personal information, once collected by the City, will be handled by the City in accordance with the provisions of the (BC) *Freedom of Information and Protection of Privacy Act*.



Signature

January 11th, 2020

Date

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 8
SUBCONTRACTORS

Complete this Appendix 8 - Subcontractors in the form set out below by listing all of the subcontractors that the Proponent proposes to use in carrying out its work under an Agreement, or state that the Proponent does not propose to use any subcontractors.

If selected to enter into an Agreement with the City, the Proponent may be limited to using subcontractors listed in its Proposal. If the City objects to a subcontractor listed in a Proposal, the City may permit a Proponent to propose a substitute Subcontractor acceptable to the City.

Subcontracted Scope		
Subcontractor		
Contact (name, title, email, telephone no.)		
Approximate Percent of the Work to be Subcontracted		
Social Value Business - shall mean a business that has a recognized environmental or social certification and/or is majority owned/controlled by an equity-seeking demographic (including but not limited to non-profit, cooperative, Women, Indigenous Peoples, Ethno-cultural People (minorities, newcomers, immigrants), persons with disabilities or LGBTQ+ people).	In the space below, detail the Proponent's proposed use of Social Value Businesses as sub-contractors/consultants (if any) and provide brief company profiles of those Social Value Businesses and descriptions of how they qualify as Social Value Businesses.	
The Subcontractor's Relevant Experience (identify at least three similar projects within the last five years, including the client)	1. Project Name:	
	Client:	
	Nature of Work:	

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

	Value:	
	Client Contact:	
	2. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	
	3. Project Name:	
	Client:	
	Nature of Work:	
	Value:	
	Client Contact:	

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 9
PROPOSED AMENDMENTS TO FORM OF AGREEMENT

Complete this Appendix 9 - Proposed Amendments to Form of Agreement in the form set out below by detailing any proposed amendments to the Form of Agreement attached as Part D. If no amendments to the Form of Agreement are proposed, state "none". It is at the City's sole discretion whether or not these proposed amendments will be considered for the Form of Agreement.

Section / General Condition	Proposed Amendment	Rationale and Benefit

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 10
CONFLICTS; COLLUSION; LOBBYING

Complete this APPENDIX 10 - Conflicts; Collusion; Lobbying in the form set out below by setting out any exceptions to the declarations in Section 9 of the Legal Terms and Conditions attached as Appendix 1 to this Part C - Form of Proposal or indicate that there are no exceptions, as applicable.

Exceptions to Declaration as to no Conflict of Interest in RFP Process (Section 9.1 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Conflict of Interest Respecting Proposed Supply (Section 9.2 of Legal Terms and Conditions)	
Exceptions to Declaration as to No Collusion (Section 9.3 of Legal Terms and Conditions)	
Exceptions to Declarations as to No Lobbying (Section 9.4 of Legal Terms and Conditions)	

REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

APPENDIX 11
PROOF OF WORKSAFEBC REGISTRATION

Attached as APPENDIX 11 to this Form of Proposal proof of valid WorkSafeBC registration.



14317

GORDON CHENG & GAYLE DOBSON
G&G TENNIS SERVICES
UNIT 209 1705 NELSON ST
VANCOUVER, BC V6G 1M6

Account number	626614-AA
Payroll report ID	014311542
Due date	Mar 03, 2019
E-banking number*	6266149
CRA business #	866686157

*For electronic and
internet banking

Your annual payroll report and payment are due soon.

Has your business permanently closed or been sold? If so, when did operations stop? _____
yyyy/mm/dd

Step 1 Calculate your premium (See the enclosed instruction guide for assistance)

A Classification unit number and description

761042

Sports Instruction School

Report amounts in whole Canadian dollars

B Wages, salaries, and shareholders' earnings

C Payments to subcontractors

D Personal Optional Protection

E Total (B + C + D)

F Excess payroll (amount exceeding the annual max. of \$82,700 per worker)

G Assessable payroll (E - F)

H Net premium rate for 2018

I Premium (G x H)

J Sum of all premiums

K Credits applied and amounts invoiced for 2018

L Subtotal (J - K)

M Additional credits accumulated as at January 19, 2019

N Amount due (L - M) (If this amount is less than \$5.00 you do not need to remit the amount at this time.)

\$ 10,093 .00
\$.00
\$ 0 .00
\$ 10,093 .00
\$.00
\$ 10,093 .00
2.89%
\$ 291.69
↓
\$ 291.69
\$ 0.00
\$ 291.69
\$ 0.00
\$ 291.69

Page 2

Step 2 Report your payroll (Avoid a penalty by reporting by the due date)

Option 1: Self-serve reporting anytime
(preferred by most employers)

- Visit worksafebc.com and click "Report payroll and pay premiums".
- Record the confirmation number you receive:

- If you report this way, you do not need to send us this form

Option 2: Report by mail, fax, or in person

- Mail this form and your payment in the enclosed envelope
- Drop it off at any WorkSafeBC office
- Fax the form to 604.244.6490 (toll-free 1.888.992.6622) and mail your payment and the bottom portion of this form to us

By submitting this report, I declare that I am authorized by this employer to make this report and that the information on it is true, correct, and complete in every respect.

Print name: Gordon Cheng

Position:

Phone number: 604-250-1411 Date: 2-19/02/17

Email address: g-g@telus.net

Authorized signature:

Keep a photocopy for your records

Account # 626614-AA

Payroll ID 014311542

1810 (R01/18)

Step 3 Make your payment (Avoid a penalty by making your payment by the due date)

	2020	2021	2022
Revenue from Operations:	s.17(1), s.21(1)		
Court rentals, lessons, leagues, ladders, tournaments, others			
Operating Costs:			
Set-up fees, bbq's, coaches fees, supplies, prizes, office, others			
Management Fees: Management, Coaching, Administration			
GROSS REVENUE (total amount collected):			
NET REVENUE TO THE CITY/PARK BOARD			
Gross revenue minus total costs:			
Financial Deviations which could occur:			

From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "Marousek, Michael" <Michael.Marousek@vancouver.ca>

"McDonald, Erica" <Erica.McDonald@vancouver.ca>

"Collins, Tim" <Tim.Collins@vancouver.ca>

Date: 1/22/2020 6:39:40 PM

Subject: RE: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Attachments: PS20191554 - QA1.pdf

Thanks Michael. Attached is the Q&A.

From: Marousek, Michael

Sent: Wednesday, January 22, 2020 5:38 PM

To: Li, Jessica; McDonald, Erica; Collins, Tim

Subject: RE: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Hi Jessica,

See the attached signed Evaluation Guidelines and Scoring Manual.

Could you please send me the Q&A document directly? I can't access it through VanDocs.

Michael

From: Li, Jessica

Sent: Wednesday, January 22, 2020 10:35 AM

To: McDonald, Erica; Marousek, Michael; Collins, Tim

Subject: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Hi Erica/Michael/Tim,

Thank you for being on the evaluation team for RFP PS20191554 – Provision of Services for Stanley Park Tennis Court Management.

We received 2 submissions for this project.

Attached are the following documents:

- Evaluation Guidelines and Scoring Manual (read first, sign the Non-Disclosure Agreement and return to me)
- Evaluation Form/Scoring Sheet
- RFP PS20191554
- QA1
- Vendor submissions:
 - G&G Tennis
 - Tennis BC

Please return to me your completed evaluation forms along with a signed copy of the Evaluator's Non-disclosure and Conflict of Interest Form by 10:00AM tomorrow, January 23. Please type in your comments directly on the evaluation form, which is helpful for vendor debriefs.

Let me know if you have any questions.

Thank you!

Jessica Li

Buyer, Supply Management

REQUEST FOR PROPOSAL "RFP" NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT

QUESTIONS AND ANSWERS NO. 1

ISSUED ON: January 10, 2020

Q1	<i>Can you please tell me if we are supposed to submit anything for Section D form of agreement? I am confused by this.</i>
A1	No you do not need to submit anything for Section D. The form of agreement will be drafted using a City of Vancouver template, of which a sample will be provided.
Q2	<i>The areas on the form such as Table B and C that we are supposed to fill in are very small, do we just attach all the documents in these areas?</i>
A2	You may add additional documents as required.
Q3	<i>As this has been the end of the year we have not received our 2020 business license or worksafe documents, can we submit 2019?</i>
A3	Yes. We will require current documents at the time of contracting.
Q4	I am confused by what is considered Gross Revenue. I don't understand if that is exactly the same number as in the top box labeled Revenue? Or, is that the Revenue box LESS Operating costs and management fees?
A4	TABLE D has been revised <ul style="list-style-type: none"> Please delete TABLE D and replace with the attached TABLE D - REVISED.

TABLE D - REVISED:

<u>DESCRIPTION OF ACTIVITY:</u>	<u>ANNUAL AMOUNT:</u>
GROSS REVENUE:	
Revenue from Operations: <ul style="list-style-type: none"> • Court rentals • Lessons • Leagues • Ladders • Tournaments • Other 	\$
TOTAL GROSS REVENUE (A)	\$
EXPENSES:	
Operating Expenses (Provide detailed description of activities/expenses):	\$
Management Fees (Provide description):	\$
TOTAL EXPENSES (B))	\$
NET REVENUE TO THE CITY/PARK BOARD (A-B):	
Total Gross Revenue minus Total Expenses	\$
What Financial Deviations Could Occur in Year Two and/or Three of the Contract?	\$

From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "Collins, Tim" <Tim.Collins@vancouver.ca>

"McDonald, Erica" <Erica.McDonald@vancouver.ca>

"Marousek, Michael" <Michael.Marousek@vancouver.ca>

Date: 1/22/2020 1:53:16 PM

Subject: RE: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Attachments: PS20191554 - Evaluation Guidelines and Scoring Manual.docx

Attached is the updated document. Please use this one or update the title on the one I already sent you.

Thanks

Jessica

From: Collins, Tim

Sent: Wednesday, January 22, 2020 12:48 PM

To: Li, Jessica; McDonald, Erica; Marousek, Michael

Subject: RE: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Jessica,

Please note that the Evaluation Guidelines cover page states PS20191554 Consultant for Invasive Species Management Strategy and not PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Is the number correct but not the title?, please confirm.

Tim Collins

604-257-8437

From: Li, Jessica

Sent: Wednesday, January 22, 2020 10:35 AM

To: McDonald, Erica; Marousek, Michael; Collins, Tim

Subject: PS20191554 - RFP Provision of Services for Stanley Park Tennis Court Management - EVALUATIONS

Hi Erica/Michael/Tim,

Thank you for being on the evaluation team for RFP PS20191554 – Provision of Services for Stanley Park Tennis Court Management.

We received 2 submissions for this project.

Attached are the following documents:

- Evaluation Guidelines and Scoring Manual (read first, sign the Non-Disclosure Agreement and return to me)
- Evaluation Form/Scoring Sheet
- RFP PS20191554
- QA1
- Vendor submissions:
 - G&G Tennis
 - Tennis BC

Please return to me your completed evaluation forms along with a signed copy of the Evaluator's Non-disclosure and Conflict of Interest Form by 10:00AM tomorrow, January 23. Please type in your comments directly on the evaluation form, which is helpful for vendor debriefs.

Let me know if you have any questions.

Thank you!

Jessica Li
Buyer, Supply Management
City of Vancouver
604.257.8411
Jessica.li@vancouver.ca



EVALUATOR'S GUIDELINES AND SCORING MANUAL

REQUEST FOR PROPOSALS PS20191554 Provision of Services for Stanley Park Tennis Court Management

January 22, 2020

Jessica Li, Buyer

1. Introduction

Thank you for your participation in the evaluation of this request for proposals (RFP).

These guidelines are provided to:

- 1) assist you with your evaluation
- 2) maintain consistency amongst evaluation team members in the determination of a successful respondent
- 3) ensure that there is no conflict of interest in your participation in this evaluation. In accordance with the policies prescribed by the City of Vancouver.

Respondents spend a significant amount of time and resources preparing and supporting the offers they submit to provide products and professional and technical services to the City. The City benefits from this investment since it contributes both quality and choice to the City's strategic plans. In return for this effort, respondents are entitled to a full and fair evaluation.

This document is designed to assist evaluators in their evaluation of respondents' submissions and to help ensure the establishment of a clear record for the rationale used in assigning scores against the stated evaluation criteria. The City must be prepared to provide all respondents with feedback on a criterion-by-criterion basis and be able to support the reasons for the scores assigned by the evaluation committee.

2. Conflict of Interest

Any member of the evaluation committee who feels that they are, or may be, in a conflict of interest must declare this fact to the RFP Facilitator. If a potential conflict is disclosed, the RFP Facilitator will need to decide whether the member will be permitted to remain as an Evaluator. The Standards of Conduct for Public Service Employees Engaged in Government Procurement Processes provide a number of examples of conflict of interest. A conflict could exist if the individual:

- (i) has a friendship or familiar relationship with one of the respondents; or
- (ii) works for a company that is submitting a response; or
- (iii) has a strong bias for, or against, one of the respondents; or
- (iv) has a significant interest in a company submitting a response; or
- (v) has a direct or indirect financial interest in a respondent's business; or
- (vi) has an immediate family member who has input into a respondent's submission; or
- (vii) has assisted in the preparation of a submission; or
- (viii) has received a gift from one of the respondents.

All Evaluators are required to sign Non-disclosure and Conflict of Interest declaration forms which state the terms and conditions of conduct for the evaluation process. Please

be aware that all documents are subject to disclosure under the Freedom of Information and Protection of Privacy Act of British Columbia.

3. General

During the evaluation process, it is important to treat all respondents fairly and equally, and to evaluate their bids in accordance with the process described in the RFP. Care must be taken throughout the process not to take any actions or make any decisions that could be construed as providing an unfair advantage to any respondent.

Therefore:

- Each evaluator must act independently and be free from bias and conflict of interest, act objectively and consider only the information received via the RFP process. This means that the scoring must be based strictly on the merits of the submission.
- It is each evaluator's responsibility to ensure all documentation related to the evaluation process is kept secure at all times;
- Evaluators are not to discuss the evaluation, scores or any issues of the RFP with any of the respondents or vendors;
- Evaluators should avoid discussing any aspect of the evaluation or share any information submitted, including submissions or other related documents with anyone INCLUDING other members of the evaluation committee (unless this discussion is being facilitated by the RFP Facilitator); and
- All questions should be directed to the RFP Facilitator.

4. Evaluation Procedure

Prior to reading or scoring the Submission, the evaluator should read the RFP document, Questions and Answers, and any amendments or addenda. Copies of these documents will be provided by the RFP Facilitator.

- a. Accompanying this evaluation guidelines document is the RFP Evaluation Form for each submission. The evaluator is required to write his/her name on each RFP Evaluation Form.
- b. Submissions must be evaluated on their individual merits against the evaluation criteria stated in the RFP PS20191554 and awarded scores using the scoring guidelines provided.
- c. Scores must not be awarded by comparing submissions against each other.
- d. Only information enclosed in the submissions may be used during the evaluation process. Information about or knowledge of the respondents that are external to the submissions must not be used in the assessment of submissions.
- e. On the RFP Evaluation Form, the scoring scale (0 to 5) is located at the bottom of each page and explained in more detail in the following Section 5. Each evaluator is to enter, in his/her opinion, the most applicable level as judged in meeting the requirement, and provide a brief explanation substantiating the score. For example, is

there anything lacking or outstanding in the Respondent's response. Also, comments should be provided if an item receives a score of 0, 1, 4, or 5.

- f. At the end of the scoring section, a general comments section has been provided where the evaluator has an opportunity to provide further comments with respect to the submission. *These comments are important for debriefing unsuccessful respondents.*
- g. Each category has been assigned a weighting value. The combination of the weights and all scores will be calculated to determine the highest rated respondent(s). This may provide the basis for determining a short-list of respondents or a successful respondent, if any, after all factors have been considered.
- h. When evaluating the submission, the following procedure is recommended:
 - (i) Read the submission in its entirety before making any notes or assessing any scores. This will provide you with an overview of what is being proposed.
 - (ii) Go to the sections in the submission you have been asked to evaluate, and read through the entire section(s). Make notes where applicable.
 - (iii) Read the section again, assess and provide a score for each criterion and include brief comments that substantiate your decision. The comments may be referred to in any post assessment evaluators meeting; they are also beneficial for preparing any debriefing reports or meetings.
- i. When all submission have been evaluated, check to ensure that all items have been addressed and that there are no omissions. Return the RFP Evaluation Form to SCM to compile and summarize the scores.

5. Evaluation Assessment Guidelines

Note: In the absence of any additional instructions provided by SCM to the team, please consider the following as the guideline for assessment.

Following are the assessment guidelines for scoring the submission:

- | | |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 = Unsatisfactory: | The submission is unsatisfactory, with the respondent having failed to meet the essential criteria and is extremely unlikely to meet the requirement. |
| 1 = Poor: | The respondent barely satisfies the criteria. Significant risk may exist if proceeding with the respondent, requiring significant effort to develop a satisfactory performance level. |
| 2 = Average: | The respondent is able to satisfy the criteria but further information is required to substantiate the respondent's claims of compliance with the particular requirement. |
| 3 = Good: | The respondent has demonstrated that the requirement has been clearly satisfied and a sound understanding of the particular requirement, substantiated by detailed explanation and other |

supportive evidence. Related experience may be limited in some areas.

4 = Very Good: The respondent has clearly demonstrated that the requirement has been satisfied, substantiated by a strong level of related experience and in providing a significant level of beneficial insight and knowledge in the proposed solution.

5 = Excellent: The respondent has clearly demonstrated that they exceed the requirements by proposing an exceptional solution, substantiated with a strong level of understanding of the City's requirements plus related experience, resources, knowledge, skills and references.

All criteria will be assessed using the scoring guidelines outlined above.

6. Evaluation Responsibilities

Category	Supply Chain Management	Evaluation Team
Terms and conditions, and high level mandatory requirements	X	
RFP administrative compliance	X	
Respondent information, references	With direction from Evaluation Team	X (references)
Business requirements		X
Other: Value-added services		X
Pricing/cost		X
Sustainability		X

Date:	
Employee Name:	
Project No.:	
Project Title:	

Please sign below after completing the following:

1. I understand my role in ensuring that I do not discuss or disclose any information while evaluating this submission. <i>(See item 3 under General on page two of these Guidelines)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. I understand my role in ensuring that a conflict of interest does not occur. <i>(See item 2 under Conflict of Interest on page two of these Guidelines)</i>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. I believe that I might have a conflict of interest.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

If Yes has been chosen for Item 3, please explain reason for potential conflict of interest.
I have a relationship with:

Company Name: _____

Name: _____ Relationship: _____

Details: _____

Employee's signature

Date

Print Name

From: "Chan, Cheryl" <Cheryl.Chan@vancouver.ca>
To: "McDonald, Erica" <Erica.McDonald@vancouver.ca>
CC: "Araujo, Sev" <Sev.Araujo@vancouver.ca>
"Land, Jessica" <jessica.land@vancouver.ca>
"Park Board GM's Office" <pbgmo@vancouver.ca>
"Marousek, Michael" <Michael.Marousek@vancouver.ca>
"Chin, Daisy" <daisy.chin@vancouver.ca>
"Li, Jessica" <jessica.li@vancouver.ca>

Date: 10/26/2019 11:19:00 AM

Subject: Re: Paid Tennis in Stanley Park

Hi all,

Just to clarify, when there is a memo to go to the Board, I require advance notice and some time once the draft memo is submitted in order to coordinate the GMO review and approval process on my end. Hence my questions on your proposed timing.

In other words, do not send me a "final draft" one day and expect it to go out immediately because it's done on your end and the public notice is going live in the next day or two.

That said, I understand this memo was also meant to address some public concerns sent to Commissioners on this topic and so there is some pressure to get a response out within a reasonable timeframe.

This is a particularly busy time of year in our office so please keep the GMO timing needs in mind while you move forward on this project. If anyone can provide me with even some tentative target dates, that would be helpful.

Thanks,

c.

~~~~~

Cheryl Chan | she, her, hers  
Manager, Executive Office & Board Relations  
Office of the General Manager  
Vancouver Park Board

2099 Beach Avenue  
Vancouver, BC V6G 1Z4  
604.257.8451  
[Cheryl.Chan@vancouver.ca](mailto:Cheryl.Chan@vancouver.ca)

I respectfully acknowledge that I live, work and play in the traditional territories of the x m kw y m (Musqueam), skwxwú7mesh (Squamish), and selilwitulh (Tsleil-Waututh) Coast Salish peoples.

On Oct 25, 2019, at 3:30 PM, McDonald, Erica <Erica.McDonald@vancouver.ca> wrote:

\u-257 ?Hi Cheryl,

The memo was drafted but Daisy asked that we try to shorten the overall timeline and reference it in the memo. The new estimated timeline is contingent on confirming what Sev has indicated below. I am going to redraft it with that section blank and as soon as we are comfortable with the timeline and Daisy approves the memo, it can be released.

-----Original Message-----

From: Chan, Cheryl

Sent: Friday, October 25, 2019 1:55 PM

To: Araujo, Sev; Land, Jessica; McDonald, Erica; Park Board GM's Office

Cc: Marousek, Michael; Chin, Daisy; Li, Jessica

Subject: RE: Paid Tennis in Stanley Park

Appreciate the timeline -- who is working on Board memo (which is meant to go out prior to any public notification)?

Thanks,

C.

~~~~~  
Cheryl Chan

Office of the General Manager

Vancouver Park Board

t: 604.257.8451 m: 604.313.0629

e: Cheryl.Chan@vancouver.ca

-----Original Message-----

From: Araujo, Sev

Sent: Friday, October 25, 2019 10:09 AM

To: Chan, Cheryl; Land, Jessica; McDonald, Erica; Park Board GM's Office

Cc: Marousek, Michael; Chin, Daisy; Li, Jessica

Subject: RE: Paid Tennis in Stanley Park

Good morning

Erica and Michael are creating scope of work and deliverables that a successful proponent must deliver

Jessica, is working on procurement documents and process.

I am helping with facilitating process. The hope is this REFOI is put out in the next several weeks with a potential proponent selected for mid January

I would suggest calling this "Stanley Park Tennis Court Management" rather than paid tennis

Sev Araujo

Manager, Commercial Operations

Vancouver Park Board, City of Vancouver

o. 604 257 8436 / f. 604 257 8427

Email: Sev.Araujo@vancouver.ca

-----Original Message-----

From: Chan, Cheryl

Sent: Thursday, October 24, 2019 12:56 PM

To: Land, Jessica; McDonald, Erica; Araujo, Sev; Park Board GM's Office

Cc: Marousek, Michael; Chin, Daisy

Subject: RE: Paid Tennis in Stanley Park

Hi all,

Any updates on this?

Thanks,

C.

~~~~~

Cheryl Chan

Office of the General Manager

Vancouver Park Board

t: 604.257.8451 m: 604.313.0629

e: Cheryl.Chan@vancouver.ca

-----Original Message-----

From: Land, Jessica

Sent: Thursday, October 10, 2019 2:39 PM

To: McDonald, Erica; Chan, Cheryl; Araujo, Sev; Park Board GM's Office

Cc: Marousek, Michael; Chin, Daisy

Subject: RE: Paid Tennis in Stanley Park

Hi Folks,

I don't have the tennis memo so I am not able to review at this time... maybe this waits for Daisy next week?

The email below seems appropriate - if it needs to be coordinated with the memo then perhaps it has to wait for distribution till next week too?

Jessica

-----Original Message-----

From: McDonald, Erica

Sent: Monday, October 7, 2019 8:03 PM

To: Chan, Cheryl; Araujo, Sev; Park Board GM's Office

Cc: Marousek, Michael; Chin, Daisy; Land, Jessica

Subject: RE: Paid Tennis in Stanley Park

Please disregard the earlier email - this email contains slightly modified wording after receiving input from Sev.

Erica McDonald | Manager, Recreation Services

Hillcrest Centre

604.257.6945

604.379.8611 c

-----Original Message-----

From: McDonald, Erica  
Sent: 07 October 2019 17:52  
To: Chan, Cheryl; Araujo, Sev; Park Board GM's Office  
Cc: Marousek, Michael; Chin, Daisy; Land, Jessica  
Subject: RE: Paid Tennis in Stanley Park

Hi Cheryl,

The memo is still in draft form pending Daisy's review of the latest edits.

The memo was not tagged to any date or event and was to be issued once Daisy approves and Malcolm agrees.

The response back to the authors of the email to the Commissioners is in draft below - I ask Sev to review it to ensure he is comfortable with my wording. I suggest we hold onto this response until Daisy or Jessica feel its appropriate to respond.

s.13(1)



Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

-----Original Message-----

From: Chan, Cheryl  
Sent: 07 October 2019 15:30  
To: Araujo, Sev; Park Board GM's Office  
Cc: McDonald, Erica; Marousek, Michael; Chin, Daisy  
Subject: RE: Paid Tennis in Stanley Park

Hi Erica,

Over to you then... same process applies.

Thanks,

c.

~~~~~

Cheryl Chan
Office of the General Manager
Vancouver Park Board

t: 604.257.8451 m: 604.313.0629
e: Cheryl.Chan@vancouver.ca

-----Original Message-----

From: Araujo, Sev
Sent: Monday, October 07, 2019 3:29 PM
To: Chan, Cheryl; Park Board GM's Office
Cc: McDonald, Erica; Marousek, Michael; Chin, Daisy
Subject: RE: Paid Tennis in Stanley Park

Hi Cheryl,

Erica is preparing the memo; its not coming out of Commercial Ops but Recreation as this is about tennis court management

Sev Araujo
Manager, Commercial Operations
Vancouver Park Board, City of Vancouver
o. 604 257 8436 / f. 604 257 8427
Email: Sev.Araujo@vancouver.ca

-----Original Message-----

From: Chan, Cheryl
Sent: Monday, October 07, 2019 3:20 PM
To: Araujo, Sev; Park Board GM's Office
Cc: McDonald, Erica; Marousek, Michael; Chin, Daisy
Subject: RE: Paid Tennis in Stanley Park

Hi Sev,

I'll add the memo to my planner -- FYI, please let me know in advance when you are preparing a memo (or any item going to the Board) so that I can coordinate timing with other topics (send me topic, target release date and any other particulars that impact its timing (response to enquiry, media interest, procurement dates, going to Council, etc).

I expect we would want to get the memo to the Board timed with the response to the resident (which Ellen will still need from you).

Thanks,
c.

~~~~~  
Cheryl Chan  
Office of the General Manager  
Vancouver Park Board

t: 604.257.8451 m: 604.313.0629  
e: Cheryl.Chan@vancouver.ca

-----Original Message-----

From: Araujo, Sev  
Sent: Monday, October 07, 2019 2:40 PM  
To: Park Board GM's Office  
Cc: McDonald, Erica; Marousek, Michael; Chin, Daisy  
Subject: RE: Paid Tennis in Stanley Park

Hi Ellen,

Erica recently told the operators that PB would be going out for an REFOI. A memo to Board has been in prepared and in draft until Daisy has had an opportunity to review.

The REFOI process has started with Procurement.

Sev Araujo  
Manager, Commercial Operations  
Vancouver Park Board, City of Vancouver  
o. 604 257 8436 / f. 604 257 8427  
Email: Sev.Araujo@vancouver.ca

-----Original Message-----

From: Park Board GM's Office  
Sent: Monday, October 07, 2019 12:00 PM  
To: Araujo, Sev  
Subject: FW: Paid Tennis in Stanley Park

Hi Sev,

I was wondering if you can review this matter. I know we have enquiries before regarding tennis in SP and you were involved. So was wondering if the enquiry below is something you can attend to. Let me know.  
Thanks.

Ellen

-----Original Message-----

From: s.22(1)  
Sent: Friday, October 4, 2019 3:53 PM  
To: PB Commissioners  
Subject: Paid Tennis in Stanley Park

| |

| | Hello Parks Board Commissioners,

| |

| | I write with a concern about changes that are afoot to paid Tennis in Stanley Park. I understand that the concession to run Tennis in Stanley Park will be open for proposals for



2020 season. I am not entirely sure why that is necessary as Gayle Dobson and Gord Cheng have done a superior job of running programs there for over 20 years. If it ain't broke why fix it?

I would like to register my strong support for Gayle Dobson and Gord Cheng to continue to run the paid tennis programs on Courts 1-6, in Stanley Park.

They have created a strong and vibrant tennis community, through a wide variety of programs and their supportive and community minded presence.

Additionally, Gayle and Gord collaborate very well with tennis groups who rent the courts on a weekly basis through the summer. They have been supportive, flexible and accommodating to their needs. I know this from the experience of being a VTA member (Vancouver Tennis Association,

for LGBT and allies) . We rent courts from them 4 nights a week and have had an excellent working relationship with G&G (Gord and Gayle) for over 20 years. They have been fantastic to work with!

I send this letter as an individual who participates in many of the programs G&G run and feel part of the tennis community there.

It is a gorgeous setting to play tennis , but it's the people like Gayle and Gord and what they've created that make the difference! I am not sure I would travel across town and pay the high parking rates , if what they've created dissipated through what seems like an unnecessary change. I am in full support of them continuing to run it.

I would be happy to meet with the Board and other concerned people if that would be beneficial.

You could reach me at 604-313-1794 or by email at this address.

Thank you for your time and attention to this matter. Please confirm receipt of this email and any relevant and helpful information about this you can provide.

Best,

s.22(1)

Sent from my iPhone



**From:** "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
**To:** "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
**Date:** 11/26/2019 6:55:05 PM  
**Subject:** FW: Tennis Management Services in Stanley Park RFP - Board Briefing Memo

---

Catching you up.

I will be sending out an email and copying you to respond to two of G&G's clients who have written in support of them.

Daisy has asked that we call G&G to update them and to inform them that we are expediting as much as possible. You can see my proposed plan in my email to Jessica Li.

I know your time is tight this week so I am prepared to call them but if you feel that you should establish a relationship with them at this point and wish to call them let me know by responding to this email by tomorrow morning.

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

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---

**From:** Chin, Daisy  
**Sent:** Tuesday, November 26, 2019 4:29 PM  
**To:** McDonald, Erica  
**Subject:** Fwd: Tennis Management Services in Stanley Park RFP - Board Briefing Memo

Sent from my iPhone

Begin forwarded message:

**From:** "Chan, Cheryl" <cheryl.chan@vancouver.ca>  
**Date:** November 26, 2019 at 3:33:28 PM PST  
**To:** "Bromley, Malcolm" <Malcolm.Bromley@vancouver.ca>  
**Cc:** "Wilton, Shauna" <shauna.wilton@vancouver.ca>, "Chin, Daisy" <daisy.chin@vancouver.ca>  
**Subject:** RE: Tennis Management Services in Stanley Park RFP - Board Briefing Memo

\u-257 ?

Also, just FYI, there is an email campaign going on right now lobbying Commissioners to just extend the contract for 2020. Following is an example of the messaging:

I would like to add my support to Gayle & Gord to allow them to continue running the pay tennis at Stanley Park again in 2020.

They have provided an invaluable service to the local tennis community at Stanley Park by running affordable lessons, group play and tournaments to a number of groups and organizations.

To replace them at such a late point in the year is unfair, and would be a tragic loss to our local tennis community.

While you are at it, I would implore you to give them back their little office in the building next door, to make their jobs a lot easier and comfortable. For the last 2 years they have been forced to run the tennis courts from a picnic table out in the elements, which is not a good situation.

Thanks,

C.

~~~~~  
Cheryl Chan
Office of the General Manager
Vancouver Park Board

t: 604.257.8451 m: 604.313.0629
e: Cheryl.Chan@vancouver.ca

From: Chan, Cheryl
Sent: Tuesday, November 26, 2019 2:45 PM
To: Bromley, Malcolm
Cc: Wilton, Shauna; Chin, Daisy
Subject: FW: Tennis Management Services in Stanley Park RFP - Board Briefing Memo

FYI.

Thanks,
C.

~~~~~  
Cheryl Chan  
Office of the General Manager  
Vancouver Park Board

t: 604.257.8451 m: 604.313.0629  
e: [Cheryl.Chan@vancouver.ca](mailto:Cheryl.Chan@vancouver.ca)

---

From: Irwin, John  
Sent: Tuesday, November 26, 2019 10:56 AM  
To: Park Board GM's Office  
Subject: Re: Tennis Management Services in Stanley Park RFP - Board Briefing Memo

Hi Malcolm,

This RFP process sounds like the best way forward.

Cheers  
John Irwin Vancouver Park Board Commissioner

On Nov 26, 2019, at 10:51 AM, Park Board GM's Office <[pbgmo@vancouver.ca](mailto:pbgmo@vancouver.ca)> wrote:

Dear Commissioners,

The purpose of this memo is to notify you of the intent to issue a Request For Proposals (RFP) for the seasonal management of six of the seventeen public tennis courts in Stanley Park over the next three years (2020-2022). Through this service contract, the public is offered lessons, reserved courts, and organized play from April to September at the six tennis courts located adjacent to the Stanley Park Restaurant and Brewery. These are currently the only public courts in Vancouver that can be booked in advance (for a fee), with no membership or specific program registration required.

The last procurement process occurred in 2008, and the only bid received came from the same operators who had been jointly providing tennis management services in Stanley Park since 1999. In December 2008, the Board approved awarding these operators a new contract for the 2009 season, with an option to extend for an additional four seasons. Since then, this service arrangement has been extended multiple times.

One of the actions identified in the VanPlay Playbook is the development of a Sport Court

Management Plan to manage use, access, and demand. This initiative will include reviewing the current model of contracting with third party operators for the provision of pay tennis services. In the meantime, while this review is undertaken and a plan is developed, a new agreement is required to ensure continuity of service for the next few seasons.

To support an open, transparent, and competitive procurement process, an RFP will be issued for the 2020-2022 tennis seasons. In addition to requiring that the successful proponent provide lessons, organize tournaments, and permit the courts, the new RFP will clarify current expectations around risk management, equity, inclusion, access, accommodation of special events, and other considerations to ensure alignment with Park Board and City of Vancouver policies and priorities. In recognition of the operator's need to prepare for the next season, staff are working to expedite this procurement process.

Regards,

Malcolm Bromley  
General Manager - Vancouver Board of Parks and Recreation

<PB - GMO - Tennis Mgmt Services in Stanley Park RFP - 2019-11-26.pdf>



**From:** "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
**To:** "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
**Date:** 11/26/2019 11:50:57 PM  
**Subject:** RE: Stanley Park RFEOI

---

Thanx for reminding me.  
Hopefully you can complete your evaluation before you leave and draft a report outline.  
We will see...

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

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**From:** Marousek, Michael  
**Sent:** Tuesday, November 26, 2019 10:19 PM  
**To:** McDonald, Erica  
**Subject:** RE: Stanley Park RFEOI

Thank you for submitting your suggested edits.

Just as a heads up in regards to the timeline, I will be in Ottawa for the Sport for Life Summit from Jan 26 to Feb 1 ☹ anticipate having some time during the conference, but wanted to let you know just in case.

Michael

---

**From:** McDonald, Erica  
**Sent:** Tuesday, November 26, 2019 5:43 PM  
**To:** Li, Jessica; Marousek, Michael  
**Subject:** RE: Stanley Park RFEOI

Hi Jessica  
I have made some suggested edits and comments in the document.

s.13(1)

Daisy has again identified that we should expedite this process and that this will be mentioned in correspondence going out soon.

I have confirmed that this contract will go to a Board meeting for approval. 2020 dates aren't known yet.

Here is my attempt at a timeline on an expedited pace. Jessica you and I can review and finalize the steps and anticipated timeline this week so I can inform others.

|              |                                                                                                                    |
|--------------|--------------------------------------------------------------------------------------------------------------------|
| By☹          |                                                                                                                    |
| Dec 6, 2019  | RFP Finalized and Published                                                                                        |
| Dec 13, 2019 | Jessica works with Michael to draft evaluation matrix                                                              |
| Jan 6, 2020  | Deadline for Submissions                                                                                           |
| Jan 9, 2020  | Jessica Reviews Submissions, Shortlists and Forwards Applications and Evaluation Matrix to Erica and Michael       |
| Jan 17, 2020 | Erica and Michael Completes Matrix and Sends to Jessica<br>Jessica schedules interview date holds in our calendars |
| Jan 24, 2020 | Jessica processes information and identifies, with Michael and Erica, who needs to be interviewed                  |

presentation

Week of Jan 27<sup>th</sup>

Feb 7, 2020

TBD

Feb 28, 2020

Jessica works with Legal to draft contract

Michael drafts Park Board report and identifies which Board meeting is targeted for

Interviews are scheduled; negotiations are completed

Draft Board report submitted to Daisy

Report and Contract go before Park Board for Approval

Contract Awarded

Erica McDonald | Manager Recreation Services

t. 604.257.6945 | c. 604.379.8611

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---

**From:** Li, Jessica

**Sent:** Monday, November 18, 2019 3:02 PM

**To:** McDonald, Erica; Marousek, Michael

**Subject:** RE: Stanley Park RFEOI

Hi Erica and Michael,

Thanks Michael for sending an update. Attached is a very rough draft of the RFP so you can take a look at the basic format and structure of how it looks so far. **s.13(1)**

Our standard RFP has a questionnaire section, and I've included a few of the tables to be outlined there. We also have a commercial proposal section where we can put a table(s) for their fee proposal.

We still need to make a bunch of updates. Feel free to make any changes directly on this document (track changes is on).

I also have some more questions, so please call me when you have a chance.

Thank you,

Jessica

---

**From:** Marousek, Michael

**Sent:** Wednesday, November 13, 2019 9:55 AM

**To:** McDonald, Erica; Li, Jessica

**Subject:** RE: Stanley Park RFEOI

Good Morning Erica and Jessica,

Please see the updated document attached to this email.

**s.13(1)**

Please let me know if the document requires any further editing.

Have a great day,

Michael

---

**From:** McDonald, Erica

**Sent:** Friday, November 8, 2019 4:40 PM

**To:** Li, Jessica

**Cc:** Marousek, Michael

**Subject:** RE: Stanley Park RFEOI

Thanx Jessica



**From:** Li, Jessica  
**Sent:** Friday, November 8, 2019 4:29 PM  
**To:** McDonald, Erica  
**Cc:** Marousek, Michael  
**Subject:** RE: Stanley Park RFEOI

Hi Erica,

We will be using RFP format. I started drafting it but it is in very rough format with a bunch of notes to myself, so I won't send it to you yet, as it will be confusing.

I'll work on it some more and send it next week after I get an updated draft from Michael.

Thanks  
Jessica

---

**From:** McDonald, Erica  
**Sent:** Friday, November 08, 2019 4:22 PM  
**To:** Li, Jessica  
**Cc:** Marousek, Michael  
**Subject:** Stanley Park RFEOI

Hi Jessica,

Michael will get an updated draft RFEOI to you next week, hopefully by Tuesday.

Since you weren't able to get your portion of the document to me today, go ahead and send it to Michael for comment once its ready.

I am off next week and Michael can steer the ship with you.

Thanx,  
Erica



Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

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From: "Araujo, Sev" <Sev.Araujo@vancouver.ca>

To: "McDonald, Erica" <Erica.McDonald@vancouver.ca>

CC: "Collins, Tim" <Tim.Collins@vancouver.ca>

"Marousek, Michael" <Michael.Marousek@vancouver.ca>

Date: 12/4/2019 5:56:59 PM

Subject: Re: PS20191554 - RFP - Stanley Park Tennis Court Management - FINAL FOR REVIEW

Attachments: image001.jpg  
image002.jpg  
image004.png

---

Contract awards under \$500k are within authority of GM, but given issues Board memo re contract award would be a good idea

Sev

Please excuse the brevity of this email, it is being sent from my iPhone

On Dec 4, 2019, at 3:04 PM, McDonald, Erica <[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

Thanx Tim!

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: Collins, Tim  
Sent: 04 December 2019 13:22  
To: McDonald, Erica; Araujo, Sev; Marousek, Michael  
Subject: RE: PS20191554 - RFP - Stanley Park Tennis Court Management - FINAL FOR REVIEW

Hello Everyone,

The majority of the RFP is boiler plate procurement language.

I think the scope is accurate well outlined, and I have nothing to add.

Sincerely,

Tim Collins  
604-257-8437

---

From: McDonald, Erica  
Sent: Wednesday, December 04, 2019 12:40 PM  
To: Araujo, Sev; Collins, Tim; Marousek, Michael  
Subject: FW: PS20191554 - RFP - Stanley Park Tennis Court Management - FINAL FOR REVIEW

We are down to the last steps in terms of releasing the RFP our commitment is to release it on Dec 6.  
I apologize for the short turn around but need your comments back first thing tomorrow morning.

Next steps – Michael to work with Jessica to develop scoring matrix.  
Jessica to work with legal on contract.



Michael, Erica and Tim to score submissions – I will send an invite to meet for 3<sup>rd</sup> week in January for discussion after scoring. Michael please send me the dates you are away so I can schedule this prior to you leaving for Quebec.

Our commitment is make a decision and award the contract by end of January.  
I am told that a report to PB is not required.

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

**From:** Li, Jessica  
**Sent:** 04 December 2019 12:31  
**To:** McDonald, Erica  
**Subject:** PS20191554 - RFP - Stanley Park Tennis Court Management - FINAL FOR REVIEW

Hi Erica,

Please see attached final version. Feel free to make any other changes directly on the document.  
I need this approved for posting by tomorrow as Susan is away on Friday.

I've set the closing date to be Jan 14<sup>th</sup>. Q&A deadline is Jan 7<sup>th</sup>. I'll be returning from vac Jan 6<sup>th</sup>.

Will you be away any dates in Dec/Jan?

Please send me the vendor contacts of who we should notify, including email addresses.

Thanks,

Jessica

---

**From:** McDonald, Erica  
**Sent:** Wednesday, December 04, 2019 9:16 AM  
**To:** Li, Jessica  
**Subject:** RE: Stanley Park Tennis RFP  
**Importance:** High

Hi Jessica,

I have used track changes for my suggested changes.

s.13(1)



Please call if you have any questions. **It remains imperative that this RFT is issued on Friday ☐let me know if this is still possible based on my suggested changes.**

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations*  
<image001.jpg> <image002.jpg>

**From:** Li, Jessica  
**Sent:** Tuesday, December 3, 2019 3:59 PM  
**To:** McDonald, Erica  
**Subject:** RE: Stanley Park Tennis RFP

Hi Erica, here's an updated draft.

---

**From:** McDonald, Erica  
**Sent:** Friday, November 29, 2019 6:04 PM  
**To:** Collins, Tim; Araujo, Sev  
**Cc:** Li, Jessica  
**Subject:** RE: Stanley Park Tennis RFP

It does Tim.  
Thank you for taking the time to provide additional advice.

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations*  
<image001.jpg> <image002.jpg>

---

**From:** Collins, Tim  
**Sent:** Friday, November 29, 2019 3:45 PM  
**To:** McDonald, Erica; Araujo, Sev  
**Cc:** Li, Jessica  
**Subject:** RE: Stanley Park Tennis RFP

Hello Erica,

s.13(1)



I hope that this helps.

Tim Collins  
604-257-8437

---

**From:** McDonald, Erica  
**Sent:** Friday, November 29, 2019 3:24 PM  
**To:** Collins, Tim; Araujo, Sev  
**Cc:** Li, Jessica  
**Subject:** RE: Stanley Park Tennis RFP

Thanx for your replies Tim.

s.13(1)



Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations*  
<image001.jpg> <image002.jpg>



**From:** Collins, Tim  
**Sent:** Friday, November 29, 2019 2:06 PM  
**To:** McDonald, Erica; Araujo, Sev  
**Cc:** Li, Jessica  
**Subject:** RE: Stanley Park Tennis RFP

See comments in **RED** below

Tim Collins  
604-257-8437

---

**From:** McDonald, Erica  
**Sent:** Wednesday, November 27, 2019 4:11 PM  
**To:** Araujo, Sev; Collins, Tim  
**Cc:** Li, Jessica  
**Subject:** Stanley Park Tennis RFP

Hello Sev/Tim,

Need your help on a couple of items related to the Stanley Park Tennis RFP.

First of all Jessica received direction from her supervisor to fashion this as an RFP vs an RFEOI. She and I have met to review it couple of times and she is making further edits. When complete, I will ask her to send it to you for your review.

In particular please review the financial section – we are asking that they tell us how they plan to compensate the Park Board vs. us telling them what we expect. It's a bit unusual but it supports our emphasis on alignment with our principles and on partnership concepts vs. financial compensation. We need your comments back by next Wednesday at the latest.

Gail and Gord have been corresponding with the Commissioners along with several of their clients to ask that their contract be extended one more year because of the timing of the RFP. I have been asked by Daisy to expedite the procurement process and we promised same in a memo that went to Commissioners yesterday.

It is our plan to kick off the process by sending out the RFP on December 6<sup>th</sup> at the latest.

In order to finalize the RFP we need to know the following (please respond by replying all no later than Monday):

s.13(1)



Thanx and looking forward to your reply.

<image004.png> Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

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<image001.jpg> <image002.jpg>

**From:** "Park Board Meetings" <pbmeetings@vancouver.ca>  
**To:** s.22(1)  
**CC:** "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
"Li, Jessica" <jessica.li@vancouver.ca>  
"PB Commissioners" <PBCommissioners@vancouver.ca>  
"McDonald, Erica" <Erica.McDonald@vancouver.ca>  
**Date:** 5/13/2020 3:42:57 PM  
**Subject:** RE: [EXT] Re: Stanley Park Tennis Courts RFP Process

---

Hello s.22(1)

Thank you for your enquiry about why the correspondence regarding Stanley Park Tennis Courts was not mentioned at the May 11 Board meeting.

As previously noted, this topic was not on the agenda for either the Committee or Regular Board meeting held this past Monday. As per our meeting protocols, the only items of correspondence that are noted during the "Communications" portion of a meeting are those that pertain to a topic on the agenda. The Board regularly receives a large volume of public correspondence on a wide range of topics, and while they may not be referenced at a public meeting, all concerns are taken seriously and directed to the most appropriate staff for consideration.

I hope you find this information helpful.

Regards,  
Cheryl

~~~~~  
Cheryl Chan
Office of the General Manager
Vancouver Park Board

2099 Beach Avenue
Vancouver, BC V6G 1Z4
t: 604.257.8158
pbmeetings@vancouver.ca

From: s.22(1)
Sent: Tuesday, May 12, 2020 12:44 PM
To: Park Board Meetings
Cc: Marousek, Michael; Li, Jessica; PB Commissioners; McDonald, Erica
Subject: Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Ms. Chan,

I was disappointed to see that this petition and related correspondence from members of the community was not mentioned during the board meeting last night when correspondence was discussed and it was said there was no correspondence of note since the last board meeting. Please explain why correspondence relating to this level of community concern was not deemed worthy of being noted.

Sincerely,

s.22(1)

On Wed, May 6, 2020 at 8:25 PM s.22(1) > wrote:

Ms. Chan,

Thank you for your email. While its not my petition and I was advised that it was sent to the Commissioners

on Monday, I can provide [this public link \[change.org\]](#) to it for your convenience.

It seems to me that TBC's three year plan for transformation of public tennis in Vancouver is in the works and there has been no public consultation in general and absolutely no transparency in the recent RFP process. Given the community reaction to what seems to be happening and the near total lack of communication by the Parks Board on the future of public tennis in the city, I encourage the board to suspend this RFP process in order to meaningfully engage with the community to hear what citizens want, and demonstrate transparency and accountability for its decisions.

Sincerely,

s.22(1)

On Wed, May 6, 2020 at 5:52 PM Park Board Meetings <pbmeetings@vancouver.ca> wrote:

Hello s.22(1)

I am writing in response to your enquiry about the Park Board [Committee and Regular Board meeting agendas for May 11](#). Please note that the agendas for those meetings were posted on the [Park Board meeting website](#) on Monday, May 4. As tennis is not a topic for discussion at either meeting, there is no opportunity for public speakers at this time. That said, your concerns have been shared with Commissioners and we will also ensure the petition you mentioned is shared once it is received.

With respect to your questions around the RFP process, as Erica has noted below, Jessica Li will investigate and provide a response.

Regards,
Cheryl

~~~~~  
**Cheryl Chan**  
Office of the General Manager  
Vancouver Park Board

2099 Beach Avenue  
Vancouver, BC V6G 1Z4  
t: 604.257.8158  
[pbmeetings@vancouver.ca](mailto:pbmeetings@vancouver.ca)

---

**From:** s.22(1)  
**Sent:** Wednesday, May 06, 2020 4:07 PM  
**To:** McDonald, Erica  
**Cc:** Marousek, Michael; Li, Jessica; PB Commissioners  
**Subject:** Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Thank you for this reply and I look forward to hearing from Ms. Li in answer to my questions regarding the RFP.

I expect by now you have seen the petition that was organized by another member of the community six days ago, which is currently at over 1150 signatures. Given this level of public concern, will the Board be putting this issue on the May 11th board or committee agenda with the option for public speakers?

Further, I would say there is growing community concern with Tennis BC's planned take over of other city courts. It was pointed out to me yesterday that TBC's strategic plan, Initiative #8 plans to develop a working relationship with the PB to take over management of 70 public courts by 2023. I note this goal is primarily based on a explicit need for revenue generation.

Is this revenue generation priority not in conflict with your RFP's preference for not for profit applicants?



If the PB is in league with TBC in facilitating their plan, how will this effect fees for the public?

What public consultation have you undertaken to determine what the community wants in the management of public courts?

Sincerely,

s.22(1)

On May 6, 2020, at 8:57 AM, McDonald, Erica <[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

\u-257 ?

Hello s.22(1)

Thank you for your recent correspondence regarding the Stanley Park Court Management RFP procurement process.

I am forwarding your inquiries to Jessica Li, our procurement specialist who is overseeing this process.

Jessica will review and investigate your questions and provide a response.

Thank you and stay safe!

Erica McDonald | Manager Recreation Services

t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations*

<image001.jpg>

[[facebook.com](https://www.facebook.com)]

<image002.jpg>

[[twitter.com](https://www.twitter.com)]

**From:** s.22(1)

**Sent:** Friday, May 1, 2020 8:17 AM

**To:** McDonald, Erica; Marousek, Michael

**Cc:** PB Commissioners

**Subject:** [EXT] Re: Stanley Park Tennis Courts RFP Process

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

Ms. McDonald,

You may wish to know that Tennis BC has [posted that one of their Hubs@TBD \[clubspark.ca\]](https://www.clubspark.ca) will be located at the Stanley Park tennis courts, which are the subject of the Parks Board's as yet uncompleted RPP process. I say uncompleted because I assume that if the process were completed, all the applicants would have been notified and in the interests of transparency, by now you would have responded to the first question in my email below dated April 20th. Neither of those things has happened.

I have said this before and it remains my view the Parks Board staff has problem with a perception of bias in the way in which this RFP has been handled right from the beginning. I



trust that you can see how the premature announcement by a proponent that has been rumored since last fall to be the successful applicant only worsens the public perception. Since that rumour has now proven true, what do you have to say about the decision to include a rather unusual preference for non profit or not profit applicants in this RFP? To be frank, I am struggling to see how this process can be perceived as anything but a wired RFP, which at this point in time has been framed, assessed and awarded in complete obscurity.

I look forward to the Parks Board's demonstration of transparency and accountability in your management of public resources.

Sincerely,

s.22(1)

On Mon, Apr 20, 2020 at 10:51 AM s.22(1) wrote:

Dear Ms. McDonald,

Although the tennis season seems unlikely in the current climate, I understand that a contract has been awarded to Tennis BC, as has been rumored for many months even before the RFP was issued. In the interests of the principles of openness and transparency that you say you aspire to below, can you confirm that the contract has been awarded?

I have been checking the Parks Board and committee minutes and there is no mention of this RFP or contract. Speaking of transparency as you did below:

- are the "current expectations", you refer to below that led you to initiate this RFP process set out in a Parks Board Strategic Plan, Operational Plan or some other documents?
- I am particularly interested in your reference to "other considerations". What were those exactly in this proposal? How did the Parks Board make these governing considerations known to the public?
- precisely which Parks Board or city policies or priorities are you referring to below and where can those be located?
- which of these policies or priorities are the basis for including a preference for non-profit or not for profit applicants in an RFP?
- what was the process for evaluation of these proposals?
- who was the decision maker and what is the source of their authority?
- how are the reasons for decision minuted and where can they be found?
- is the decision to award a contract subject to review or appeal? If so, please direct me to any information on that process

Thank you for your attention to this matter. I appreciate this is not a priority at the moment but I want to assure you that I will be both reasonably patient and quite persistent in seeking answers to my questions.

Sincerely,

s.22(1)

On Mon, Mar 9, 2020 at 8:02 PM McDonald, Erica  
<[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

Dear s.22(1)

Thank you for your email regarding the Stanley Park Tennis Court program. We are very

pleased to hear how well received the arrangement has been under the current operators and we appreciate that you have taken the time to share your observations and insights.

Since the last public procurement process occurred over ten years ago, it was important that ensure that future operations of the tennis courts be reviewed and that it be done in an open, transparent, and competitive manner. As such, an RFP was issued for the 2020-2022 tennis seasons. In addition to requiring that the successful proponent continue to provide lessons, organize tournaments, and permit the courts, the new RFP clarified current expectations around risk management, equity, inclusion, access, accommodation of special events, and other considerations.

Please be assured that the decision to proceed with an RFP was not a reflection on the suitability of the current operator or programming but it is focused on eliciting proposals and operators for future programming that best align with Park Board and City of Vancouver policies and priorities.

We have been diligently advancing the RFP process and are hopeful that it will be concluded shortly, but unfortunately we are unable to confirm the date the contract will be awarded on.

For any further inquiries or comments related to the Stanley Park Tennis Court Program please contact Michael Marousek, Supervisor Sport and Wellness, at 604-257-6963 or [Michael.marousek@vancouver.ca](mailto:Michael.marousek@vancouver.ca).

Sincerely,

<image003.png>

Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations*

<image001.jpg>

[\[facebook.com\]](https://www.facebook.com)

<image002.jpg>

[\[twitter.com\]](https://twitter.com)

\\*\*\*\*\*

**From:** "McDonald, Erica" <erica.mcdonald@vancouver.ca>  
**To:** "Li, Jessica" <jessica.li@vancouver.ca>  
**Date:** 5/15/2020 2:17:31 PM  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

---

Hi Jessica please use this email - PB Recreation Administration [PBRecAdmin@vancouver.ca](mailto:PBRecAdmin@vancouver.ca)

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

**From:** Li, Jessica  
**Sent:** 15 May 2020 13:12  
**To:** McDonald, Erica  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Erica, Any updates?

Jessica

---

**From:** McDonald, Erica  
**Sent:** Wednesday, May 13, 2020 5:08 PM  
**To:** Li, Jessica  
**Subject:** Re: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Sorry Jessica. Cheryl and I were unable to connect on this today. I will try again tomorrow

Erica McDonald  
Sent from my iPhone

On May 13, 2020, at 4:43 PM, Li, Jessica <[jessica.li@vancouver.ca](mailto:jessica.li@vancouver.ca)> wrote:

Hi Erica,  
Did you have a chance to figure out which Park Board email address can handle these type of inquiries?

Thanks  
Jessica

---

**From:** Li, Jessica  
**Sent:** Tuesday, May 12, 2020 4:17 PM  
**To:** Quayle, Bruce; McDonald, Erica  
**Cc:** Su, Susan Jing  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Thank you Bruce. Erica, please let me know which email address I can provide - Would it be a general Park Board email?

Jessica

---

**From:** Quayle, Bruce  
**Sent:** Tuesday, May 12, 2020 4:15 PM  
**To:** Li, Jessica; McDonald, Erica  
**Cc:** Su, Susan Jing  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Jessica As we just discussed, I think your response should include only the first sentence of my draft response below and maybe add that any further questions regarding the matter should be directed to [erica.mcdonald@vancouver.ca](mailto:erica.mcdonald@vancouver.ca) or 604.257.6945



the appropriate person at the PB.

Regards,  
Bruce

---

**From:** Quayle, Bruce  
**Sent:** Tuesday, May 12, 2020 2:56 PM  
**To:** Li, Jessica; McDonald, Erica  
**Cc:** Su, Susan Jing  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Jessica – Is there someone you could ask at the PB whether it was s.22(1) who filed the FOI request?

---

**From:** Li, Jessica  
**Sent:** Tuesday, May 12, 2020 2:46 PM  
**To:** Quayle, Bruce; McDonald, Erica  
**Cc:** Su, Susan Jing  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Bruce,

Thank you for your advice. I don't know who filed the FOI request, likely him, but I think it will be fine to respond in that way anyhow.

Jessica

---

**From:** Quayle, Bruce  
**Sent:** Tuesday, May 12, 2020 2:33 PM  
**To:** Li, Jessica; McDonald, Erica  
**Cc:** Su, Susan Jing  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Jessica & Erica,

s.13(1)



Let me know, Jessica and/or Erica if you have any question or concerns.

Regards,  
Bruce

---

**From:** McDonald, Erica  
**Sent:** Tuesday, May 12, 2020 10:10 AM  
**To:** Li, Jessica; Su, Susan Jing  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Jessica,

Daisy has asked that I connect with the PB's Manager of the Executive Office and Board Relationships. I will share this latest email with Cheryl and also Bruce's last email on the same.

I suspect that we will need a statement from procurement on the ability to release information to someone not involved in the process.

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

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---

**From:** Li, Jessica  
**Sent:** Tuesday, May 12, 2020 9:45 AM  
**To:** Su, Susan Jing  
**Cc:** McDonald, Erica  
**Subject:** RE: [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Hi Susan,  
What's the best way to respond to s.22(1) ? Even though some of these are Procurement questions, I feel like these questions are provocative and I need to forward to another staff member who can best respond. He is asking my personal opinion on our process and also my personal legal opinion. We don't even know who s.22(1) is.

Hi Erica,  
Have you or anyone else from Parks connected directly yet with Parks Communications/Christine Ulmer on how to handle such questions? If not, could you or Daisy check that a system is in place and let me know how that will work?

Thanks,

Jessica

---

**From:** s.22(1) ]  
**Sent:** Monday, May 11, 2020 10:05 PM  
**To:** Li, Jessica  
**Cc:** McDonald, Erica  
**Subject:** [EXT] Re: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

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Further to my previous email, would you please respond to the questions I have set out in my email to Erica McDonald of April 20th?

I believe I have found answers to some of my previous questions so I will attempt to clarify my understanding in order to narrow the remaining issues for your response.

Do you agree that the City is bound in its procurement procedures to be open, transparent and fair to all proponents?

Was it not unfair and a demonstration of bias in favour of the successful applicant to include a preference for non-profit or not for profit applicants?

If not, please explain why this term of the RFP is not unfair and biased.  
As set out below, please explain the justification for including this term in the RFP and specify which official added it to the RFP.



Which public official or committee made the decision to award this contract and what is the date of that decision? Are the minutes of this decision publicly available online?

With respect to my question about avenues of recourse, do you agree that this process and the resulting decision is subject to judicial review under the Judicial Review Procedure Act?

Sincerely,

s.22(1)

On Wed, May 6, 2020 at 8:09 PM s.22(1) wrote:

Jessica,

Thank you for quick response. I have already seen the RFP links and I reviewed your Procurement Policy a few months ago when I began making my inquiries of the Parks Board.

Would you please answer my questions set in my email of April 20th below? They remain unanswered. Where possible, I would appreciate if you would ground your responses by indicating where this RFP falls within particular provisions of the Policy, in your interpretation and application of it.

In particular, you can see I'm particularly interested in the RFP's stipulated preference for non-profit or not for profit applicants. In my review of the last few years of city RFP's I only came across one other example of this preference in respect of the Downtown East side market and the basis for this stipulation was made clear in the RFP. Can you point me to any other such examples or confirm that this is a unusual term? In any event, please advise me of the basis for including that preference in this RFP.

I can't seem to find any policy goal of impartiality or means to guard against bias in your RFP processes. Is that not a policy of the City in its management of public resources?

I note that one of the primary policy goals is transparency. How is that effected in terms of public disclosure if you are asserting confidentiality over the RFP file materials?

Thank you again for your prompt response and thank you in advance for your time in responding to my inquiries.

s.22(1)

On Wed, May 6, 2020 at 4:51 PM Li, Jessica <jessica.li@vancouver.ca> wrote:

H s.22(1)

Thank you for your email. I am a Buyer for City of Vancouver overseeing the procurement process for this Request for Proposal [RFP PS20191554] Provision of Services for Stanley Park Tennis Court Management. This opportunity was posted publicly on the City's website, and as the bid submissions are confidential, I am able to provide evaluation feedback to the Proponents only.

For information on the requirements of this RFP, here is a link to the document - In Particular, see Part B [Scope of Work: <https://bids.vancouver.ca/bidopp/RFP/RFP-PS20191554.htm>.

Here is also a link to the City's Procurement Policy: <https://policy.vancouver.ca/ADMIN008.pdf>



If you have further questions regarding the RFP document or our procurement policy, please let me know.

Best regards,

Jessica Li  
Buyer, Supply Chain Management  
City of Vancouver  
604.257.8411  
[Jessica.li@vancouver.ca](mailto:Jessica.li@vancouver.ca)

---

**From:** s.22(1)  
**Sent:** Wednesday, May 6, 2020 3:46 PM  
**To:** Li, Jessica  
**Subject:** [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

---

Hello Jessica,

I look forward to hearing your responses to the questions below.

I have two quick questions to start. Would you please advise me whether you work within the Parks Board or the city procurement office?

Also, Tennis BC has announced they are assuming management of SP courts. Can you please confirm they been awarded the contract?

s.22(1)

Sent from my iPhone

On May 6, 2020, at 8:57 AM, McDonald, Erica <[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

Hello s.22(1)

Thank you for your recent correspondence regarding the Stanley Park Court Management RFP procurement process.  
I am forwarding your inquiries to Jessica Li, our procurement specialist who is overseeing this process.

Jessica will review and investigate your questions and provide a response.

Thank you and stay safe!

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

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[\[facebook.com\]](#)  
[\[twitter.com\]](#)

**From:** s.22(1)



**Sent:** Friday, May 1, 2020 8:17 AM

**To:** McDonald, Erica; Marousek, Michael

**Cc:** PB Commissioners

**Subject:** [EXT] Re: Stanley Park Tennis Courts RFP Process

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---

Ms. McDonald,

You may wish to know that Tennis BC has [posted that one of their Hubs@TBD \[clubspark.ca\]](#) will be located at the Stanley Park tennis courts, which are the subject of the Parks Board's as yet uncompleted RFP process. I say uncompleted because I assume that if the process were completed, all the applicants would have been notified and in the interests of transparency, by now you would have responded to the first question in my email below dated April 20th. Neither of those things has happened.

I have said this before and it remains my view the Parks Board staff has problem with a perception of bias in the way in which this RFP has been handled right from the beginning. I trust that you can see how the premature announcement by a proponent that has been rumored since last fall to be the successful applicant only worsens the public perception. Since that rumour has now proven true, what do you have to say about the decision to include a rather unusual preference for non profit or not profit applicants in this RFP? To be frank, I am struggling to see how this process can be perceived as anything but a wired RFP, which at this point in time has been framed, assessed and awarded in complete obscurity.

I look forward to the Parks Board's demonstration of transparency and accountability in your management of public resources.

Sincerely,

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<s.22(1)> wrote:

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I have been checking the Parks Board and committee minutes and there is no mention of this RFP or contract. Speaking of transparency as you did below:

- are the "current expectations", you refer to below that led you to initiate this RFP process set out in a Parks Board Strategic Plan, Operational Plan or some other documents?
- I am particularly interested in your reference to "other considerations".

What were those exactly in this proposal? How did the Parks Board make



- these governing considerations known to the public?
- precisely which Parks Board or city policies or priorities are you referring to below and where can those be located?
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- what was the process for evaluation of these proposals?
- who was the decision maker and what is the source of their authority?
- how are the reasons for decision minuted and where can they be found?
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Sincerely,

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<[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

Dear s.22(1)

Thank you for your email regarding the Stanley Park Tennis Court program. We are very pleased to hear how well received the arrangement has been under the current operators and we appreciate that you have taken the time to share your observations and insights.

Since the last public procurement process occurred over ten years ago, it was important that ensure that future operations of the tennis courts be reviewed and that it be done in an open, transparent, and competitive manner. As such, an RFP was issued for the 2020-2022 tennis seasons. In addition to requiring that the successful proponent continue to provide lessons, organize tournaments, and permit the courts, the new RFP clarified current expectations around risk management, equity, inclusion, access, accommodation of special events, and other considerations.

Please be assured that the decision to proceed with an RFP was not a reflection on the suitability of the current operator or programming but it is focused on eliciting proposals and operators for future programming that best align with Park Board and City of Vancouver policies and priorities.

We have been diligently advancing the RFP process and are hopeful that it will be concluded shortly, but unfortunately we are unable to confirm the date the contract will be awarded on.

For any further inquiries or comments related to the Stanley Park Tennis Court Program please contact Michael Marousek, Supervisor Sport and Wellness, at 604-257-6963 or [Michael.marousek@vancouver.ca](mailto:Michael.marousek@vancouver.ca).

Sincerely,

Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation  
Hillcrest Centre  
4575 Clancy Loranger Way, V5Y 2M4  
t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish  
and Tsleil Waututh Nations*

[\[facebook.com\]](#)

[\[twitter.com\]](#)

From: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

To: "Ulmer, Christine" <christine.ulmer@vancouver.ca>

CC: "Chin, Daisy" <daisy.chin@vancouver.ca>

Date: 5/8/2020 9:58:51 AM

Subject: Notes related to Stanley Park Tennis Court Management RFP

Attachments: Notes related to Stanley Park Tennis Court Management RFP.docx

---

I hope these brief notes help.  
Let me know if you need more.



## **Notes related to Stanley Park Tennis Court Management RFP**

An RFP was issued in December 2019 requesting submissions for the seasonal management of six (6) of the seventeen (17) public courts in Stanley Park over the next 3 years.

Why Was an RFP Undertaken?

The last RFP was issued on November 26, 2008.

To ensure that the Park Board is compliant with current COV Procurement Policy, an RFP was issued for the management of the tennis courts for the 2020 to 2023 seasons with options to renew for 2 additional seasons.

### **How many proposals were received and how were they evaluated.**

Two proposals were received and submissions were reviewed by an evaluation team.

For information on the requirements of this RFP, a link to the document can be found at: <https://bids.vancouver.ca/bidopp/RFP/RFP-PS20191554.htm> . Part B or the Scope of Work section clarifies what the submissions were evaluated on.

Where are we in the Process?

We are about to award the management contract.

The COVID 19 situation made it challenging to award it earlier, as planned.

Does this mean all tennis courts in Vancouver will eventually be managed by 3<sup>rd</sup> party organizations?

A comprehensive Sport Court Management Plan is being contemplated for future implementation as part of Van Play. The future viability of third party operators at the Stanley Park and other tennis court locations across the City location will be reviewed within this plan.

From: "McDonald, Erica" <erica.mcdonald@vancouver.ca>  
To: "Li, Jessica" <jessica.li@vancouver.ca>  
Date: 1/9/2020 6:39:34 PM  
Subject: RE: PS20191554 - SP Tennis - QA1 - final for review

---

Wrong attachment Jessica J

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: Li, Jessica  
Sent: 09 January 2020 17:59  
To: McDonald, Erica  
Subject: PS20191554 - SP Tennis - QA1 - final for review

Hi Erica,  
Please see attached QA1 and let me know if it s good to post.  
Thanks  
Jessica

---

From: McDonald, Erica  
Sent: Thursday, January 09, 2020 4:20 PM  
To: Li, Jessica  
Subject: RE: PS20191554 - SP Tennis - QA1 (draft)

Here are my comments embedded into draft

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: Li, Jessica  
Sent: 09 January 2020 10:49  
To: McDonald, Erica  
Subject: RE: PS20191554 - SP Tennis - QA1 (draft)

Hi Erica,  
Could I get this from you asap? We need to post the Q&A since this is closing pretty soon. Feel free to call me to discuss.

Thanks  
Jessica

---

From: Li, Jessica  
Sent: Wednesday, January 08, 2020 1:01 PM  
To: McDonald, Erica  
Subject: RE: PS20191554 - SP Tennis - QA1 (draft)

Hi Erica,  
Here is a link to the RFP...<https://bids.vancouver.ca/bidopp/RFP/documents/PS20191554-RFP-ProvisionofServicesforStanleyParkTennisCourtManagement.PDF>  
Jessica

---

From: McDonald, Erica  
Sent: Wednesday, January 08, 2020 11:57 AM  
To: Li, Jessica

**Subject:** Re: PS20191554 - SP Tennis - QA1 (draft)

Hi Jessica

I'm afraid I have not been clear enough.

Pls send me the final RFP document first so I can refer to it when answering the questions.

I have not seen the final document yet.

Erica McDonald

Sent from my iPhone

On Jan 8, 2020, at 10:42 AM, Li, Jessica <[jessica.li@vancouver.ca](mailto:jessica.li@vancouver.ca)> wrote:

Hi Erica,

Yes, please review the draft Q&A that I sent you and update the draft.

Thanks,

Jessica

---

**From:** McDonald, Erica

**Sent:** Wednesday, January 08, 2020 10:41 AM

**To:** Li, Jessica

**Subject:** Re: PS20191554 - SP Tennis - QA1 (draft)

Hi Jessica

Would like to help answer questions

Pls send final document when you have a min.

Erica McDonald

Sent from my iPhone

On Jan 7, 2020, at 1:53 PM, McDonald, Erica <[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

Hi Jessica,

Please send me the final RFP as my last document was a draft version.

**Erica McDonald | Manager, Recreation Services**

Hillcrest Centre

604.257.6945

604.379.8611 c

---

**From:** Li, Jessica

**Sent:** 07 January 2020 13:33

**To:** McDonald, Erica

**Subject:** PS20191554 - SP Tennis - QA1 (draft)

Hi Erica,

Some questions came in from Tennis BC and set up a Q&A to be posted on our website.

Please see attached QA1 (draft) and make any updates. I wasn't sure how to respond to Question 3 and Question 5.

In looking at the Table D of the RFP, I agree with his question that it's a bit confusing.

What's the best way to clarify? Should I revise the table?

Thanks

Jessica

From: "Li, Jessica" <jessica.li@vancouver.ca>  
To: "McDonald, Erica" <erica.mcdonald@vancouver.ca>  
Date: 1/10/2020 10:17:06 AM  
Subject: RE: PS20191554 - SP Tennis - QA1 - final for review  
Attachments: PS20191554 - QA1.pdf

---

Sorry, here's the right one!

---

From: McDonald, Erica  
Sent: Thursday, January 09, 2020 6:40 PM  
To: Li, Jessica  
Subject: RE: PS20191554 - SP Tennis - QA1 - final for review

Wrong attachment Jessica J

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

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To: McDonald, Erica  
Subject: PS20191554 - SP Tennis - QA1 - final for review

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Here are my comments embedded into draft

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
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---

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Subject: RE: PS20191554 - SP Tennis - QA1 (draft)

Hi Erica,  
Could I get this from you asap? We need to post the Q&A since this is closing pretty soon. Feel free to call me to discuss.

Thanks  
Jessica

---

From: Li, Jessica  
Sent: Wednesday, January 08, 2020 1:01 PM  
To: McDonald, Erica  
Subject: RE: PS20191554 - SP Tennis - QA1 (draft)

Hi Erica,  
Here is a link to the RFP...<https://bids.vancouver.ca/bidopp/RFP/documents/PS20191554-RFP-ProvisionofServicesforStanleyParkTennisCourtManagement.PDF>  
Jessica

---

From: McDonald, Erica  
Sent: Wednesday, January 08, 2020 11:57 AM  
To: Li, Jessica  
Subject: Re: PS20191554 - SP Tennis - QA1 (draft)

Hi Jessica  
I'm afraid I have not been clear enough.  
Pls send me the final RFP document first so I can refer to it when answering the questions.  
I have not seen the final document yet.

Erica McDonald  
Sent from my iPhone

On Jan 8, 2020, at 10:42 AM, Li, Jessica <[jessica.li@vancouver.ca](mailto:jessica.li@vancouver.ca)> wrote:

Hi Erica,  
Yes, please review the draft Q&A that I sent you and update the draft.  
Thanks,  
Jessica

---

From: McDonald, Erica  
Sent: Wednesday, January 08, 2020 10:41 AM  
To: Li, Jessica  
Subject: Re: PS20191554 - SP Tennis - QA1 (draft)

Hi Jessica

Would like to help answer questions  
Pls send final document when you have a min.

Erica McDonald  
Sent from my iPhone

On Jan 7, 2020, at 1:53 PM, McDonald, Erica <[Erica.McDonald@vancouver.ca](mailto:Erica.McDonald@vancouver.ca)> wrote:

Hi Jessica,  
Please send me the final RFP as my last document was a draft version.

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: Li, Jessica  
Sent: 07 January 2020 13:33  
To: McDonald, Erica  
Subject: PS20191554 - SP Tennis - QA1 (draft)

Hi Erica,

Some questions came in from Tennis BC and set up a Q&A to be posted on our website.  
Please see attached QA1 (draft) and make any updates. I wasn't sure how to respond to Question 3 and Question 5.



In looking at the Table D of the RFP, I agree with his question that it's a bit confusing.  
What's the best way to clarify? Should I revise the table?

Thanks

Jessica

REQUEST FOR PROPOSAL "RFP" NO. PS20191554  
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT

QUESTIONS AND ANSWERS NO. 1

ISSUED ON: January 10, 2020

|    |                                                                                                                                                                                                                   |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Q1 | <i>Can you please tell me if we are supposed to submit anything for Section D form of agreement? I am confused by this.</i>                                                                                       |
| A1 | No you do not need to submit anything for Section D. The form of agreement will be drafted using a City of Vancouver template, of which a sample will be provided.                                                |
| Q2 | <i>The areas on the form such as Table B and C that we are supposed to fill in are very small, do we just attach all the documents in these areas?</i>                                                            |
| A2 | You may add additional documents as required.                                                                                                                                                                     |
| Q3 | <i>As this has been the end of the year we have not received our 2020 business license or worksafe documents, can we submit 2019?</i>                                                                             |
| A3 | Yes. We will require current documents at the time of contracting.                                                                                                                                                |
| Q4 | I am confused by what is considered Gross Revenue. I don't understand if that is exactly the same number as in the top box labeled Revenue? Or, is that the Revenue box LESS Operating costs and management fees? |
| A4 | TABLE D has been revised <ul style="list-style-type: none"> <li>Please delete TABLE D and replace with the attached TABLE D - REVISED.</li> </ul>                                                                 |

TABLE D - REVISED:

| <u>DESCRIPTION OF ACTIVITY:</u>                                                                                                                                                             | <u>ANNUAL AMOUNT:</u> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
| <b>GROSS REVENUE:</b>                                                                                                                                                                       |                       |
| Revenue from Operations: <ul style="list-style-type: none"> <li>• Court rentals</li> <li>• Lessons</li> <li>• Leagues</li> <li>• Ladders</li> <li>• Tournaments</li> <li>• Other</li> </ul> | \$                    |
| <b>TOTAL GROSS REVENUE (A)</b>                                                                                                                                                              | \$                    |
| <b>EXPENSES:</b>                                                                                                                                                                            |                       |
| Operating Expenses (Provide detailed description of activities/expenses):                                                                                                                   | \$                    |
| Management Fees (Provide description):                                                                                                                                                      | \$                    |
| <b>TOTAL EXPENSES (B))</b>                                                                                                                                                                  | \$                    |
| <b>NET REVENUE TO THE CITY/PARK BOARD (A-B):</b>                                                                                                                                            |                       |
| Total Gross Revenue minus Total Expenses                                                                                                                                                    | \$                    |
| What Financial Deviations Could Occur in Year Two and/or Three of the Contract?                                                                                                             | \$                    |

**From:** "McDonald, Erica" <erica.mcdonald@vancouver.ca>  
**To:** "Chin, Daisy" <daisy.chin@vancouver.ca>  
**Date:** 1/17/2020 5:04:09 PM  
**Subject:** FW: Results from Stanley Park RFP Project PS20191554

---

Just looping you in for now.

If I need your muscle I will let you know.

Its disappointing that we not get the materials from Jessica as planned – I am not clear why.

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: McDonald, Erica  
Sent: 17 January 2020 17:02  
To: Li, Jessica  
Subject: RE: Results from Stanley Park RFP Project PS20191554  
Importance: High

Hi Jessica,

I have moved the evaluation meeting to Thursday Jan 23<sup>rd</sup>.  
It has to be undertaken on that date as a key evaluator is not available after that date for over a week and we have to award this arrangement by the following week.

Please ensure that Tim Collins, Michael Marousek and myself receive all the documentation we require by end of day Tuesday so we have a couple of days to review it when we find time in our schedules.

Thank you,

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: McDonald, Erica  
Sent: 17 January 2020 10:50  
To: Li, Jessica  
Subject: Results from Stanley Park RFP  
Importance: High

Hi Jessica,

Following up on result from the RFP. The team is set up to review on Monday afternoon so we were hoping to get info today.

This follows the outline I provided back in Dec.

I see you are off until Tuesday. Is someone else going to forward or are you working from home?



Tsleil Waututh Nations



Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and*



**From:** "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
**To:** "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
**Date:** 1/17/2020 12:51:56 PM  
**Subject:** RE: RFP - Stanley Park Tennis

---

I am coming in shortly and will look for a hard copy of the RFP results - if something came in the mail we will continue with getting together on Monday.  
So wait until 2 or so

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations

-----Original Message-----

From: Marousek, Michael  
Sent: Friday, January 17, 2020 11:50 AM  
To: McDonald, Erica  
Subject: RE: RFP - Stanley Park Tennis

Ok! I will schedule the Performance Reviews for Friday.

MM

-----Original Message-----

From: McDonald, Erica  
Sent: Friday, January 17, 2020 11:50 AM  
To: Marousek, Michael  
Subject: RE: RFP - Stanley Park Tennis

I am going to set it up for 3 hours. Might not need all of that time but we need to get it done and you are leaving so we cant extend it to another day.

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations

-----Original Message-----

From: Marousek, Michael  
Sent: Friday, January 17, 2020 11:46 AM  
To: McDonald, Erica  
Subject: RE: RFP - Stanley Park Tennis

No worries, I am just trying hard to stay on schedule with Performance Reviews and PMPs this year.

Could you schedule the RFP review for 1-3pm?

-----Original Message-----

From: McDonald, Erica

Sent: Friday, January 17, 2020 11:42 AM

To: Marousek, Michael

Subject: RE: RFP - Stanley Park Tennis

I have reached out to the back up number on the email for clarity but yes best I cancel and squeeze it in Thursday afternoon - will have to cancel my planned trip to Aldergrove.

You will need to reschedule your performance reviews...sorry.

Erica McDonald | Manager Recreation Services

t. 604.257.6945| c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations

-----Original Message-----

From: Marousek, Michael

Sent: Friday, January 17, 2020 11:03 AM

To: McDonald, Erica

Subject: RE: RFP - Stanley Park Tennis

I would have to agree with you times a hundred.

Shall we cancel our meeting on Monday then?

-----Original Message-----

From: McDonald, Erica

Sent: Friday, January 17, 2020 11:00 AM

To: Marousek, Michael

Subject: RE: RFP - Stanley Park Tennis

She is marked as out of office until Tuesday.

This is so frustrating!

Erica McDonald | Manager Recreation Services

t. 604.257.6945| c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations

-----Original Message-----

From: Marousek, Michael

Sent: Friday, January 17, 2020 10:22 AM

To: McDonald, Erica

Subject: RFP - Stanley Park Tennis

Good Morning Erica,

Do you know if the submission are available for a review yet?

Michael

**From:** "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
**To:** "Li, Jessica" <jessica.li@vancouver.ca>  
**CC:** "McDonald, Erica" <erica.mcdonald@vancouver.ca>  
**Date:** 1/21/2020 4:24:52 PM  
**Subject:** RE: PS20191554 - Evaluation form (draft) - SP Tennis

---

Thank you for clarification Jessica, I thought this would be the case.  
I think the remaining 70% of the scoring matrix is well-structured and doesn't require any adjustments.

One note; I believe Tim will be the third evaluator (Sev is listed on the matrix).

When are we able to receive the final submissions?

Michael

---

**From:** Li, Jessica  
**Sent:** Tuesday, January 21, 2020 4:16 PM  
**To:** Marousek, Michael  
**Cc:** McDonald, Erica  
**Subject:** RE: PS20191554 - Evaluation form (draft) - SP Tennis

Hi Michael,

That is the reason, and we cannot change it now. We can change some things within the technical side, such as changing the weights of specific items that you feel are more important, or adding additional line for another item (while keeping the overall technical at 70%).

We'll see how the results come in and we can still negotiate or ask for further clarification.

Jessica

---

**From:** Marousek, Michael  
**Sent:** Tuesday, January 21, 2020 4:11 PM  
**To:** Li, Jessica  
**Cc:** McDonald, Erica  
**Subject:** RE: PS20191554 - Evaluation form (draft) - SP Tennis

Hi Jessica,

I noticed that in section 8.2 of the RFP, we inform the bidder that we evaluate all bids based on the table below.

| Evaluation Criteria | Evaluation Weighting |
|---------------------|----------------------|
| Technical           | 70%                  |
| Financial           | 30%                  |
| Total               | 100%                 |

Is this the reason 30% of the final score in the matrix is awarded for the Financial proposition? Can this figure be changed on the matrix?

The reason I ask is that while it is important that the successful applicant commits to a financial contribution based on their revenues, the other categories far outweigh this one in importance.

Michael

---

**From:** Li, Jessica

**Sent:** Tuesday, January 21, 2020 11:39 AM

**To:** Marousek, Michael

**Cc:** McDonald, Erica

**Subject:** PS20191554 - Evaluation form (draft) - SP Tennis

Hi Michael,

Attached is a draft evaluation form for the tennis RFP. Please review and make any changes to update the wording or the weighting.

Thanks

Jessica



**From:** "McDonald, Erica" <erica.mcdonald@vancouver.ca>  
**To:** "Marousek, Michael" <michael.marousek@vancouver.ca>  
**Date:** 1/21/2020 1:15:43 PM  
**Subject:** FW: PS20191554 - Evaluation form (draft) - SP Tennis  
**Attachments:** PS20191554 - Evaluation form (draft).xlsx

---

Can you make this a priority today – we are under the gun on this as you know.

**Erica McDonald** | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

**From:** Li, Jessica  
**Sent:** 21 January 2020 11:39  
**To:** Marousek, Michael  
**Cc:** McDonald, Erica  
**Subject:** PS20191554 - Evaluation form (draft) - SP Tennis

Hi Michael,  
Attached is a draft evaluation form for the tennis RFP. Please review and make any changes to update the wording or the weighting.

Thanks  
Jessica

|                                                                                                                                                                                                                  |                |   |                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PS20191554 - PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT</b><br><br><b>Evaluation Committee for this section:</b><br><b>Erica McDonald</b><br><b>Michael Marousek</b><br><b>Sev Araujo</b> | Excellent      | 5 | ***Please provide evaluator remarks as these are important for debriefs. Evaluator Additional Remarks/Assessment must be provided for any scores at 0 or 5 |
|                                                                                                                                                                                                                  | Very Good      | 4 |                                                                                                                                                            |
|                                                                                                                                                                                                                  | Good           | 3 |                                                                                                                                                            |
|                                                                                                                                                                                                                  | Average        | 2 |                                                                                                                                                            |
|                                                                                                                                                                                                                  | Poor           | 1 |                                                                                                                                                            |
|                                                                                                                                                                                                                  | Unsatisfactory | 0 |                                                                                                                                                            |

|                     |                                                                      |                                                                                                                                                                                                                                                                                                                                                                | Vendor 1          |             | Vendor 2          |             |
|---------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|-------------------|-------------|
| Evaluation Criteria |                                                                      |                                                                                                                                                                                                                                                                                                                                                                | Remarks           | Score (0-5) | Remarks           | Score (0-5) |
| Category Point      | Weight                                                               | Criteria                                                                                                                                                                                                                                                                                                                                                       | Evaluator Remarks |             | Evaluator Remarks |             |
| 5                   | UNDERSTANDING OF PROJECT SCOPE                                       |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 5                                                                    | Demonstrated understanding of project requirements - The proponent's comprehension of the project, including our requirements to align with Park Board Strategic Objectives                                                                                                                                                                                    |                   |             |                   |             |
| 20                  | QUALIFICATIONS                                                       |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 10                                                                   | Company Profile and Experience - The consultant's reputation, qualifications, expertise and ability to provide relevant examples of prior successes. Does the proponent demonstrate substantial expertise to perform the tennis court management services as outlined?                                                                                         |                   |             |                   |             |
|                     | 10                                                                   | Key Personnel - Qualifications and experience of key personnel and/or sub-consultants assigned to the project based on the submitted resume and relevance to this project. Are there professionals with relevant expertise in tennis court programming, relevant experience in providing sound management/business practices, and professional coaching staff? |                   |             |                   |             |
| 45                  | METHODOLOGY                                                          |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 15                                                                   | Work Plan - Methodology<br>Did the proponent identify the resources available and dedicated for completing the scope of work and deliverables? How complete and appropriate are the processes and methods described to perform and coordinate the work, control the scope, quality, schedule and costs? Are the projected revenues and costs reasonable?       |                   |             |                   |             |
|                     | 15                                                                   | Programming and Program Fees - Are the programs offered suitable, inclusive and accessible to a diverse population? Are fees are reasonable and competitive? Is there an adequate operational oversight, safety and risk mitigation plan in place?                                                                                                             |                   |             |                   |             |
|                     | 15                                                                   | Administrative and Operational Efficiency - Is the level of effort and staffing sufficient to address the project needs across all areas? Is the tennis court booking system appropriate? Is the accounting and reporting system accurate and verifiable by Park Board? Is there a sufficient promotions/marketing/communications plan?                        |                   |             |                   |             |
| 30                  | FINANCIAL                                                            |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 30                                                                   | Proponent's Financial Offering - Net Revenue to the City/Park Board<br>Any financial deviations in Year 2 and/or Year 3?                                                                                                                                                                                                                                       |                   |             |                   |             |
|                     | <b>Total Cost of Product (Supply Chain to Complete this Section)</b> |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | n/a                                                                  | Proponents Financial Offering, total cost of ownership                                                                                                                                                                                                                                                                                                         |                   |             |                   |             |
|                     | Yes/No                                                               | Deviations & Exceptions on Terms & Conditions                                                                                                                                                                                                                                                                                                                  |                   |             |                   |             |
|                     | Yes/No                                                               | Conflicts, Collusion, Lobbying                                                                                                                                                                                                                                                                                                                                 |                   |             |                   |             |
|                     | Yes/No                                                               | Insurance                                                                                                                                                                                                                                                                                                                                                      |                   |             |                   |             |
|                     | Yes/No                                                               | Proposal Form                                                                                                                                                                                                                                                                                                                                                  |                   |             |                   |             |
|                     | Yes/No                                                               | Declaration of Supplier Code of Conduct                                                                                                                                                                                                                                                                                                                        |                   |             |                   |             |
| 100                 |                                                                      |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |

\*\*\*Evaluator General Remarks/Assessment



- Note:**
1. Evaluation must be done impartial without any bias
  2. Evaluators are not to discuss the evaluation or any issues of the RFP with any of the Proponents

3. Each evaluator will do the evaluation individually and will not share the scoring with another evaluator
4. Comments will need to be provided if an evaluation item is given a score of 0 or 5.
5. The evaluators will need to enter their names, sign and date each evaluation sheet

|                            |                         |
|----------------------------|-------------------------|
| <b>Evaluated by:</b> _____ | <b>Signature:</b> _____ |
|----------------------------|-------------------------|

|                    |
|--------------------|
| <b>Date:</b> _____ |
|--------------------|

**From:** "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
**To:** "Li, Jessica" <jessica.li@vancouver.ca>  
"Marousek, Michael" <Michael.Marousek@vancouver.ca>  
**Date:** 1/21/2020 6:03:18 PM  
**Subject:** RE: PS20191554 - Evaluation form (draft) - SP Tennis

---

Michael,

When I was dialoguing with Jessica's supervisor back in November I also mentioned that we were not in favour of increasing the weighting for financial but in the end I conceded, reluctantly to her recommendation to increase it. I am sorry I neglected to share that conversation and concession with you.

**Erica McDonald** | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

**From:** Li, Jessica  
**Sent:** 21 January 2020 16:16  
**To:** Marousek, Michael  
**Cc:** McDonald, Erica  
**Subject:** RE: PS20191554 - Evaluation form (draft) - SP Tennis

Hi Michael,

That is the reason, and we cannot change it now. We can change some things within the technical side, such as changing the weights of specific items that you feel are more important, or adding additional line for another item (while keeping the overall technical at 70%).

We'll see how the results come in and we can still negotiate or ask for further clarification.

Jessica

---

**From:** Marousek, Michael  
**Sent:** Tuesday, January 21, 2020 4:11 PM  
**To:** Li, Jessica  
**Cc:** McDonald, Erica  
**Subject:** RE: PS20191554 - Evaluation form (draft) - SP Tennis

Hi Jessica,

I noticed that in section 8.2 of the RFP, we inform the bidder that we evaluate all bids based on the table below.

| Evaluation Criteria | Evaluation Weighting |
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Is this the reason 30% of the final score in the matrix is awarded for the Financial proposition? Can this figure be changed on the matrix?

The reason I ask is that while it is important that the successful applicant commits to a financial contribution based on their revenues, the other categories far outweigh this one in importance.

Michael

---

**From:** Li, Jessica

**Sent:** Tuesday, January 21, 2020 11:39 AM

**To:** Marousek, Michael

**Cc:** McDonald, Erica

**Subject:** PS20191554 - Evaluation form (draft) - SP Tennis

Hi Michael,

Attached is a draft evaluation form for the tennis RFP. Please review and make any changes to update the wording or the weighting.

Thanks

Jessica



From: "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
To: "Li, Jessica" <jessica.li@vancouver.ca>  
CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
"Collins, Tim" <Tim.Collins@vancouver.ca>  
Date: 1/21/2020 6:17:48 PM  
Subject: RE: Results from Stanley Park RFP Project PS20191554

---

I am committed to trying but my afternoon is booked with meetings.  
I purposely set aside the time on Monday and now Thursday to ensure the 3 evaluators will get the work done this week.  
If Michael, Tim and I cannot complete them in time for the Thursday meeting we can spend the first part of the meeting working on them separately, if that works.

I cannot emphasize enough that we have to complete the evaluations by Thursday. This has been timed to comply with Daisy's direction and with Michael's scheduled time off for a conference. We had identified our desire to getting the responses the day after the rfp closed so we could have more time to evaluate them for this tight timeline.

After the evaluations are done, I can work with you to negotiate and clarify if required. We should be able to loop Michael and Tim in to get their thoughts on minor deviations should they be needed.

I will send you the meeting request in a couple of minutes.

Erica McDonald | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

From: Li, Jessica  
Sent: 21 January 2020 16:44  
To: McDonald, Erica  
Cc: Marousek, Michael  
Subject: RE: Results from Stanley Park RFP Project PS20191554

Hi Erica,

The evaluations are to be completed independently and we can have an evaluation review meeting once completed. We received 2 submissions and I can send them out tomorrow morning. Can the evaluations be completed by end of day tomorrow since we only have 2 submissions?

Can you send me a meeting invite for the evaluation meeting?

What is the reason that we need to award the week after next? We may need time for clarifications, negotiations and approvals.

Thanks,

Jessica

---

From: McDonald, Erica  
Sent: Friday, January 17, 2020 5:02 PM  
To: Li, Jessica  
Subject: RE: Results from Stanley Park RFP Project PS20191554  
Importance: High

Hi Jessica,

I have moved the evaluation meeting to Thursday Jan 23<sup>rd</sup>.  
It has to be undertaken on that date as a key evaluator is not available on that date. We have



to award this arrangement by the following week.

Please ensure that Tim Collins, Michael Marousek and myself receive all the documentation we require by end of day Tuesday so we have a couple of days to review it when we find time in our schedules.

Thank you,

Erica McDonald | Manager, Recreation Services

Hillcrest Centre

604.257.6945

604.379.8611 c

---

**From:** McDonald, Erica

**Sent:** 17 January 2020 10:50

**To:** Li, Jessica

**Subject:** Results from Stanley Park RFP

**Importance:** High

Hi Jessica,

Following up on result from the RFP. The team is set up to review on Monday afternoon so we were hoping to get info today.

This follows the outline I provided back in Dec.

I see you are off until Tuesday. Is someone else going to forward or are you working from home?



Tsleil Waututh Nations



Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and*

**From:** No-Reply@vancouver.ca <no-reply@vancouver.ca>  
**To:** "Michael M." <michael.marousek@vancouver.ca>  
**Date:** 1/22/2020 8:53:13 PM  
**Subject:** Message from "HN359"  
**Attachments:** 20200122195309619.pdf

---

This E-mail was sent from "HN359" (MP C4503).

Scan Date: 01.22.2020 19:53:09 (-0800)  
Queries to: no-reply@vancouver.ca

# EVALUATION SHEET

|                                                                                             |  |                |   |                                                                                                                                                            |
|---------------------------------------------------------------------------------------------|--|----------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PS20191554 - PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT</b>          |  | Excellent      | 5 | ***Please provide evaluator remarks as these are important for debriefs. Evaluator Additional Remarks/Assessment must be provided for any scores at 0 or 5 |
| Evaluation Committee for this section:<br>Erica McDonald<br>Michael Marousek<br>Tim Collins |  | Very Good      | 4 |                                                                                                                                                            |
|                                                                                             |  | Good           | 3 |                                                                                                                                                            |
|                                                                                             |  | Average        | 2 |                                                                                                                                                            |
|                                                                                             |  | Poor           | 1 |                                                                                                                                                            |
|                                                                                             |  | Unsatisfactory | 0 |                                                                                                                                                            |

| Evaluation Criteria                                           |        |                                                                                                                                                                                                                                                                                                                                                                | G&G Tennis | Tennis BC   |
|---------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-------------|
| Category Point                                                | Weight | Criteria                                                                                                                                                                                                                                                                                                                                                       | Remarks    | Score (0-5) |
| 5                                                             |        | UNDERSTANDING OF PROJECT SCOPE                                                                                                                                                                                                                                                                                                                                 |            |             |
|                                                               | 5      | Demonstrated understanding of project requirements - The proponent's comprehension of the project, including our requirements to align with Park Board Strategic Objectives                                                                                                                                                                                    | s.13(1)    |             |
| 20                                                            |        | QUALIFICATIONS                                                                                                                                                                                                                                                                                                                                                 |            |             |
|                                                               | 10     | Company Profile and Experience - The consultant's reputation, qualifications, expertise and ability to provide relevant examples of prior successes. Does the proponent demonstrate substantial expertise to perform the tennis court management services as outlined?                                                                                         | s.13(1)    |             |
|                                                               | 10     | Key Personnel - Qualifications and experience of key personnel and/or sub-consultants assigned to the project based on the submitted resume and relevance to this project. Are there professionals with relevant expertise in tennis court programming, relevant experience in providing sound management/business practices, and professional coaching staff? |            |             |
| 45                                                            |        | METHODOLOGY                                                                                                                                                                                                                                                                                                                                                    |            |             |
|                                                               | 15     | Work Plan - Methodology<br>Did the proponent identify the resources available and dedicated for completing the scope of work and deliverables? How complete and appropriate are the processes and methods described to perform and coordinate the work, control the scope, quality, schedule and costs? Are the projected revenues and costs reasonable?       | s.13(1)    |             |
|                                                               | 15     | Programming and Program Fees - Are the programs offered suitable, inclusive and accessible to a diverse population? Are fees are reasonable and competitive? Is there an adequate operational oversight, safety and risk mitigation plan in place?                                                                                                             |            |             |
|                                                               | 15     | Administrative and Operational Efficiency - Is the level of effort and staffing sufficient to address the project needs across all areas? Is the tennis court booking system appropriate? Is the accounting and reporting system accurate and verifiable by Park Board? Is there a sufficient promotions/marketing/communications plan?                        |            |             |
| 30                                                            |        | FINANCIAL                                                                                                                                                                                                                                                                                                                                                      |            |             |
|                                                               | 30     | Proponent's Financial Offering - Net Revenue to the City/Park Board Any financial deviations in Year 2 and/or Year 3?                                                                                                                                                                                                                                          | s.13(1)    |             |
| Total Cost of Product (Supply Chain to Complete this Section) |        |                                                                                                                                                                                                                                                                                                                                                                |            |             |
| n/a                                                           |        | Proponent's Financial Offering, total cost of ownership                                                                                                                                                                                                                                                                                                        |            |             |
| Yes/No                                                        |        | Deviations & Exceptions on Terms & Conditions                                                                                                                                                                                                                                                                                                                  |            |             |
| Yes/No                                                        |        | Conflicts, Collusion, Lobbying                                                                                                                                                                                                                                                                                                                                 |            |             |
| Yes/No                                                        |        | Insurance                                                                                                                                                                                                                                                                                                                                                      |            |             |
| Yes/No                                                        |        | Proposal Form                                                                                                                                                                                                                                                                                                                                                  |            |             |
| Yes/No                                                        |        | Declaration of Supplier Code of Conduct                                                                                                                                                                                                                                                                                                                        |            |             |
| 100                                                           |        |                                                                                                                                                                                                                                                                                                                                                                |            |             |

\*\*\*Evaluator General Remarks/Assessment

s.13(1)

- Note:
1. Evaluation must be done impartial without any bias
  2. Evaluators are not to discuss the evaluation or any issues of the RFP with any of the Proponents
  3. Each evaluator will do the evaluation individually and will not share the scoring with another evaluator
  4. Comments will need to be provided if an evaluation item is given a score of 0 or 5.
  5. The evaluators will need to enter their names, sign and date each evaluation sheet

Evaluated by: MICHAEL MAROUSEK Signature: [Signature]

Date: City of Vancouver - FOI 2021-120 - Page 231 of 874

From: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

To: "Li, Jessica" <jessica.li@vancouver.ca>

Date: 1/23/2020 9:13:25 AM

Subject: My Evaluation

Attachments: PS20191554 - Evaluation form E. McDonald.xlsx

---

Jessica,

I will not have time to get my comments in by your deadline.

Here are my scores

I will work on those after my morning meeting.



Tsleil Waututh Nations



Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and*



|                                                                                                                                                                                                                   |                |   |                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>PS20191554 - PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT</b><br><br><b>Evaluation Committee for this section:</b><br><b>Erica McDonald</b><br><b>Michael Marousek</b><br><b>Tim Collins</b> | Excellent      | 5 | <b>***Please provide evaluator remarks as these are important for debriefs. Evaluator Additional Remarks/Assessment must be provided for any scores at 0 or 5</b> |
|                                                                                                                                                                                                                   | Very Good      | 4 |                                                                                                                                                                   |
|                                                                                                                                                                                                                   | Good           | 3 |                                                                                                                                                                   |
|                                                                                                                                                                                                                   | Average        | 2 |                                                                                                                                                                   |
|                                                                                                                                                                                                                   | Poor           | 1 |                                                                                                                                                                   |
|                                                                                                                                                                                                                   | Unsatisfactory | 0 |                                                                                                                                                                   |

| Evaluation Criteria |                                                                      |                                                                                                                                                                                                                                                                                                                                                                | G&G Tennis        |             | Tennis BC         |             |
|---------------------|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|-------------|-------------------|-------------|
|                     |                                                                      |                                                                                                                                                                                                                                                                                                                                                                | Remarks           | Score (0-5) | Remarks           | Score (0-5) |
| Category Point      | Weight                                                               | Criteria                                                                                                                                                                                                                                                                                                                                                       | Evaluator Remarks |             | Evaluator Remarks |             |
| <b>5</b>            | <b>UNDERSTANDING OF PROJECT SCOPE</b>                                |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 5                                                                    | Demonstrated understanding of project requirements - The proponent's comprehension of the project, including our requirements to align with Park Board Strategic Objectives                                                                                                                                                                                    |                   | s.13(1)     |                   | s.13(1)     |
| <b>20</b>           | <b>QUALIFICATIONS</b>                                                |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 10                                                                   | Company Profile and Experience - The consultant's reputation, qualifications, expertise and ability to provide relevant examples of prior successes. Does the proponent demonstrate substantial expertise to perform the tennis court management services as outlined?                                                                                         |                   | s.13(1)     |                   | s.13(1)     |
|                     | 10                                                                   | Key Personnel - Qualifications and experience of key personnel and/or sub-consultants assigned to the project based on the submitted resume and relevance to this project. Are there professionals with relevant expertise in tennis court programming, relevant experience in providing sound management/business practices, and professional coaching staff? |                   | s.13(1)     |                   | s.13(1)     |
| <b>45</b>           | <b>METHODOLOGY</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 15                                                                   | Work Plan - Methodology<br>Did the proponent identify the resources available and dedicated for completing the scope of work and deliverables? How complete and appropriate are the processes and methods described to perform and coordinate the work, control the scope, quality, schedule and costs? Are the projected revenues and costs reasonable?       |                   | s.13(1)     |                   | s.13(1)     |
|                     | 15                                                                   | Programming and Program Fees - Are the programs offered suitable, inclusive and accessible to a diverse population? Are fees are reasonable and competitive? Is there an adequate operational oversight, safety and risk mitigation plan in place?                                                                                                             |                   | s.13(1)     |                   | s.13(1)     |
|                     | 15                                                                   | Administrative and Operational Efficiency - Is the level of effort and staffing sufficient to address the project needs across all areas? Is the tennis court booking system appropriate? Is the accounting and reporting system accurate and verifiable by Park Board? Is there a sufficient promotions/marketing/communications plan?                        |                   | s.13(1)     |                   | s.13(1)     |
| <b>30</b>           | <b>FINANCIAL</b>                                                     |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | 30                                                                   | Proponent's Financial Offering - Net Revenue to the City/Park Board<br>Any financial deviations in Year 2 and/or Year 3?                                                                                                                                                                                                                                       |                   | s.13(1)     |                   | s.13(1)     |
|                     | <b>Total Cost of Product (Supply Chain to Complete this Section)</b> |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |
|                     | n/a                                                                  | Proponents Financial Offering, total cost of ownership                                                                                                                                                                                                                                                                                                         |                   |             |                   |             |
|                     | Yes/No                                                               | Deviations & Exceptions on Terms & Conditions                                                                                                                                                                                                                                                                                                                  |                   |             |                   |             |
|                     | Yes/No                                                               | Conflicts, Collusion, Lobbying                                                                                                                                                                                                                                                                                                                                 |                   |             |                   |             |
|                     | Yes/No                                                               | Insurance                                                                                                                                                                                                                                                                                                                                                      |                   |             |                   |             |
|                     | Yes/No                                                               | Proposal Form                                                                                                                                                                                                                                                                                                                                                  |                   |             |                   |             |
|                     | Yes/No                                                               | Declaration of Supplier Code of Conduct                                                                                                                                                                                                                                                                                                                        |                   |             |                   |             |
| <b>100</b>          |                                                                      |                                                                                                                                                                                                                                                                                                                                                                |                   |             |                   |             |

\*\*\*Evaluator General Remarks/Assessment



- Note:**
1. Evaluation must be done impartial without any bias
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  4. Comments will need to be provided if an evaluation item is given a score of 0 or 5.
  5. The evaluators will need to enter their names, sign and date each evaluation sheet

Evaluated by:

Signature:

Date:

From: "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
To: "Li, Jessica" <jessica.li@vancouver.ca>  
"Collins, Tim" <Tim.Collins@vancouver.ca>  
"Marousek, Michael" <Michael.Marousek@vancouver.ca>  
Date: 1/23/2020 4:34:17 PM  
Subject: Stanley Park TC RFP Interview

---

I propose the following items be discussed with the leading proponent at the meeting that Jessica is working to set up.

Please provide your comments ASAP. Please note I am asking some questions below – feel free to advise or weigh in.

s.13(1)

1. s.13(1)

2.

3.

4.

5.

6.

7.





Tsleil Waututh Nations



Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

*I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and*

**From:** "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
**To:** "Chin, Daisy" <daisy.chin@vancouver.ca>  
**Date:** 1/31/2020 11:52:44 AM  
**Subject:** Re: [EXTERNAL] Re: Vancouver Tennis Association - RFP PS20191554 - Provision of Services for Stanley Park Tennis Court Management

---

Thanx for this clarification.  
I will draft something for you next week.  
Cheryl was busy yesterday so I did not speak to her on timing.

I will send her an email to ask for an example (again) and to inquire on timing.

Erica McDonald  
Sent from my iPhone

On Jan 28, 2020, at 6:17 PM, Chin, Daisy <daisy.chin@vancouver.ca> wrote:

Yes, one memo to advise Cmrs of the RFP outcome and added details on the transition of a new proponent in delivering Tennis services

---

**From:** McDonald, Erica  
**Sent:** Tuesday, January 28, 2020 5:32 PM  
**To:** Chin, Daisy  
**Subject:** FW: [EXTERNAL] Re: Vancouver Tennis Association - RFP PS20191554 - Provision of Services for Stanley Park Tennis Court Management

I don't know the system but I was under the impression that we have to advise the Commissioners of the outcome of every RFP process? I think Cheryl said it would be in the form of a memo?  
What you and I chatted about is adding additional notes to share what we plan to do help transition the year- to prepare everyone for potential negative community reaction.  
Am I on the right path?

**Erica McDonald** | Manager, Recreation Services  
Hillcrest Centre  
604.257.6945  
604.379.8611 c

---

**From:** Chan, Cheryl  
**Sent:** 28 January 2020 15:34  
**To:** McDonald, Erica; Chin, Daisy  
**Cc:** Sangalang, Ellen  
**Subject:** RE: [EXTERNAL] Re: Vancouver Tennis Association - RFP PS20191554 - Provision of Services for Stanley Park Tennis Court Management  
Daisy & I had discussed giving a heads-up to the Commissioners on the outcome of the RFP process since there were many advocates of the historical proponents reaching out directly to them.

Thanks,  
c.

~~~~~  
Cheryl Chan
Office of the General Manager
Vancouver Park Board

t: 604.257.8451 m: 604.313.0629
e: Cheryl.Chan@vancouver.ca

From: McDonald, Erica

Sent: Tuesday, January 28, 2020 1:49 PM

To: Chan, Cheryl; Chin, Daisy

Cc: Sangalang, Ellen

Subject: RE: [EXTERNAL] Re: Vancouver Tennis Association - RFP PS20191554 - Provision of Services for Stanley Park Tennis Court Management

Hi Cheryl,

We are responding back to the VTA through Jessica Li FYI
I will forward a copy to you and Daisy.

I am unclear how to respond to your query about an *update* memo is this the same as a memo to advise of the RFP process and its conclusion/award? Or were you thinking about something else?

Erica McDonald | Manager, Recreation Services

Hillcrest Centre

604.257.6945

604.379.8611 c

From: Chan, Cheryl

Sent: 28 January 2020 09:03

To: Chin, Daisy; McDonald, Erica

Cc: Sangalang, Ellen

Subject: Fwd: [EXTERNAL] Re: Vancouver Tennis Association - RFP PS20191554 - Provision of Services for Stanley Park Tennis Court Management

Hi Daisy/Erica,

See below to Commissioners... I understand an update memo to the Board is coming?

Thanks,

c.

~~~~~

**Cheryl Chan** | *she, her, hers*

Manager, Executive Office & Board Relations

Office of the General Manager

Vancouver Park Board

2099 Beach Avenue

Vancouver, BC V6G 1Z4

t: 604.257.8451 m: 604.313.0629

e: [Cheryl.Chan@vancouver.ca](mailto:Cheryl.Chan@vancouver.ca)

*I respectfully acknowledge that I live, work and play in the traditional territories of the xʷməθkʷəy̓əm (Musqueam), skwxwú7mesh (Squamish), and selilwitulh (Tsleil-Waututh) Coast Salish peoples.*

Begin forwarded message:

**From:** Jeffrey Hernaez [s.22\(1\)](#)

**Date:** January 27, 2020 at 9:07:27 PM PST

**To:** "Li, Jessica" <[jessica.li@vancouver.ca](mailto:jessica.li@vancouver.ca)>

**Cc:** PB Commissioners <[PBCommissioners@vancouver.ca](mailto:PBCommissioners@vancouver.ca)>, "Dumont, Camil"

<[Camil.Dumont@vancouver.ca](mailto:Camil.Dumont@vancouver.ca)>, "Demers, Dave" <[Dave.Demers@vancouver.ca](mailto:Dave.Demers@vancouver.ca)>, "Giesbrecht,

Gwen" <[Gwen.Giesbrecht@vancouver.ca](mailto:Gwen.Giesbrecht@vancouver.ca)>, "Barker, Tricia" <[Tricia.Barker@vancouver.ca](mailto:Tricia.Barker@vancouver.ca)>,

"Coupar, John" <[John.Coupar@vancouver.ca](mailto:John.Coupar@vancouver.ca)>, "Irwin, John" <[John.Irwin@vancouver.ca](mailto:John.Irwin@vancouver.ca)>,

"Mackinnon, Stuart" <[Stuart.Mackinnon@vancouver.ca](mailto:Stuart.Mackinnon@vancouver.ca)>

**Subject:** [EXTERNAL] Re: Vancouver Tennis Association - RFP PS20191554 - Provision of Services for Stanley Park Tennis Court Management

Bello,

I would like to follow up on our correspondence below and attached.

Best Regards,

Vancouver Tennis Association  
Board of Directors

---

Jeffrey Hernaez

C: s.22(1)

s.22(1)

On Jan 17, 2020, at 8:54 AM, Jeffrey Hernaez s.22(1) wrote:  
Good Morning,

Please find our correspondence attached.

Best Regards,

Vancouver Tennis Association  
Board of Directors

---

Jeffrey Hernaez

C: s.22(1)

s.22(1)

From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

Date: 5/5/2020 4:02:00 PM

Subject: Urgent - Concurrence for PS20191554 – Provision of Services for Stanley Park  
Tennis Court Management

Attachments: PS20191554 - CAS.docx

---

Hi Erica,

Please see Contract Approval Summary attached for RFP PS20191554 – Provision of Services for Stanley Park Tennis Court Management. If you concur, please state your concurrence and FORWARD the email and attachment to Daisy Chin for further concurrences in the following order:

- Erica McDonald to Daisy Chin
- Daisy Chin to Steve Jackson
- Steve Jackson to Susan Jing Su

Thank you,

Jessica



## 1. RECOMMENDATION

Recommendation to enter into a contract in relation to RFP – PS #20191554 - Provision of Services for Stanley Park Tennis Court Management with Tennis British Columbia. The recommended term of the contract is 3 years, with the option to extend for 2 additional 1-year terms. The estimated net revenue from this contract is s.17(1), plus any applicable taxes, for the initial 3-year term.

## 2. BACKGROUND

The Vancouver Park Board requires services for the management of Stanley Park tennis courts # 1-6, which are operated as pay courts during the tennis season, generally from late Spring through Summer. (The remaining Courts 7-17 are free for use year round on a first-come, first-served basis). The Park Board seeks to partner with an organization with sound business practices, whose values and operations are aligned with the Park Board Mission, Vision and Strategic Objectives. The Park Board prefers to work with a non-profit or not-for-profit organization but will consider applications from all types of organizations.

Scope of work includes, but is not limited to:

1. Management of tennis courts
  - a. Tennis court bookings
  - b. Tournament bookings
  - c. Tennis lessons
2. Promotions/Marketing/Communications
3. Administration and other requirements

## 3. FINANCIAL SECTION

Estimated proposed revenues from G & G and Tennis BC for the total 3 year term are relatively equal:

- G & G Tennis Services - s.17(1)
- Tennis British Columbia - s.17(1)

However, the growth curve for Tennis BC is higher, as Tennis BC offers more diversity of programs to more people, and thus provides a higher potential financial return to the Park Board for the following reasons.

- As Tennis BC will be launching their program newly this year, their estimated revenues for Year 1 are conservative as the amount of programs offered will be on a limited scale.
- As Tennis BC programs are established and expanded after the initial learning curve, gross revenues are expected to increase, and that is directly correlated to revenue sharing to Park Board

Park Board and SCM met with the highest scoring proponent, Tennis BC, to clarify requirements and to negotiate a fee structure that is streamlined and minimizes risk to the Park Board, through a guarantee base payment to Park Board, while sharing in revenue as the program grows.

| 3 YEAR ESTIMATED REVENUE TO PARK BOARD<br>FEE STRUCTURE (Greater of guaranteed base rent or % of gross revenue): |            |                 |                                        |                           |
|------------------------------------------------------------------------------------------------------------------|------------|-----------------|----------------------------------------|---------------------------|
| TENNIS BC - Net Revenue to Park Board:                                                                           |            |                 |                                        |                           |
| TENNIS BC                                                                                                        | BASE RENT: | % GROSS REVENUE | GROSS REVENUE SHARING TO PARK BOARD \$ | NET REVENUE TO PARK BOARD |
| Year 1 - 2020                                                                                                    | \$ s.17(1) | n/a             | n/a                                    | \$ s.17(1)                |
| Year 2 - 2021                                                                                                    | \$ s.17(1) | 13%             | \$ s.17(1)                             | \$ s.17(1)                |
| Year 3 - 2022                                                                                                    | \$ s.17(1) | 15%             | \$ s.17(1)                             | \$ s.17(1)                |
| Total                                                                                                            |            |                 |                                        | \$ s.17(1)                |

#### 4. PROCUREMENT SUMMARY

|                          |                                                                                         |               |
|--------------------------|-----------------------------------------------------------------------------------------|---------------|
| Date of Issuance of RFP: | December 6, 2019                                                                        |               |
| Notices Sent:            | Supply Chain Management (SCM) posted an RFP publicly, and sent notices to 3 Proponents. |               |
| Closing Date:            | January 14, 2020                                                                        |               |
| Responses Received:      | <u>Vendor Name:</u>                                                                     | <u>Price:</u> |
|                          | G & G Tennis Services                                                                   | s.17(1)       |
|                          | Tennis British Columbia                                                                 | s.17(1)       |
| Departments:             | Supply Chain Management (SCM); and Park Board, with the assistance of Legal Services.   |               |
| Compliance Checks:       | Insurance, WCB, Internet Search                                                         |               |

#### 5. EVALUATION SUMMARY

This recommendation is based on an evaluation process that reviewed and evaluated technical and financial aspects of the Proponents proposals. The technical aspects were reviewed and evaluated by Park Board. The financial and sustainability aspects were reviewed and evaluated by Supply Chain Management. The proposals submitted by the Proponents were all in compliance with the City's submission requirements.

Evaluators (Technical):

Erica McDonald – City-wide Recreation, Park Board

Michael Marousek – City-wide Recreation, Park Board

Tim Collins – Commercial Operations, Park Board

Submissions were evaluated based on project understanding, company profile and experience, key personnel, work plan, programming, administrative and operational efficiency and financial offer.

The table below summarized the evaluation team's scores for each evaluation criteria by vendor.

| Evaluation Criteria    | Weighting % | G & G Tennis Services Score | Tennis BC Score |
|------------------------|-------------|-----------------------------|-----------------|
| Technical Requirements | 70          | s.13(1), s.17(1)            |                 |
| Financial              | 30          |                             |                 |
| TOTAL                  | 100         |                             |                 |

Tennis BC best demonstrated the ability to fully meet requirements and is the recommended vendor. Tennis BC along with its team members has a broad range of experiences and is the official Provincial Sports Organization for tennis in the province. They currently provide thousands of hours of community outreach tennis programs, leagues, tournaments, coaching certification, officiating, fundraising and support throughout the province, and have partnerships with the Government of BC, Tennis Canada, Tennis BC Member Clubs, and a variety of sponsors, partners, municipalities and other organizations to deliver a broad range of services to tennis players around the province.

Although G & G Tennis has the capability and experience to provide tennis court management services at Stanley Park, Tennis BC scored higher in the areas of project understanding, key personnel, programming, and administrative and operational efficiency. These areas are highlighted below:

- Tennis BC has outlined strategies to offer 100% of the diversity programs that the Park Board is committed to providing, that promotes diversity, access and inclusion, and accommodates current and new players of all levels, aspirations and ages, including to the following groups:

- Women, including low-income single moms
  - Seniors
  - Kids
  - Indigenous Peoples
  - Ethno-Cultural, newcomer, Immigrants
  - LGBTQ+
  - Gender Neutral
  - People with Disabilities (eg Wheelchair Tennis, Blind Tennis)
  - Other – Player Development such as inter-provincial team competitions
  - Subsidies available to low-income participants
- Tennis BC has an integrated partnership with Tennis Canada allowing access to all their resources including safe sport and code of conduct policies, funding, coaching development, facilities, officiating, technologies and marketing
  - Tennis BC technology platform will allow for online booking, payments, tracking and accounting with reporting that is clear and transparent
    - Will use ClubSpark software, also used by Tennis Canada, USTA, All England Club and Australian Tennis Association
    - Tennis BC staff to provide support
    - Audited statements to be completed by independent auditor
    - On site sign up permitted through credit card or debit card, no cash to minimize risk
    - Court bookings and schedules available 24/7
  - Operational oversight and risk management is well articulated
    - Tennis BC will create a new role to oversee public tennis operations
    - All staff trained and certified in Tennis Canada and Tennis BC's Safesport
    - Tennis BC staff onsite to support the professionals
    - Organization chart provided includes 6 key personnel including Tennis BC CEO, Director of Player Development, Director of Community Development, Director of Marketing and Communications, Director of Tennis BC Membership and PlayTBC, Director of Facility Development
    - Complete site specific Emergency Response Plan provided – Includes list of Identified potential emergency situations, provides emergency phone numbers and contacts map of designated safe areas
    - Submitted Tennis BC Policies and Procedures for Respectful Workplace – Includes topics of Bullying and Harassment, Unlawful Discrimination, Reporting and Investigating, Responses to Complaints, Confidentiality, Follow-up and Corrective or Disciplinary Action, and other items
  - Dedicated marketing professional to oversee marketing and promotions
    - Wide network of digital platforms provided including Instagram, Facebook, Twitter, MailChimp, Flickr, Websites including Tennis BC and Stanley Park Open, radio, brochures, posters, etc,

The proposal from G & G Tennis offers a similar approach and range of programs to that which was provided in previous years, and less fully addresses the specific requirements of this RFP:

- a manual booking system while implementing a new online system, however no details were provided of the online system; they also mentioned booking through the Roundhouse Community Centre
- Cash payments are to be made on site and bookings will take place one week in advance; e-transfers as another form of payment
- the booking system is less transparent and less accessible; the accounting and reporting system is lacking and not verifiable – Less real-time tracking, and cash payments pose a greater risk
- There is less diversity of programs offered, such as to specific groups including children and Indigenous Peoples, programming was not well described
- Information and background provided of the two key personnel, but no details provided of their other staff
- Their proposal lacked specific details in several areas including:
  - Marketing - Does not have a promotions/marketing/communications plan (mentions website and additional promotional materials)

- Basic first aid to be stored on site – Safety plan was not detailed
- Code of conduct – Not detailed
- Safety and risk mitigation plan is not adequate

It is hereby recommended that Tennis BC is awarded the contract for Stanley Park Tennis Court Management based on best value meeting requirements.

## 6. SUSTAINABLE & ETHICAL PROCUREMENT

N/A

## 7. RISKS

| Risk           | H/M/L | Prevention / Mitigation Plan                                                                |
|----------------|-------|---------------------------------------------------------------------------------------------|
| Financial      | Low   | Park Board is paid a guaranteed base fee plus percentage of revenue.                        |
| Covid-19       | Low   | Programs are to meet the BC Health guidelines prior to commencing                           |
| PCI Compliance | Low   | PCI Attestation of Compliance has been submitted and filed with COV PCI Compliance Officer. |

## 8. CHANGE ORDERS

Any changes to either the project scope or to the value of the contract must be documented in a Contemplated Change Notice (CCN), and follow the City of Vancouver standard change order process.

## 9. CONTRACT MANAGEMENT

The contract will be managed by Park Board. Any issues with contractor performance are to be forwarded to Supply Chain Management for review and remedy as necessary.

| Contract Management                                                                                                        | Person/Team Responsible | Frequency                       |
|----------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------|
| Financials (e.g. Review costs, revenues, fees, etc)                                                                        | Park Board              | At the end of the Tennis Season |
| Administration (e.g. start & end dates, compliance, programs offered, customers served, etc.)                              | Park Board              | At the end of the Tennis Season |
| A cheque will be issued from Tennis BC to the Park Board once per year within 60 days from the close of the tennis season. | Park Board              | At the end of the Tennis Season |

## **10. LEGAL**

The solicitation document used for the RFP, including the form of agreement included therein, was based on a template prepared by Legal Services, as required by the City's Procurement Policy ADMIN-008.

Contract Type: Tennis Courts Use Agreement, drafted by Legal Services



From: s.22(1)  
To: "McDonald, Erica" <Erica.McDonald@vancouver.ca>  
CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
"Li, Jessica" <jessica.li@vancouver.ca>  
"PB Commissioners" <PBCommissioners@vancouver.ca>  
Date: 5/6/2020 4:07:12 PM  
Subject: [EXT] Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

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**City of Vancouver security warning:** Do not click on links or open attachments unless you were expecting the email and know the content is safe.

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Thank you for this reply and I look forward to hearing from Ms. Li in answer to my questions regarding the RFP.

I expect by now you have seen the petition that was organized by another member of the community six days ago, which is currently at over 1150 signatures. Given this level of public concern, will the Board be putting this issue on the May 11th board or committee agenda with the option for public speakers?

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Sincerely,

s.22(1)

On May 6, 2020, at 8:57 AM, McDonald, Erica <Erica.McDonald@vancouver.ca> wrote:

\u-257 ?

Hello s.22(1),

Thank you for your recent correspondence regarding the Stanley Park Court Management RFP procurement process.

I am forwarding your inquiries to Jessica Li, our procurement specialist who is overseeing this process.



Jessica will review and investigate your questions and provide a response.

Thank you and stay safe!

Erica McDonald | Manager Recreation Services  
t. 604.257.6945 | c. 604.379.8611

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<image001.jpg>

[facebook.com]

<image002.jpg>

[twitter.com]

**From:** s.22(1)

**Sent:** Friday, May 1, 2020 8:17 AM

**To:** McDonald, Erica; Marousek, Michael

**Cc:** PB Commissioners

**Subject:** [EXT] Re: Stanley Park Tennis Courts RFP Process

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---

Ms. McDonald,

You may wish to know that Tennis BC has [posted that one of their Hubs@TBD \[clubspark.ca\]](#) will be located at the Stanley Park tennis courts, which are the subject of the Parks Board's as yet uncompleted RFP process. I say uncompleted because I assume that if the process were completed, all the applicants would have been notified and in the interests of transparency, by now you would have responded to the first question in my email below dated April 20th. Neither of those things has happened.

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I look forward to the Parks Board's demonstration of transparency and accountability in your management of public resources.

Sincerely,

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I have been checking the Parks Board and committee minutes and there is no mention of this RFP or



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Thank you for your attention to this matter. I appreciate this is not a priority at the moment but I want to assure you that I will be both reasonably patient and quite persistent in seeking answers to my questions.

Sincerely,

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Dear s.22(1)

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Since the last public procurement process occurred over ten years ago, it was important that ensure that future operations of the tennis courts be reviewed and that it be done in an open, transparent, and competitive manner. As such, an RFP was issued for the 2020-2022 tennis seasons. In addition to requiring that the successful proponent continue to provide lessons, organize tournaments, and permit the courts, the new RFP clarified current expectations around risk management, equity, inclusion, access, accommodation of special events, and other considerations.

Please be assured that the decision to proceed with an RFP was not a reflection on the suitability of the current operator or programming but it is focused on eliciting proposals and operators for future programming that best align with Park Board and City of Vancouver policies and priorities.

We have been diligently advancing the RFP process and are hopeful that it will be concluded shortly, but unfortunately we are unable to confirm the date the contract will be awarded on.

For any further inquiries or comments related to the Stanley Park Tennis Court Program please contact Michael Marousek, Supervisor Sport and Wellness, at 604-257-6963 or [Michael.marousek@vancouver.ca](mailto:Michael.marousek@vancouver.ca).

Sincerely,

<image003.png>

Erica McDonald | Manager Recreation Services

*My pronoun is: she/her/hers*

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4  
t. 604.257.6945 | c. 604.379.8611

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<image001.jpg>

[facebook.com]

<image002.jpg>

[twitter.com]



From: s.22(1)  
To: "Park Board Meetings" <pbmeetings@vancouver.ca>  
CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>  
"Li, Jessica" <jessica.li@vancouver.ca>  
"PB Commissioners" <PBCommissioners@vancouver.ca>  
"McDonald, Erica" <Erica.McDonald@vancouver.ca>  
Date: 5/6/2020 8:26:11 PM  
Subject: Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

---

Ms. Chan,

Thank you for your email. While its not my petition and I was advised that it was sent to the Commissioners on Monday, I can provide [this public link \[change.org\]](#) to it for your convenience.

It seems to me that TBC's three year plan for transformation of public tennis in Vancouver is in the works and there has been no public consultation in general and absolutely no transparency in the recent RFP process. Given the community reaction to what seems to be happening and the near total lack of communication by the Parks Board on the future of public tennis in the city, I encourage the board to suspend this RFP process in order to meaningfully engage with the community to hear what citizens want, and demonstrate transparency and accountability for its decisions.

Sincerely,

s.22(1)

On Wed, May 6, 2020 at 5:52 PM Park Board Meetings <pbmeetings@vancouver.ca> wrote:  
Hello s.22(1)

I am writing in response to your enquiry about the Park Board [Committee and Regular Board meeting agendas for May 11](#). Please note that the agendas for those meetings were posted on the [Park Board meeting website](#) on Monday, May 4. As tennis is not a topic for discussion at either meeting, there is no opportunity for public speakers at this time. That said, your concerns have been shared with Commissioners and we will also ensure the petition you mentioned is shared once it is received.

With respect to your questions around the RFP process, as Erica has noted below, Jessica Li will investigate and provide a response.

Regards,

Cheryl

~~~~~

Cheryl Chan

Office of the General Manager

Vancouver Park Board

2099 Beach Avenue

Vancouver, BC V6G 1Z4

t: 604.257.8158

pbmeetings@vancouver.ca

From: s.22(1)

Sent: Wednesday, May 06, 2020 4:07 PM

To: McDonald, Erica

Cc: Marousek, Michael; Li, Jessica; PB Commissioners

Subject: Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

Thank you for this reply and I look forward to hearing from Ms. Li in answer to my questions regarding the RFP.

I expect by now you have seen the petition that was organized by another member of the community six days ago, which is currently at over 1150 signatures. Given this level of public concern, will the Board be putting this issue on the May 11th board or committee agenda with the option for public speakers?

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Thank you and stay safe!

Erica McDonald | Manager Recreation Services

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<image001.jpg>

[[facebook.com](#)]

<image002.jpg>

[[twitter.com](#)]

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Sent: Friday, May 1, 2020 8:17 AM

To: McDonald, Erica; Marousek, Michael

Cc: PB Commissioners

Subject: [EXT] Re: Stanley Park Tennis Courts RFP Process

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Ms. McDonald,

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For any further inquiries or comments related to the Stanley Park Tennis Court Program please contact Michael Marousek, Supervisor Sport and Wellness, at 604-257-6963 or Michael.marousek@vancouver.ca.

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<image003.png>

Erica McDonald | Manager Recreation Services

My pronoun is: she/her/hers

Vancouver Board of Parks and Recreation

Hillcrest Centre

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t. 604.257.6945 | c. 604.379.8611

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<image001.jpg>

[\[facebook.com\]](https://www.facebook.com)

<image002.jpg>

[twitter.com]

From: "McDonald, Erica" <Erica.McDonald@vancouver.ca>

To: "Chin, Daisy" <daisy.chin@vancouver.ca>

CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>

Date: 5/6/2020 7:10:33 PM

Subject: Correspondance re Stanley Park TC Mgmt RFP

Attachments: Re_ [EXT] Re_ Stanley Park Tennis Courts RFP Process.msg

RE_ [EXT] Re_ [EXT] Re_ Stanley Park Tennis Courts RFP Process.msg

Hi Daisy,

I feel that this the right time to share the most recent round of correspondence received from a community member regarding concerns and conclusions he has drawn from the recent Stanley Park Court Management RFP process.

s.22(1) is not a participant in the procurement process and as such, many of his questions cannot be answered due to confidentiality. Jessica Li, our buyer, has responded to him with this information. However her response does not address his accusations of improper actions being taken by the Park Board in this matter.

As you and I both know, our participation in this process has been above board, following the City's procurement policy. s.22(1) perceptions and musings of bias and impropriety are incorrect and defamatory in nature. Since he has been copying our Park Board Commissioners on this speculative and incorrect interpretation of what has transpired, I am concerned he is leaving them with an incorrect impression of our work. I also just became aware of an FOI request this afternoon that is seeking to gain information related to this matter.

I know you are extremely busy but I would appreciate if we could work together to formulate a response to s.22(1) in the very near future?

I will forward you the email the park board just sent in response to s.22(1) email from today next.



Erica McDonald | Manager Recreation Services

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mllll

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To: "McDonald, Erica" <Erica.McDonald@vancouver.ca>
CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>
"Li, Jessica" <jessica.li@vancouver.ca>
"PB Commissioners" <PBCommissioners@vancouver.ca>
Date: 5/6/2020 4:07:12 PM
Subject: Re: [EXT] Re: Stanley Park Tennis Courts RFP Process

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Sincerely,

<image003.png>

Erica McDonald | Manager Recreation Services

My pronoun is: she/her/hers

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

From: "Nayeri, Ali" <Ali.Nayeri@vancouver.ca>
To: "Marousek, Michael" <Michael.Marousek@vancouver.ca>
Date: 1/23/2020 4:51:04 PM
Subject: RE: Stanley Park Paid Tennis Courts (1-6)

Hi Michael,

We don't have the full budget for those courts in our capital funding since we had only budgeted for the free courts and the courts at QE.

I had talked to Tiina about these courts last summer and given that they are still in pretty good condition, she felt it did not make sense to invest the limited funds into resurfacing them at this point. However, if external funds are available (e.g. Tennis BC), then we would be willing to cost share. The total cost for those courts were \$60k and Tiina was willing to contribute \$20-\$25k if the rest would come from Tennis BC. I think Erica was going to follow-up with Tennis BC.

Best regards,
Ali

From: Marousek, Michael
Sent: Thursday, January 23, 2020 3:37 PM
To: Nayeri, Ali
Subject: Stanley Park Paid Tennis Courts (1-6)

Hi Ali,

We are in the process of interviewing RFP proponents re: management of SP Tennis Courts.
Could you please share with me your plan for resurfacing the paid tennis courts (1-6) so we can answer any related questions?
Is there a plan (budget) to resurface the courts in 2020 or 2021?

Thank you,



Michael Marousek | Sport & Wellness Supervisor
My pronoun is: he/him/his
Vancouver Board of Parks and Recreation
Hillcrest Centre - Recreation Office
4575 Clancy Loranger Way
t. 604.257.6963 | c. 604.404.1327

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From: "McDonald, Erica" <Erica.McDonald@vancouver.ca>
To: "Li, Jessica" <jessica.li@vancouver.ca>
CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>
"Chin, Daisy" <daisy.chin@vancouver.ca>
Date: 2/6/2020 11:49:54 AM
Subject: RE: Informing the Unsuccessful Proponent

Jessica, we are responding by advising that we are in the evaluation phase.

Can you confirm the next few steps in this process so I am clear what has to happen in sequence? I need to fully prepare our Board for further inquiries, comments from the community.

Erica McDonald | Manager Recreation Services
t. 604.257.6945 | c. 604.379.8611

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From: Li, Jessica
Sent: Thursday, February 6, 2020 10:46 AM
To: McDonald, Erica
Cc: Marousek, Michael; Chin, Daisy
Subject: RE: Informing the Unsuccessful Proponent

Hi Erica,

What kind of calls are coming in? We can only say we are still at the evaluation stage. Please keep it plain and only say this much if people are inquiring.

We need to keep a clean process if we get any FOI inquiries. I guess public pressure is to be expected but this is our process, and we need to go through the right steps.

I will contact Bruce Quayle to see where he is with the draft of the contract.

Thanks,

Jessica

From: McDonald, Erica
Sent: Thursday, February 06, 2020 10:19 AM
To: Li, Jessica
Cc: Marousek, Michael; Chin, Daisy
Subject: RE: Informing the Unsuccessful Proponent

Hi Jessica,

I haven't heard back from you on this request.

And

I need your assistance with the messaging to share with the Park Board.

Please provide me with wording that I can use in a memo I am preparing for the Park Board to inform them of our decision.

We need to share this info with the Park Board in the next week or so.

In the last few days, Michael has been responding to multiple emails from Gord and Gayle's clients – they all identify that Tennis BC is rumoured to take over the Stanley Park courts and they have all expressed their displeasure at that possibility. If not communicated properly to the Park Board, this has the potential to become a challenging experience for all of us.

Erica McDonald | Manager Recreation Services



From: McDonald, Erica
Sent: Thursday, January 30, 2020 9:21 PM
To: Li, Jessica
Subject: Informing the Unsuccessful Proponent

Hi Jessica

Please make sure that you give me a heads up when you plan to inform G&G.
I will be following up with them to let them know that I am available should they wish to speak and also to assure them that their clients can work with the successful proponent.



Erica McDonald | Manager Recreation Services

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CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>
"Chin, Daisy" <daisy.chin@vancouver.ca>
Date: 2/6/2020 11:18:54 AM
Subject: RE: Informing the Unsuccessful Proponent

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Hi Jessica

Please make sure that you give me a heads up when you plan to inform G&G.

I will be following up with them to let them know that I am available should they wish to speak and also to assure them that their clients can work with the successful proponent.



Erica McDonald | Manager Recreation Services

My pronoun is: she/her/hers

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: "Li, Jessica" <jessica.li@vancouver.ca>
To: "McDonald, Erica" <Erica.McDonald@vancouver.ca>
CC: "Marousek, Michael" <Michael.Marousek@vancouver.ca>
"Collins, Tim" <Tim.Collins@vancouver.ca>
Date: 2/12/2020 2:28:37 PM
Subject: RE: Draft Agreement from Legal

I haven't heard from Legal today.

Please update Daisy and Malcolm that we are at the evaluation stage as per our standard process. As this is high profile and sensitive, we need to have our fair process well documented so we avoid challenges after the fact and especially if we get FOI requests. We need to be able to respond to various questions and to be able to clearly back up how we arrive at our decision.

Jessica

From: McDonald, Erica
Sent: Wednesday, February 12, 2020 1:19 PM
To: Li, Jessica
Cc: Marousek, Michael; Collins, Tim
Subject: Draft Agreement from Legal

Hi Jessica,
Has this document arrived yet? you mentioned that legal will send it today.
If it hasn't, can you inquire on its status? Daisy and Malcolm are fielding Commissioner inquiries now as a result of community correspondence.
I would like to provide an update back to Daisy.



Erica McDonald | Manager Recreation Services
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t. 604.257.6945 | c. 604.379.8611

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From: "McDonald, Erica" <Erica.McDonald@vancouver.ca>

To: "Marousek, Michael" <Michael.Marousek@vancouver.ca>

Date: 10/23/2019 12:22:54 PM

Subject: SP Tennis RFEOI v2

Attachments: SP Tennis RFEOI v2.docx

Here is my redraft of your initial document.

It would be ideal if we could meet on this soon as Sev is waiting.

Plus I will want to meet with Sev to explain the direction and get some feedback.

It might be too complicated for an RFEOI + still needs to be polished up

I have some questions on the submission of a business plan to discuss with you too.

Let me know your availability to meet.

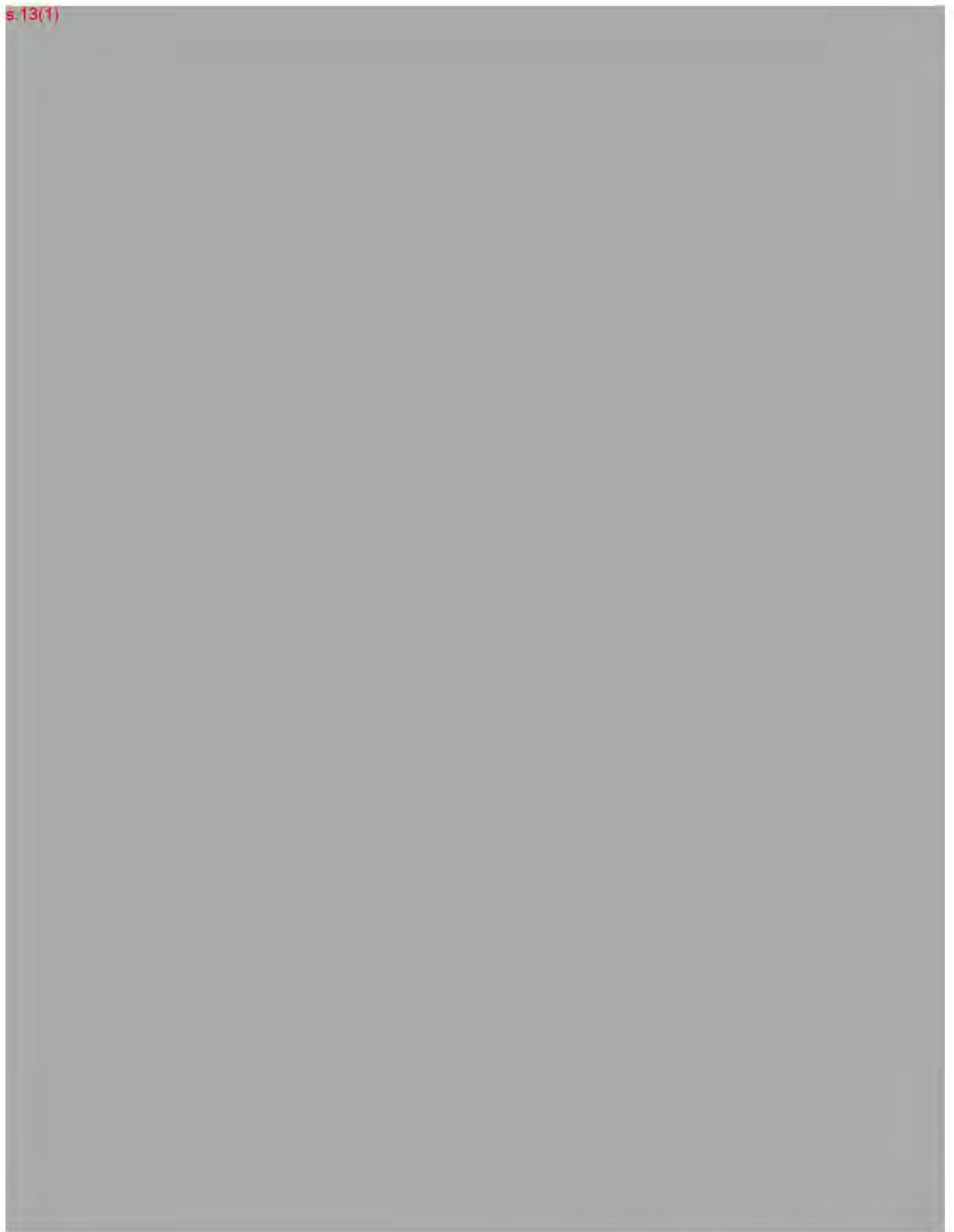
Request for Expression of Interest

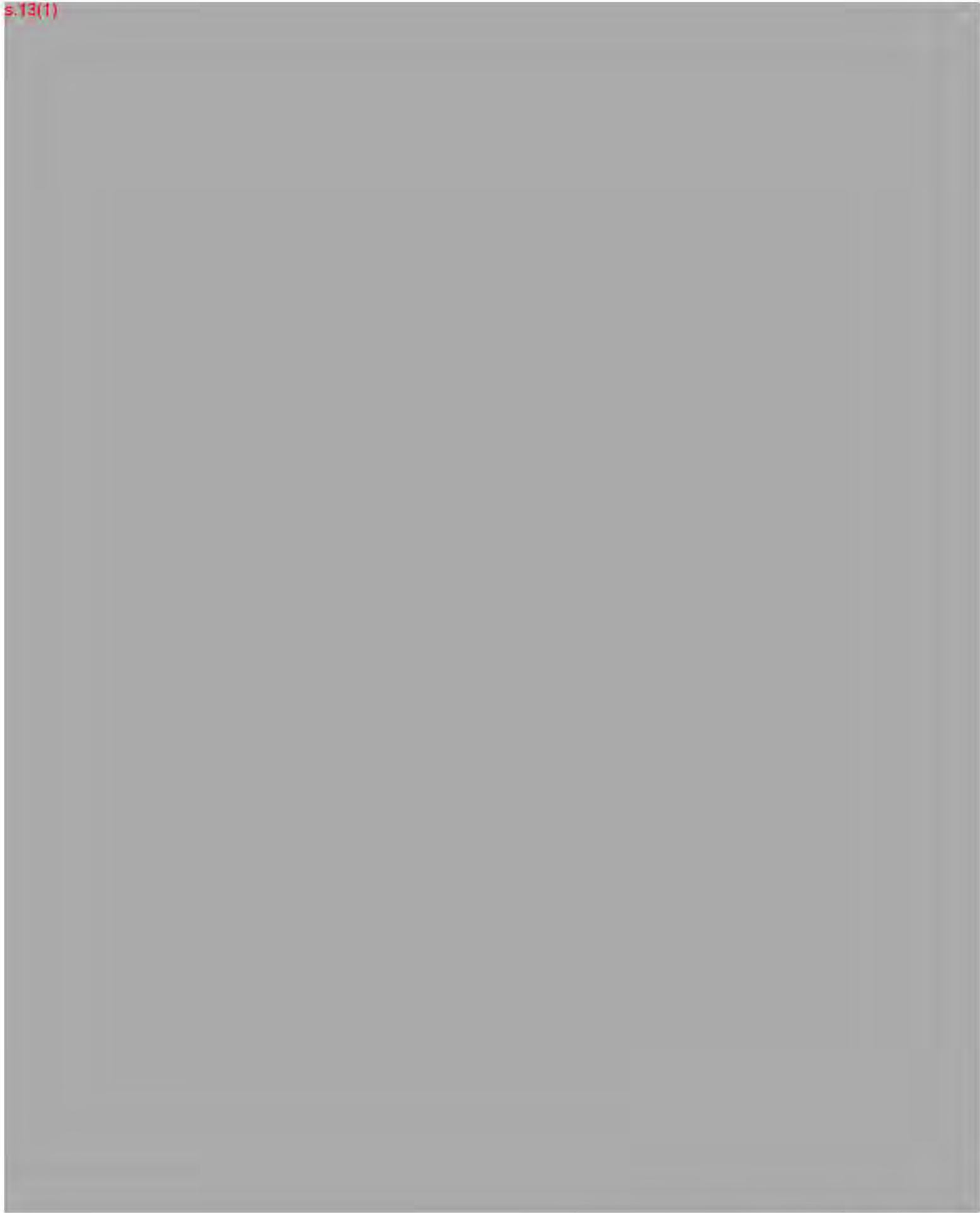
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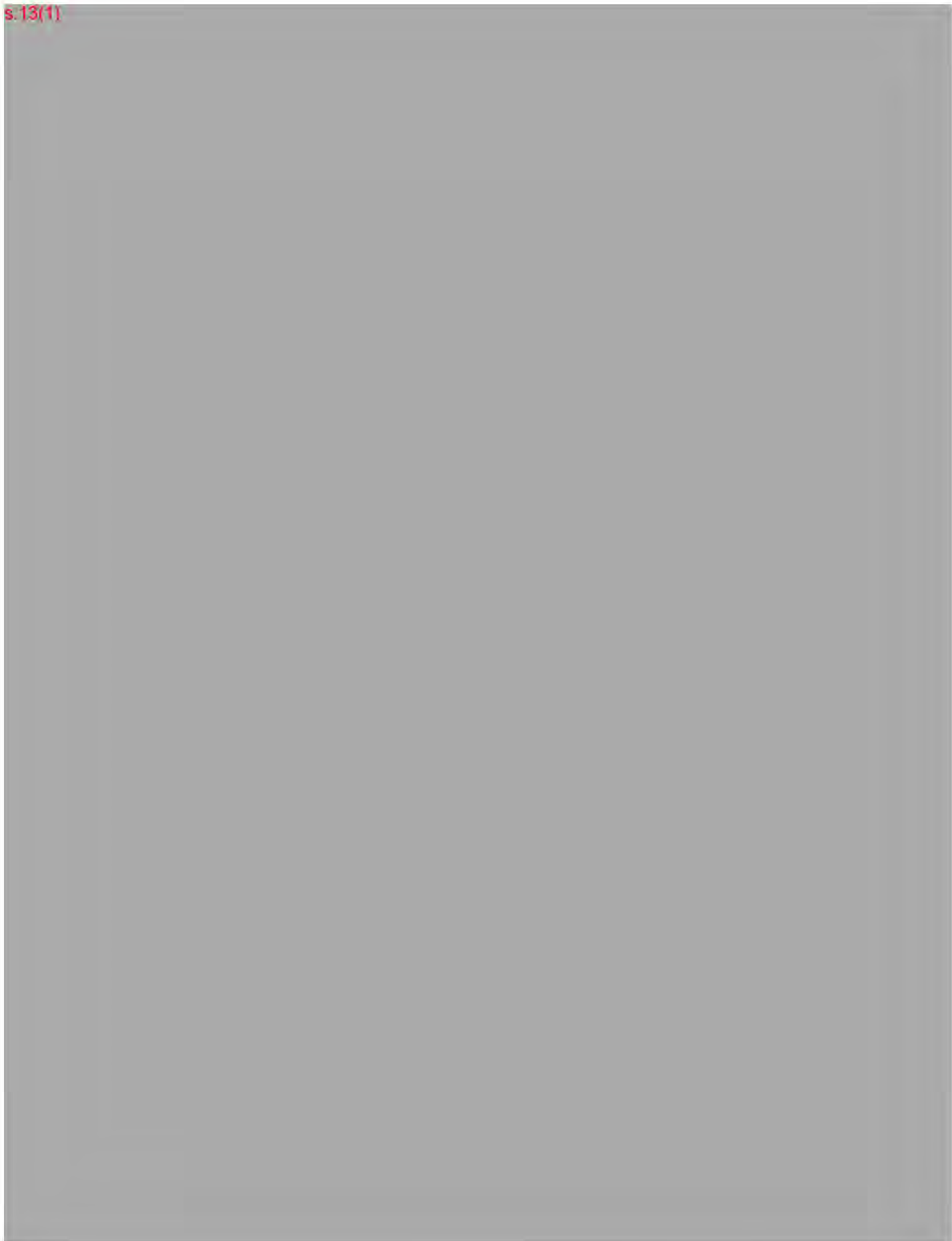


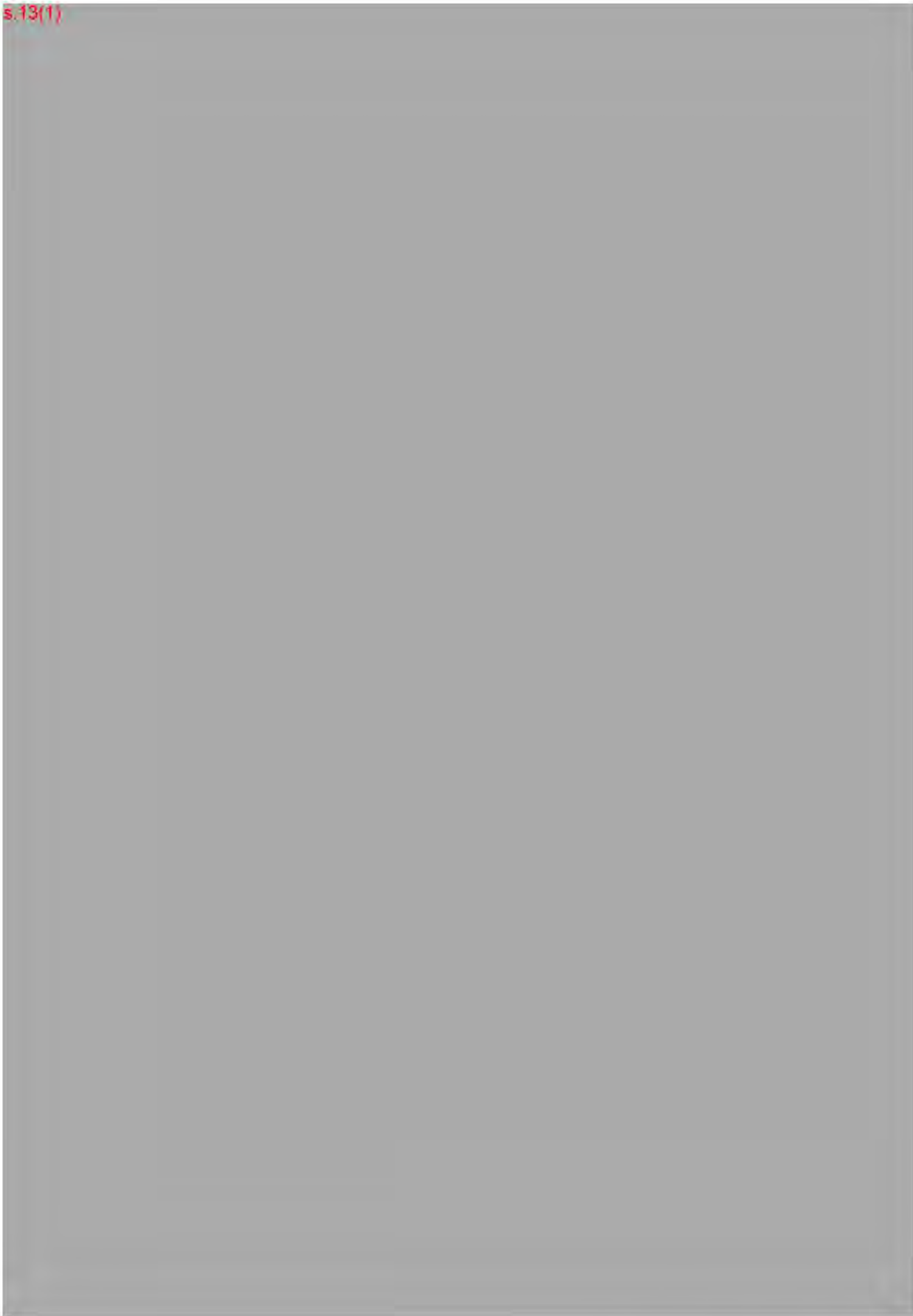
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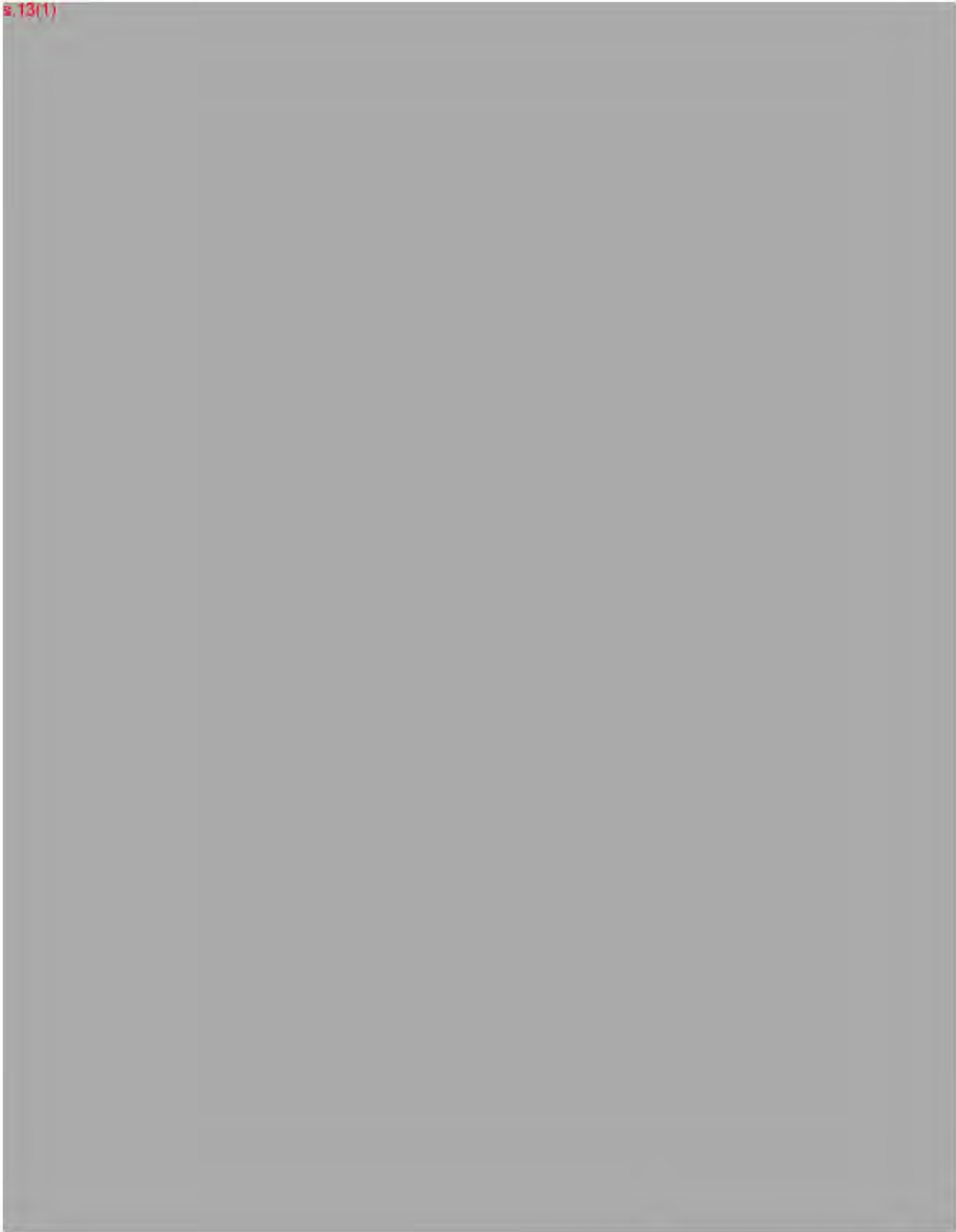


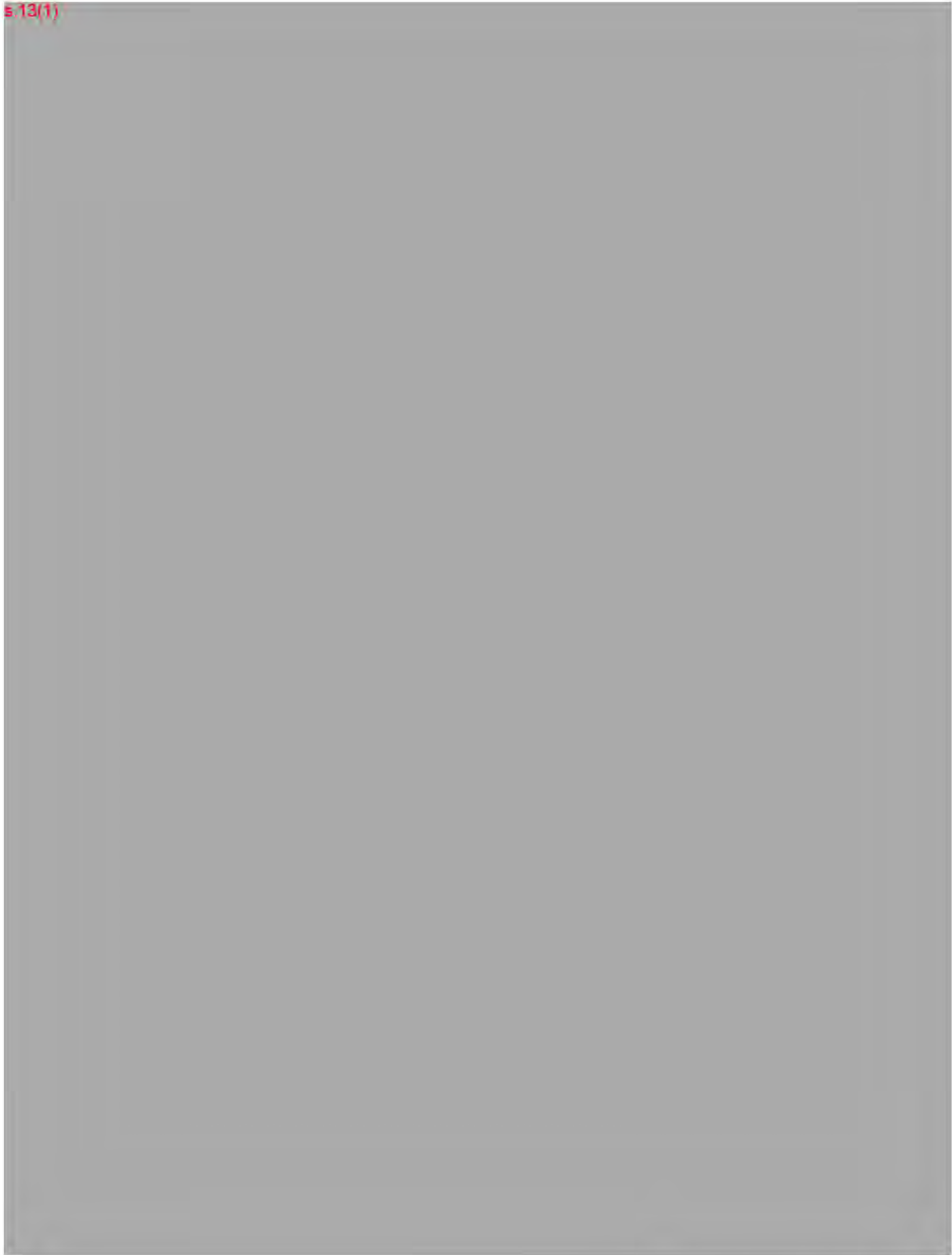














From: "Araujo, Sev" <Sev.Araujo@vancouver.ca>
To: "Li, Jessica" <jessica.li@vancouver.ca>
CC: "McDonald, Erica" <Erica.McDonald@vancouver.ca>
"Marousek, Michael" <Michael.Marousek@vancouver.ca>
Date: 10/29/2019 4:22:36 PM
Subject: FW: SP Tennis RFEOI v2 Expectations
Attachments: SP Tennis RFEOI v2.docx

Hi Jessica,

Attached is scope of work Erica and team worked on for RFEOI and sent Friday. Let me know if and when we should coordinate a meeting with you

Sev Araujo
Manager, Commercial Operations
Vancouver Park Board, City of Vancouver
o. 604 257 8436 / f. 604 257 8427
Email: Sev.Araujo@vancouver.ca

From: McDonald, Erica
Sent: Friday, October 25, 2019 1:37 PM
To: Araujo, Sev; Collins, Tim
Cc: Marousek, Michael
Subject: SP Tennis RFEOI v2 Expectations

Hello Sev and Tim,

Michael and I have drafted our RFEOI list of expectations.

Turns out we expect a lot. 😊

We hope this doesn't overwhelm an RFEOI process, perhaps it pushes it into other territory?
We just felt that this relationship or partnership need to better aligned with PB priorities and additional expectations that we find important.

You will note yellow shaded areas that either need to be filled in later or need proper wording or need your input. Perhaps there are other items you want to add that we haven't thought of or better ways to express expectations. Feel free to use the edit tool to make those suggested changes.

s.13(1)

. Let us know what you think.

Erica

Request for Expression of Interest

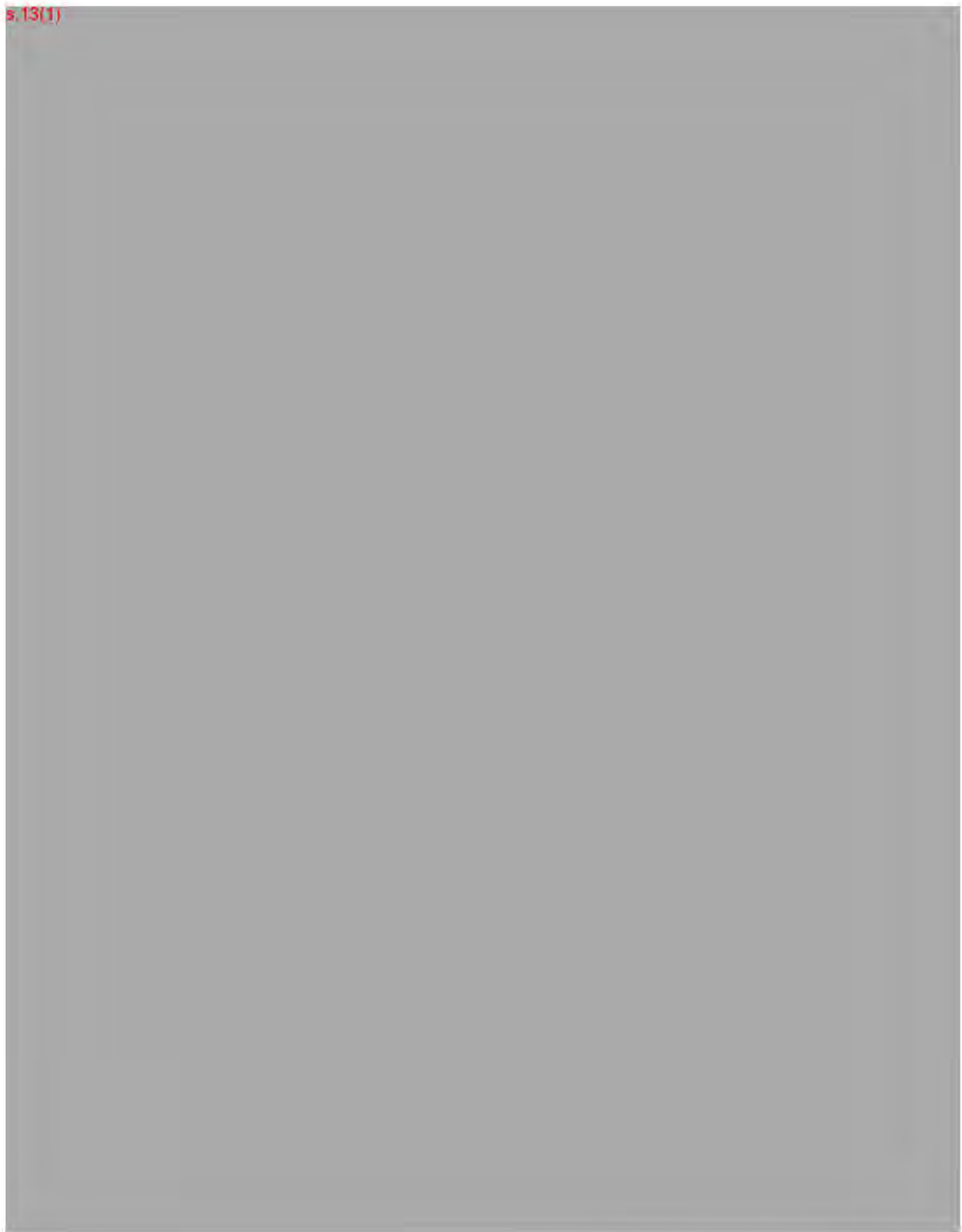
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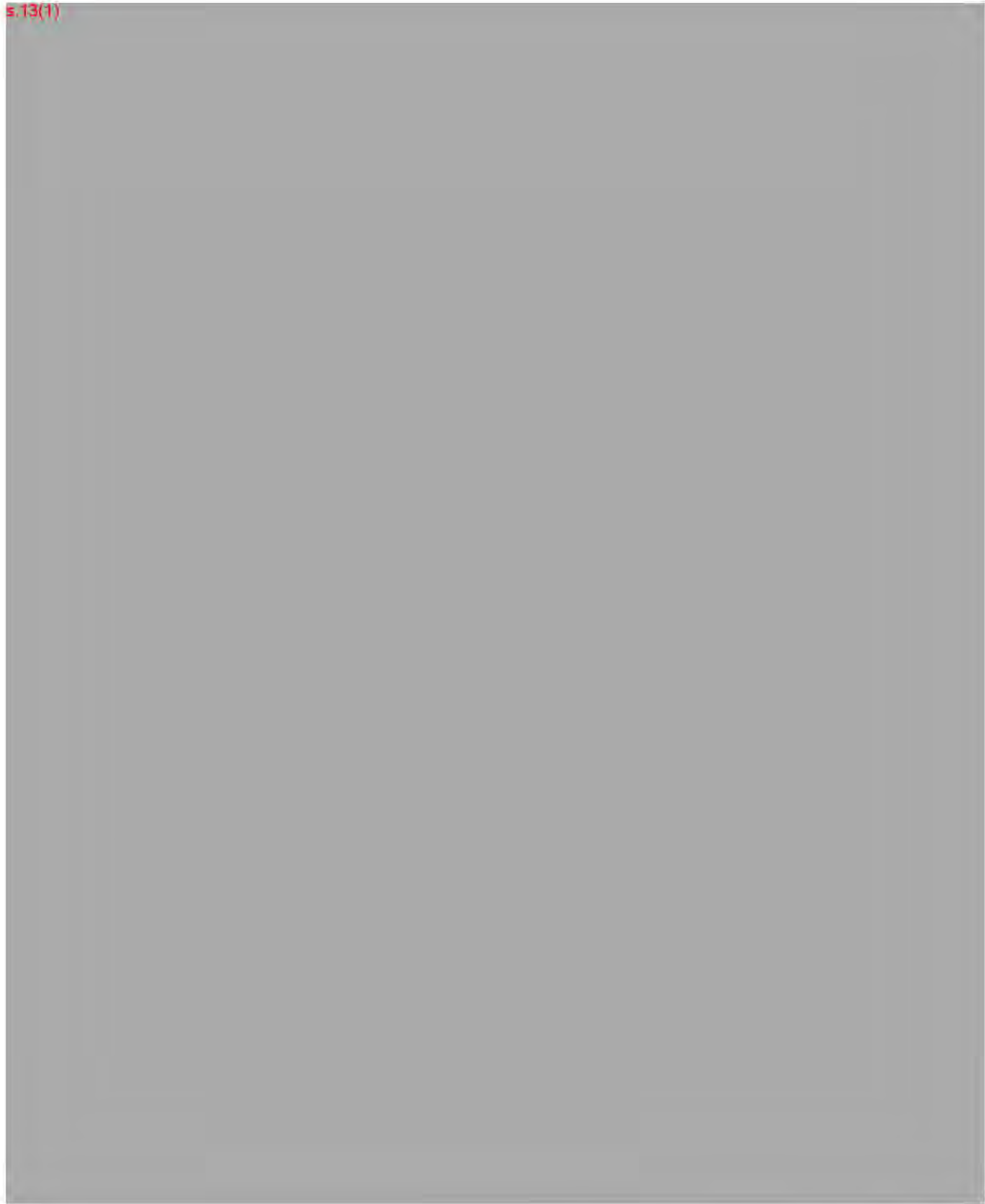


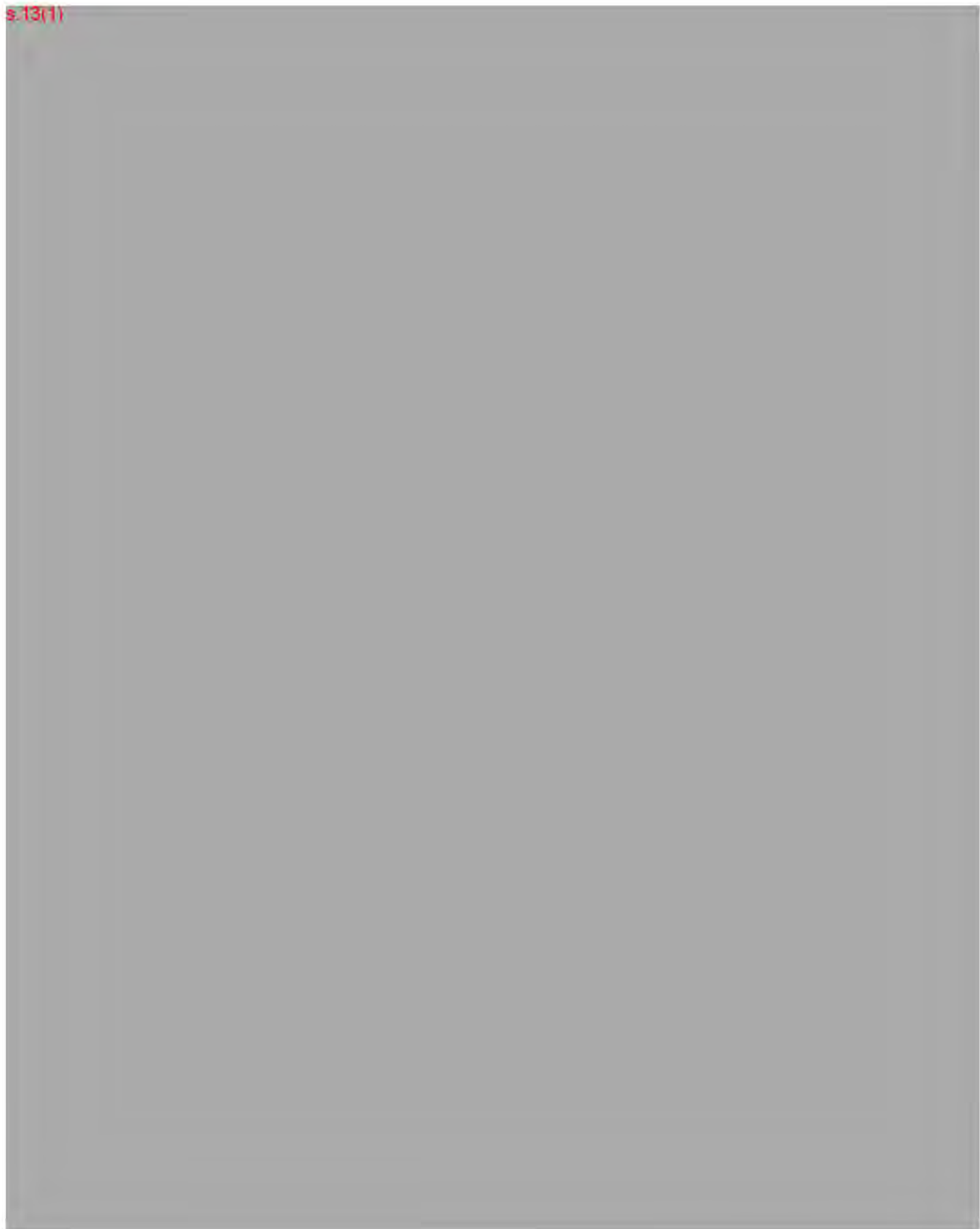












From: "McDonald, Erica" <Erica.McDonald@vancouver.ca>

To: "Marousek, Michael" <Michael.Marousek@vancouver.ca>

Date: 11/8/2019 5:19:32 PM

Subject: Stanley Park RFEOI

Attachments: SP Tennis RFEOI v3.docx

Here is the updated document.

The major change is that **s.13(1)**

[REDACTED]

[REDACTED]

[REDACTED]

Please contact Parks to find out about the Greenly box so that section can be finalized.

For Tuesday try to update the Scoring section as best you can to align with the revisions – I am told Jessica Li has something already so there may be more massaging after with her. Send the draft to her on Tuesday or Wed at latest.

Daisy is going to send memo to commissioners saying that the RFEOI will go out sometime next month.



Erica McDonald | Manager Recreation Services

My pronoun is: she/her/hers

Vancouver Board of Parks and Recreation

Hillcrest Centre

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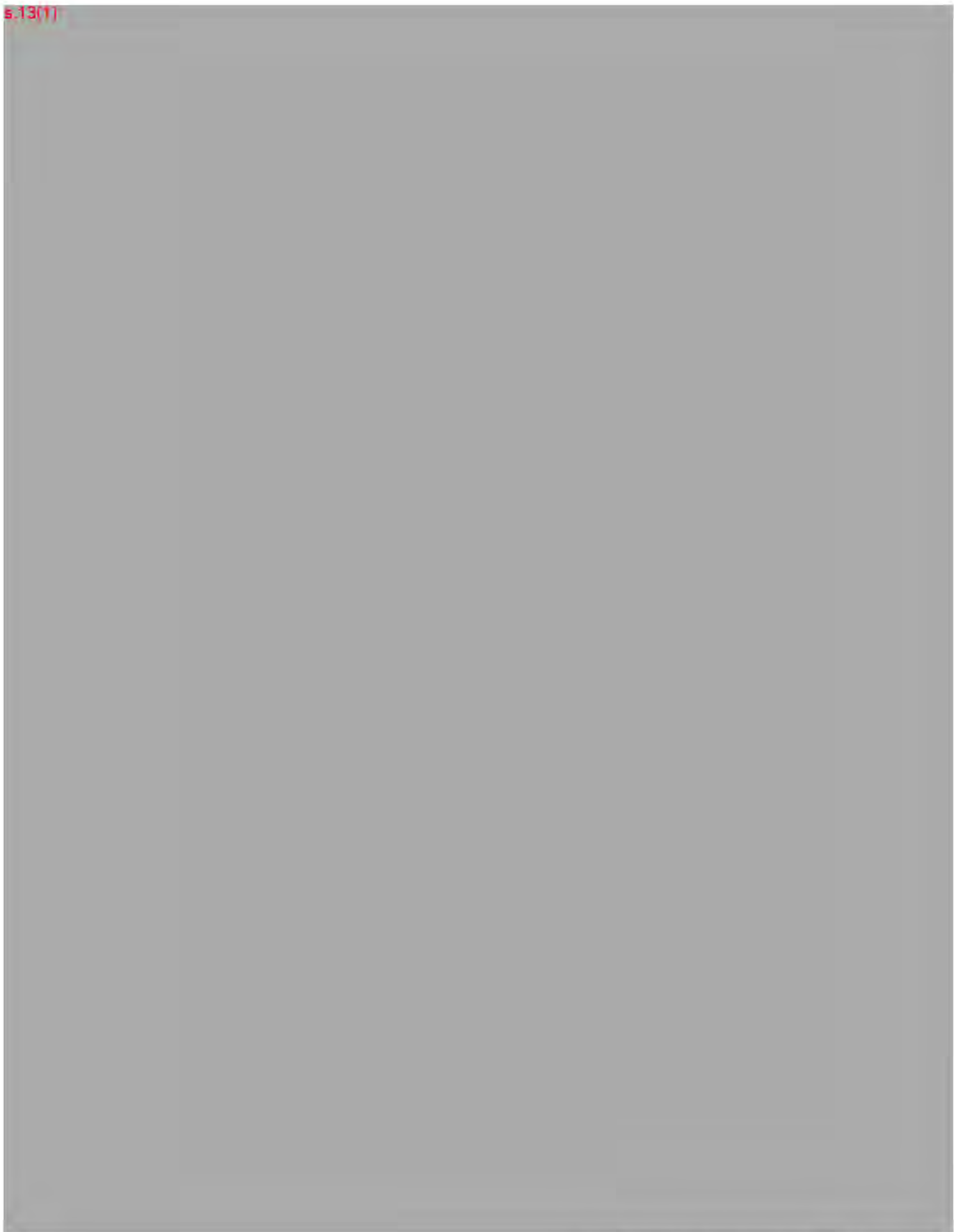
I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations

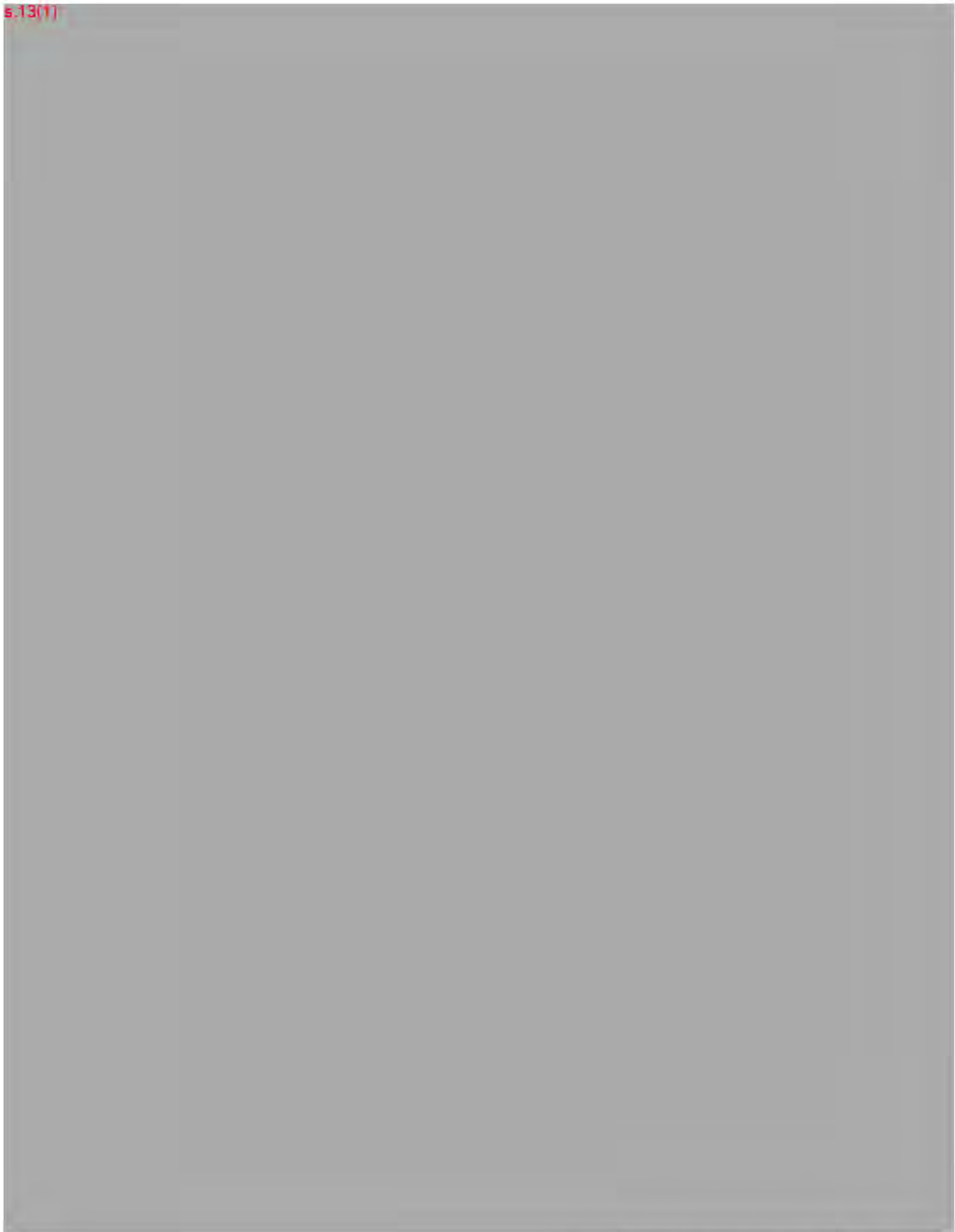


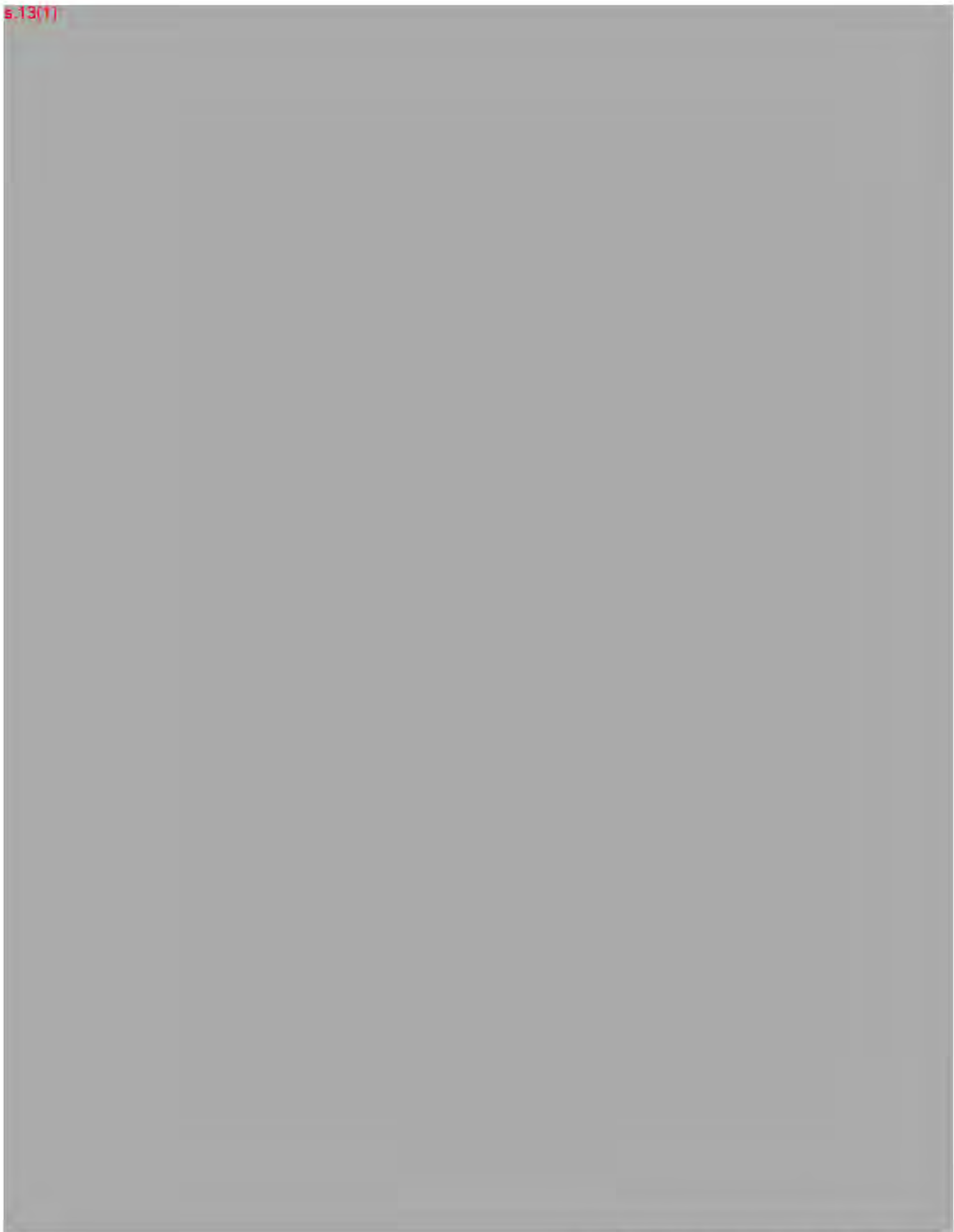
Request for Expression of Interest

s.13(1)









From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

"Marousek, Michael" <michael.marousek@vancouver.ca>

Date: 11/18/2019 3:02:23 PM

Subject: RE: Stanley Park RFEOI

Attachments: PS20191554 - RFP (draft).doc

Hi Erica and Michael,

Thanks Michael for sending an update. Attached is a very rough draft of the RFP so you can take a look at the basic format and structure of how it looks so far. s.13(1)

Our standard RFP has a questionnaire section, and I've included a few of the tables to be outlined there. We also have a commercial proposal section where we can put a table(s) for their fee proposal.

We'll still need to make a bunch of updates. Feel free to make any changes directly on this document (track changes is on).

I also have some more questions, so please call me when you have a chance.

Thank you,

Jessica

From: Marousek, Michael

Sent: Wednesday, November 13, 2019 9:55 AM

To: McDonald, Erica; Li, Jessica

Subject: RE: Stanley Park RFEOI

Good Morning Erica and Jessica,

Please see the updated document attached to this email.

s.13(1)

Please let me know if the document requires any further editing.

Have a great day,
Michael

From: McDonald, Erica

Sent: Friday, November 8, 2019 4:40 PM

To: Li, Jessica

Cc: Marousek, Michael

Subject: RE: Stanley Park RFEOI

Thanx Jessica

From: Li, Jessica

Sent: Friday, November 8, 2019 4:29 PM

To: McDonald, Erica

Cc: Marousek, Michael

Subject: RE: Stanley Park RFEOI

Hi Erica,

We will be using RFP format. I started drafting it but it is in very rough format with a bunch of notes to myself, so I won't send it to you yet, as it will be confusing.

work on it some more and send it next week after I get an updated draft from Michael.

Thanks
Jessica

From: McDonald, Erica
Sent: Friday, November 08, 2019 4:22 PM
To: Li, Jessica
Cc: Marousek, Michael
Subject: Stanley Park RFEOI

Hi Jessica,

Michael will get an updated draft RFEOI to you next week, hopefully by Tuesday.
Since you weren't able to get your portion of the document to me today, go ahead and send it to Michael for comment once its ready.
I am off next week and Michael can steer the ship with you.

Thanx,
Erica



Erica McDonald | Manager Recreation Services
My pronoun is: she/her/hers
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REQUEST FOR PROPOSALS

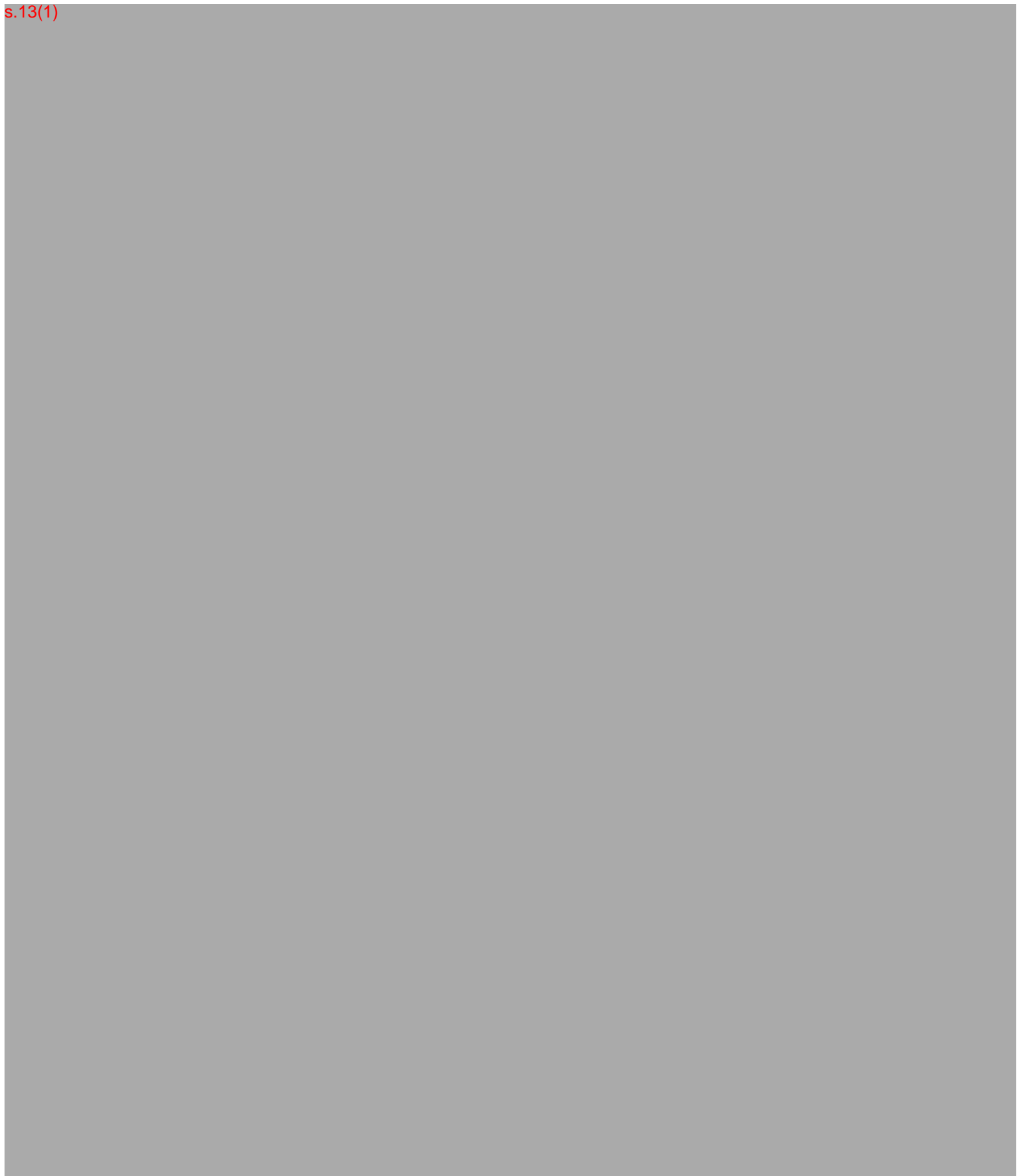
PROVISION OF SERVICES FOR STANLEY PARK

TENNIS COURT MANAGEMENT

RFP No. PS20191554

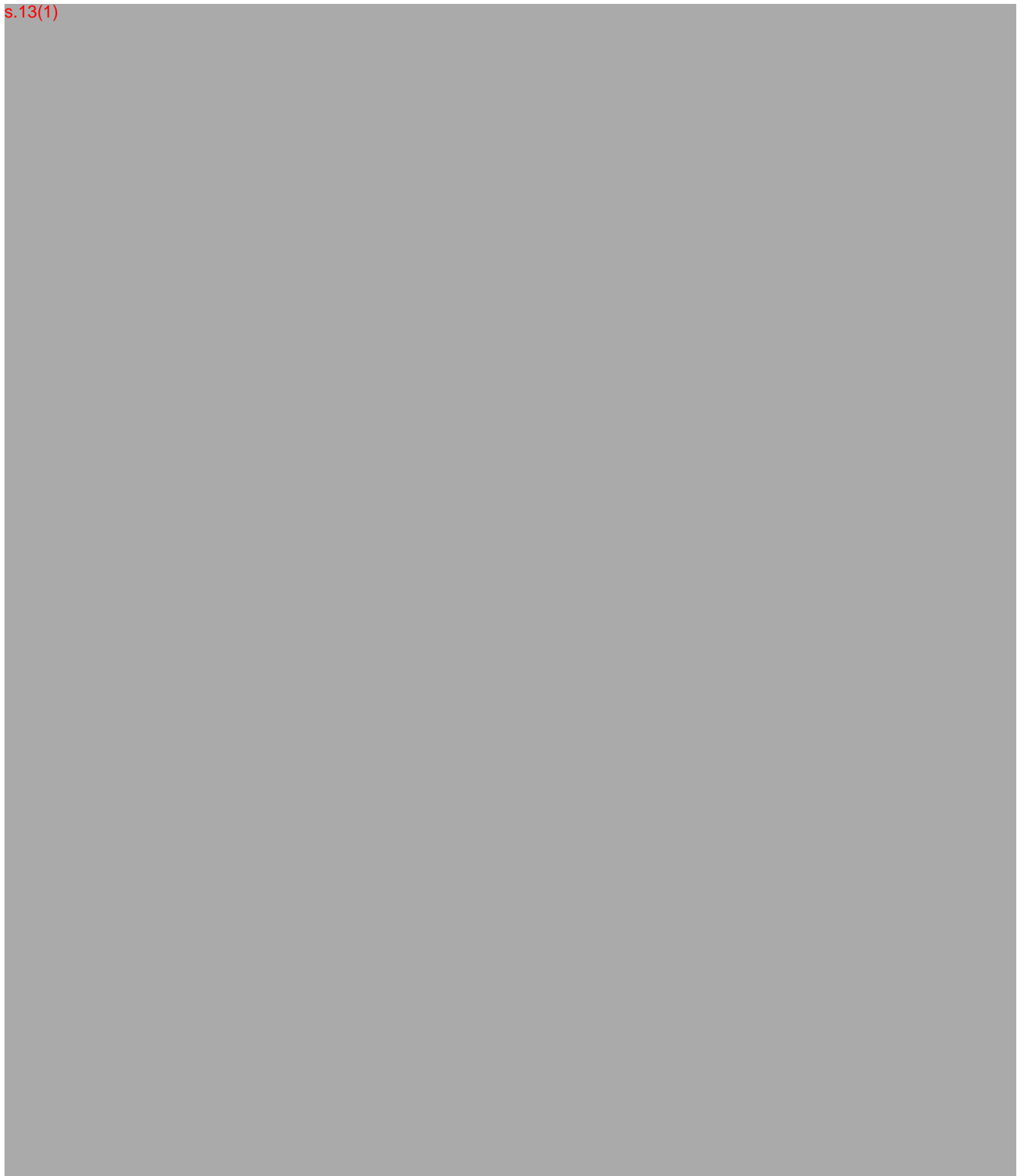
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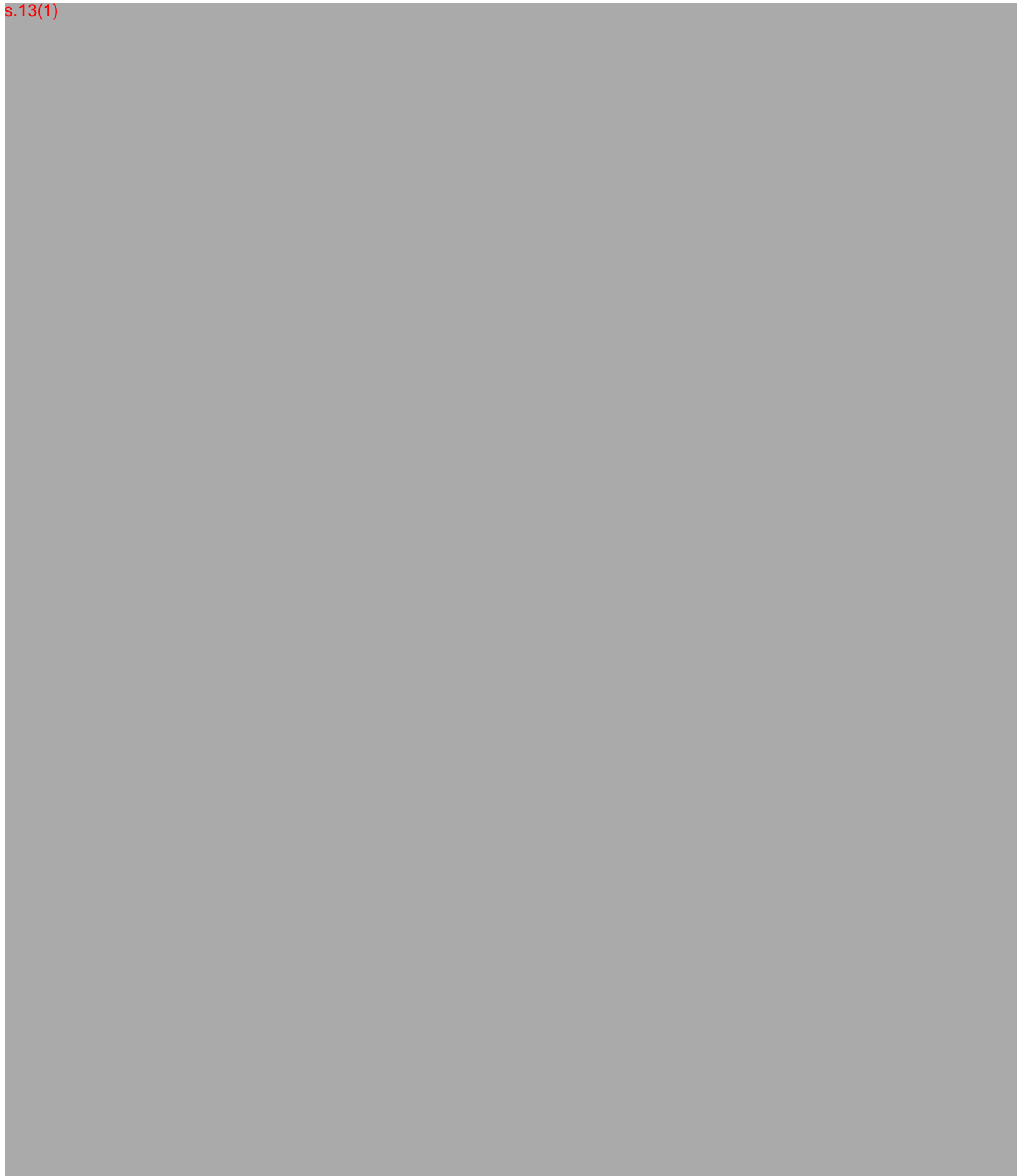
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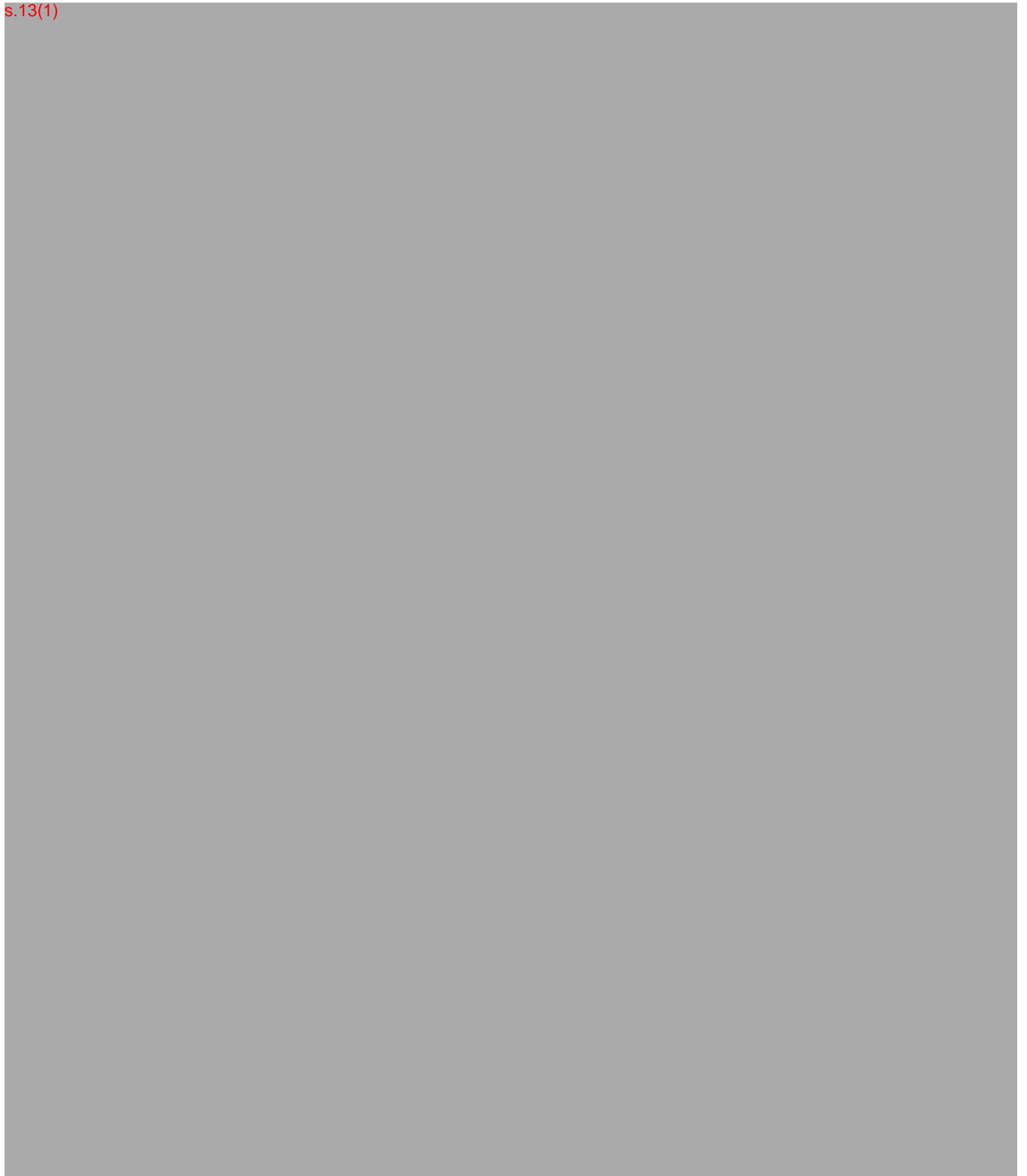


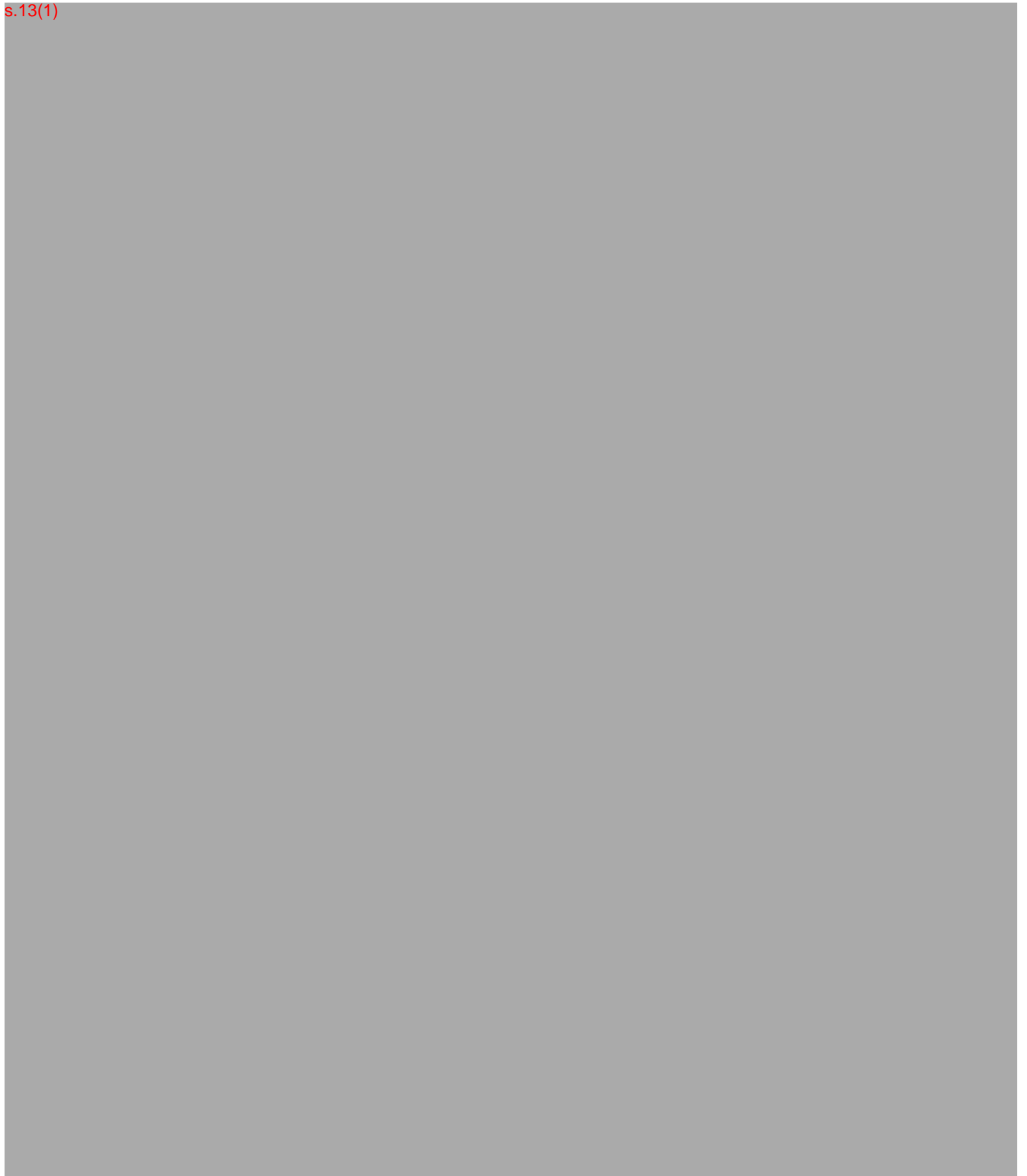
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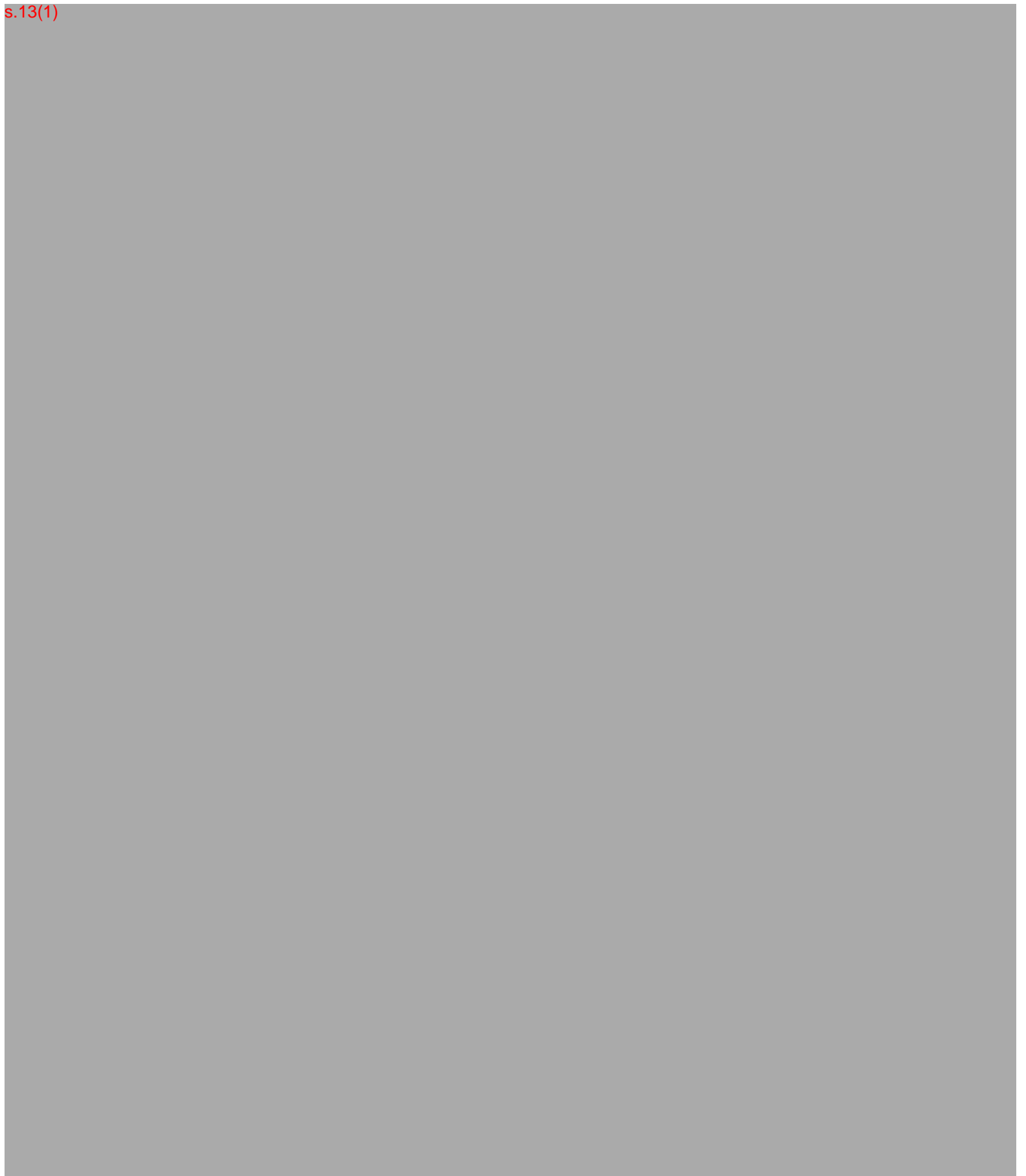


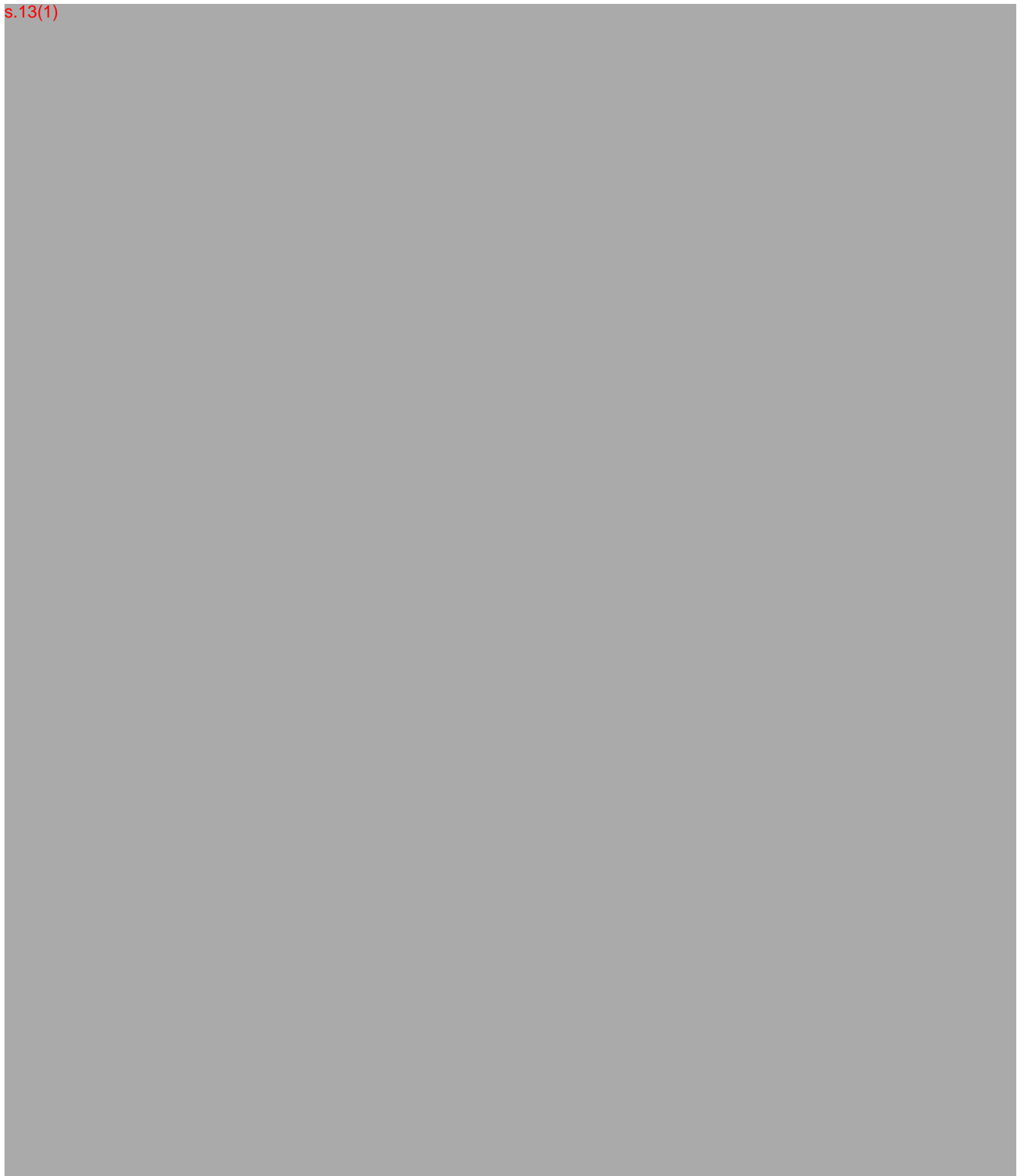


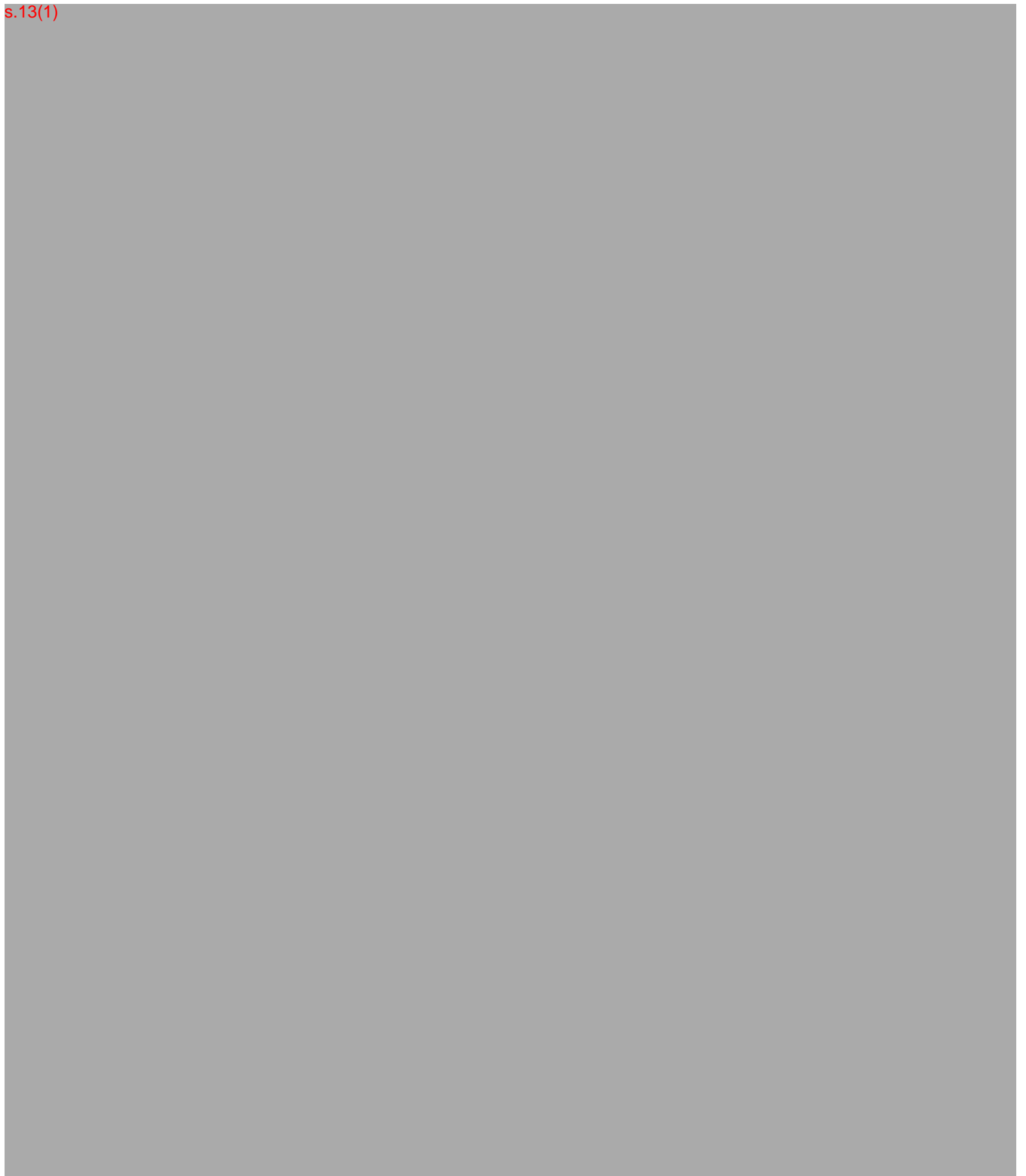


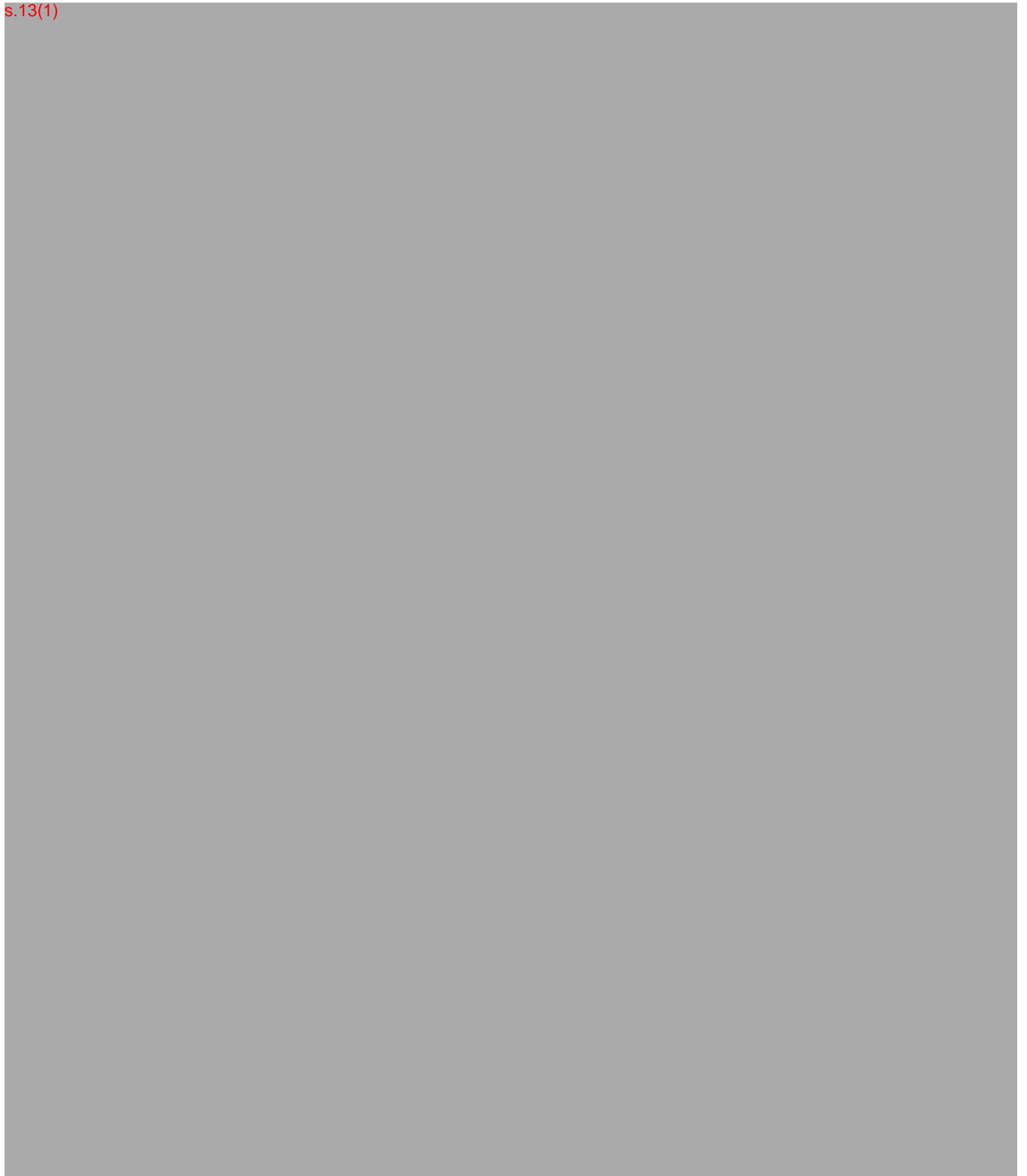


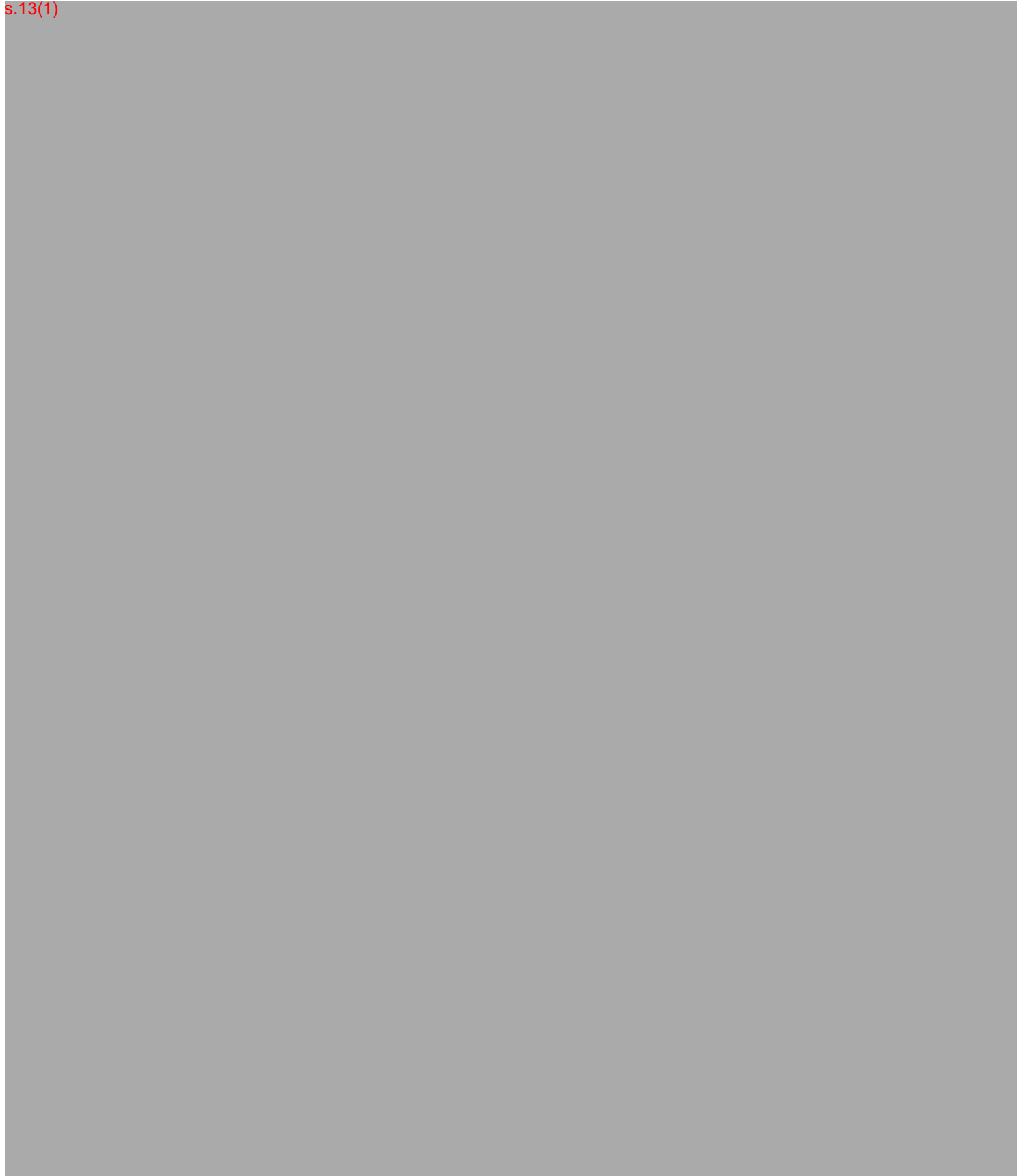


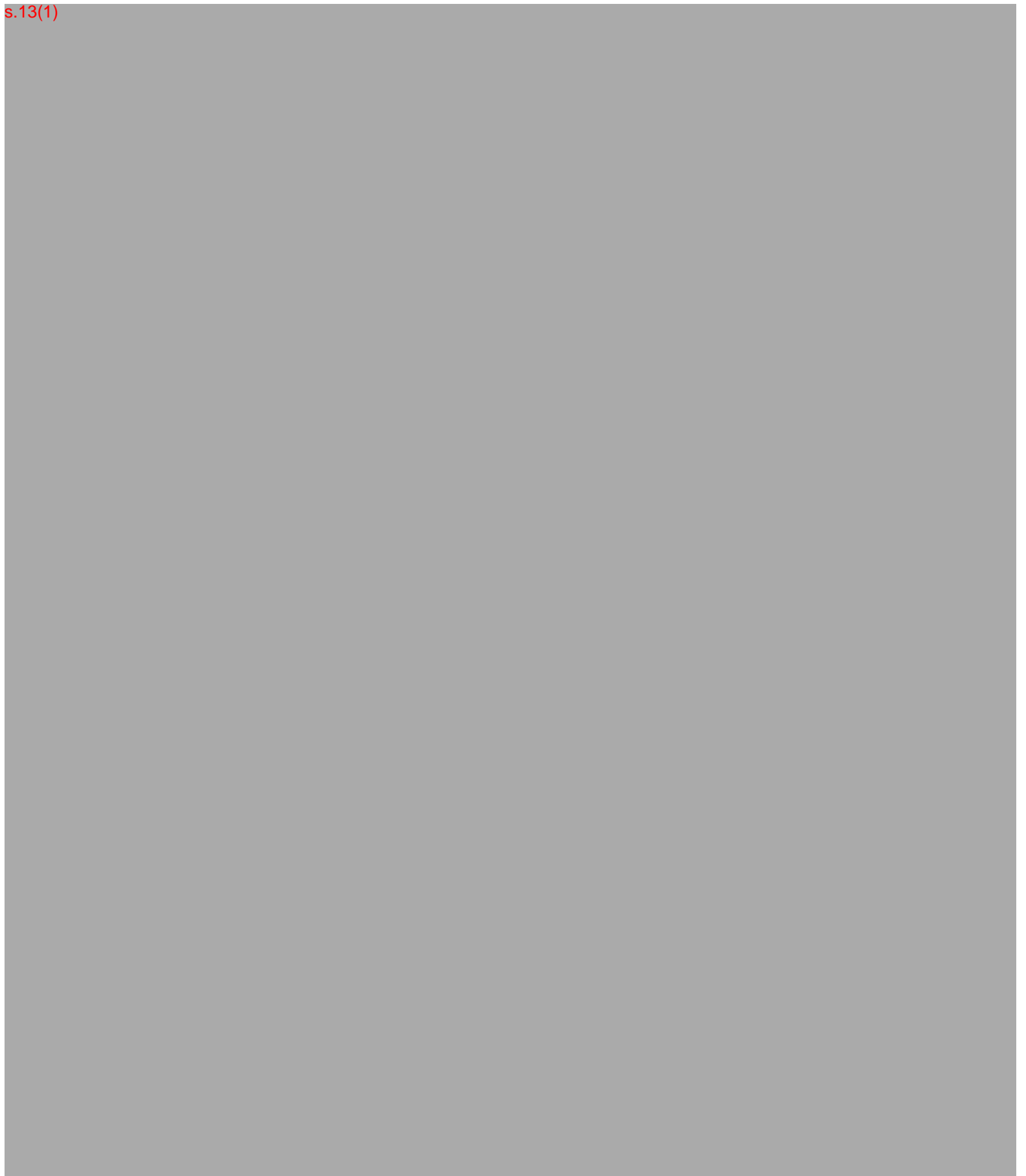


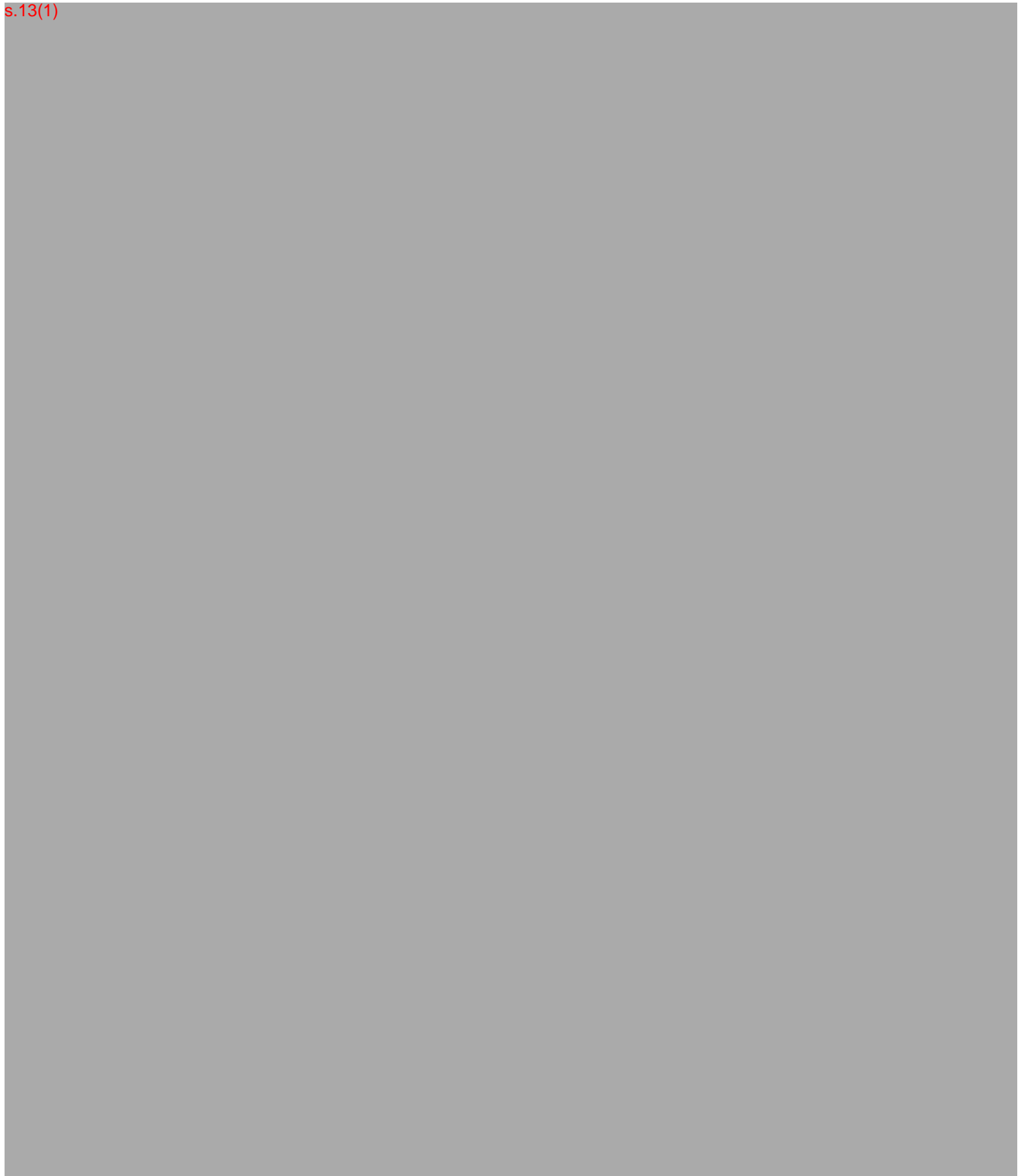


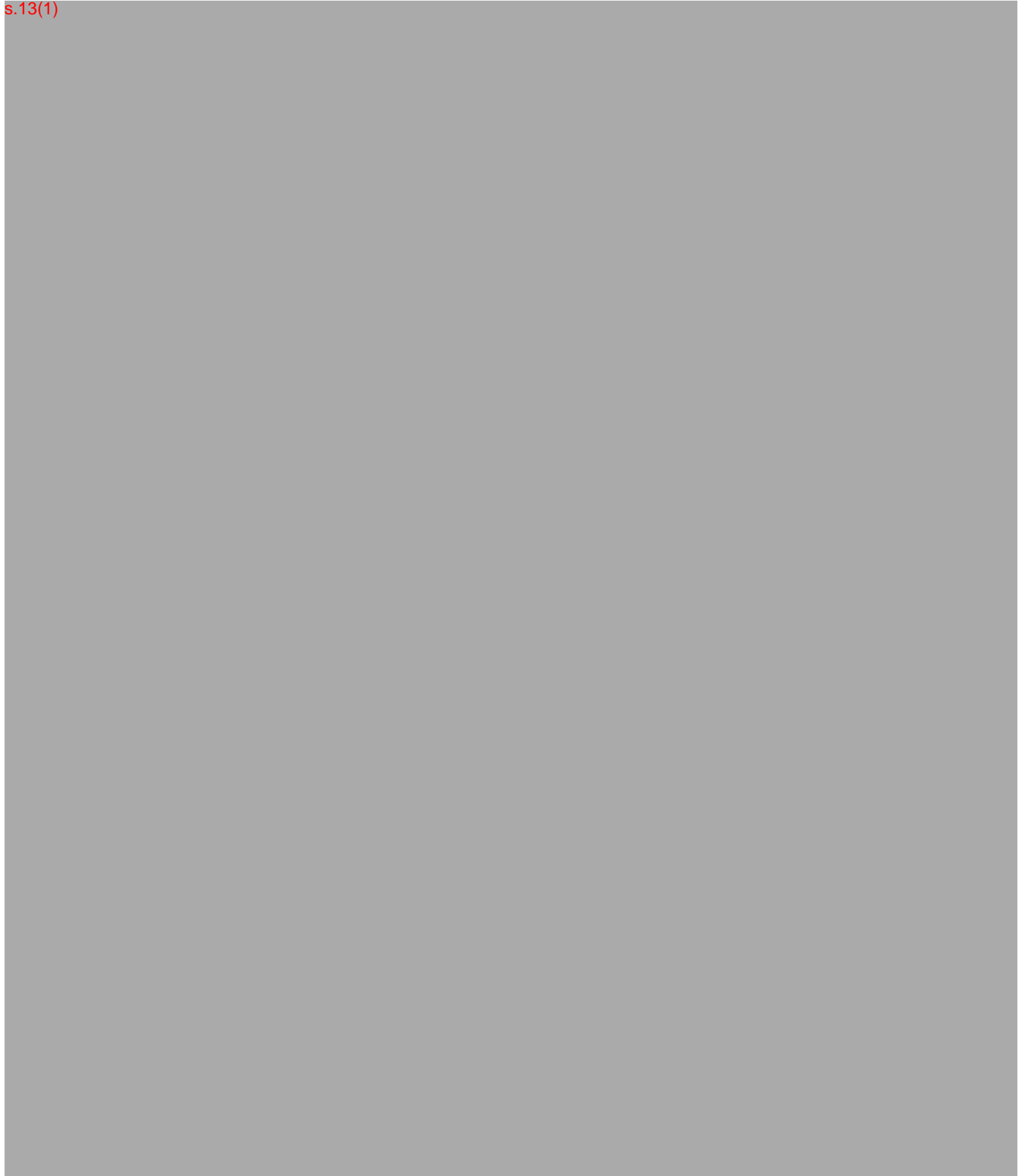


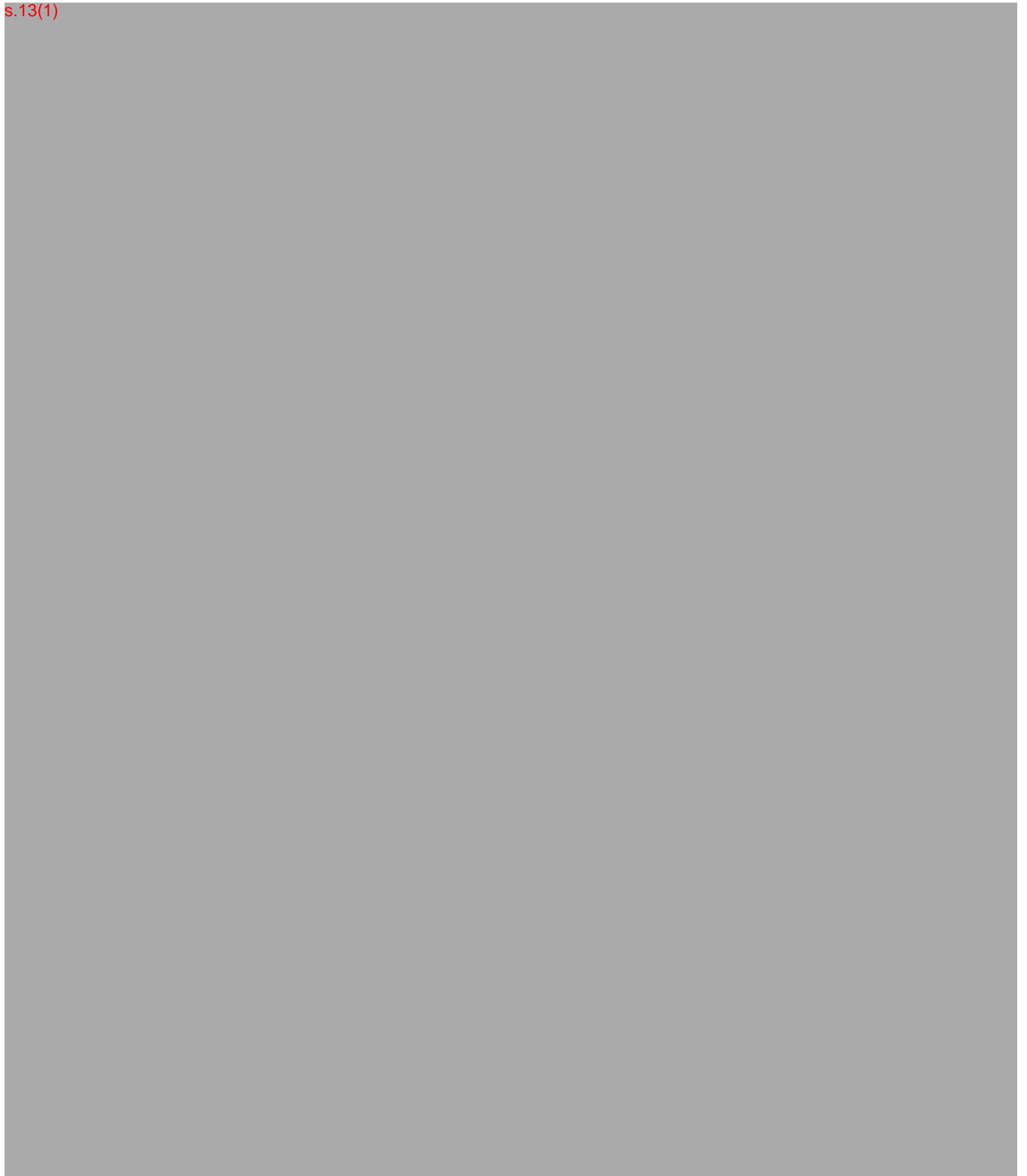


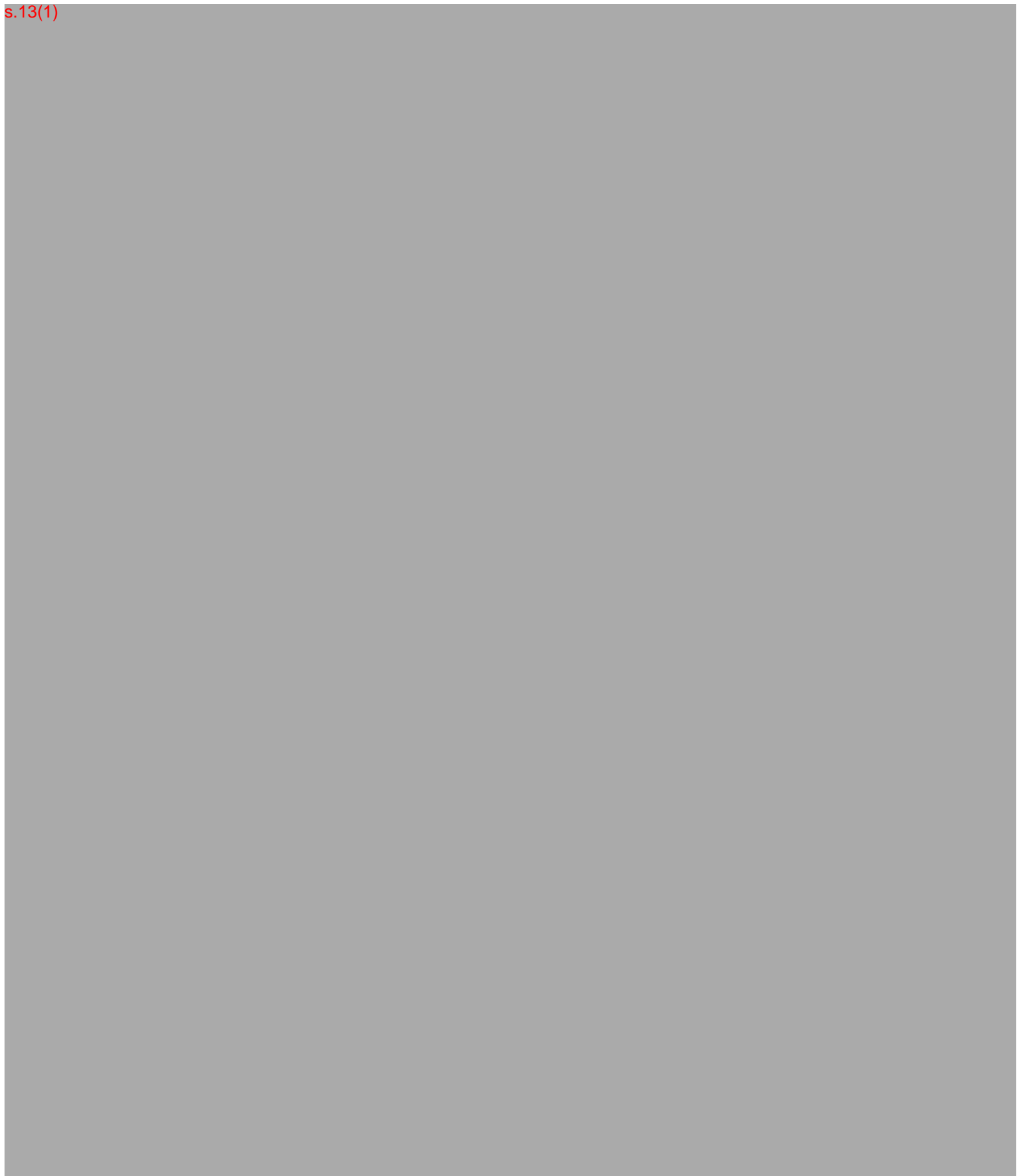


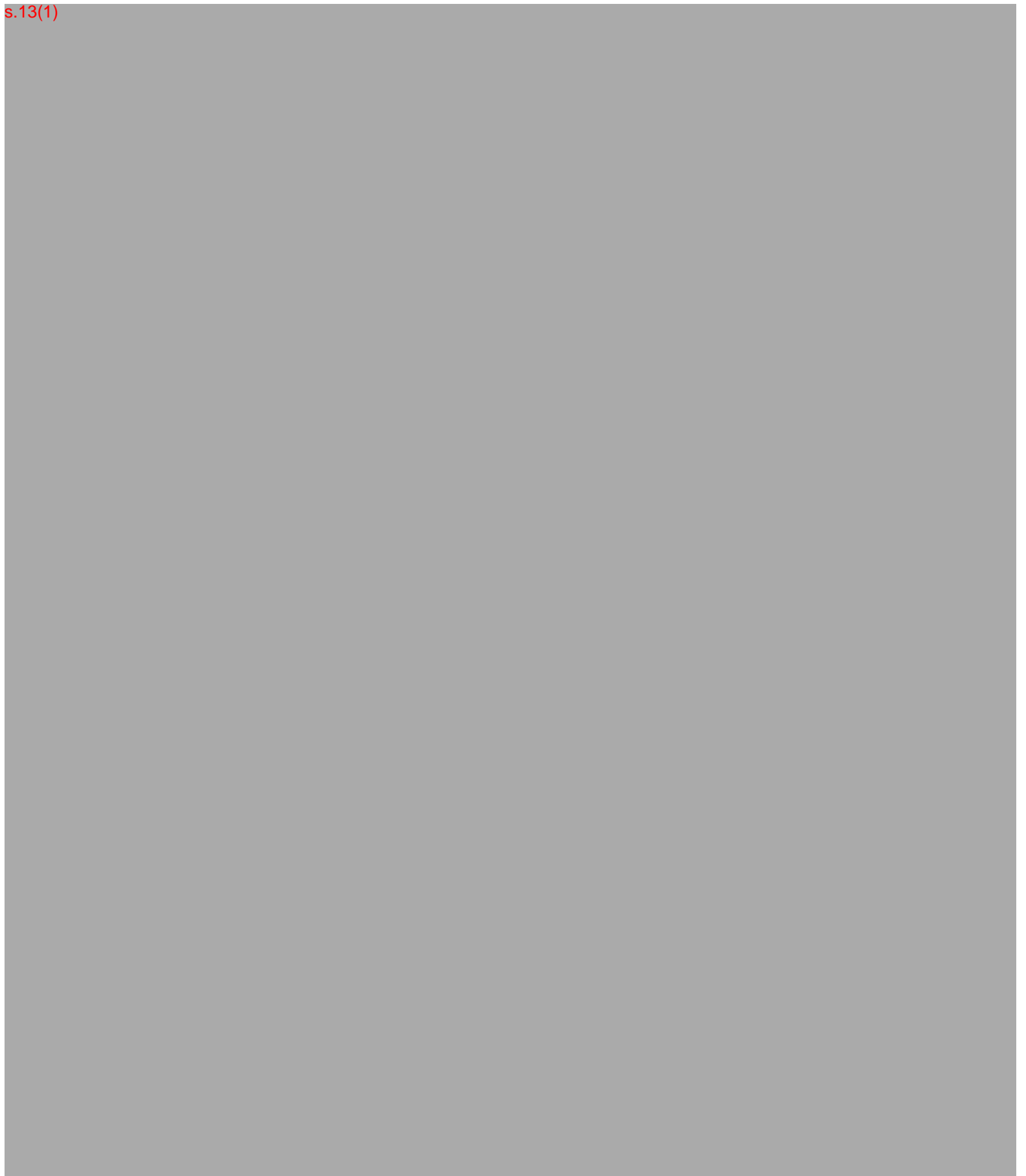


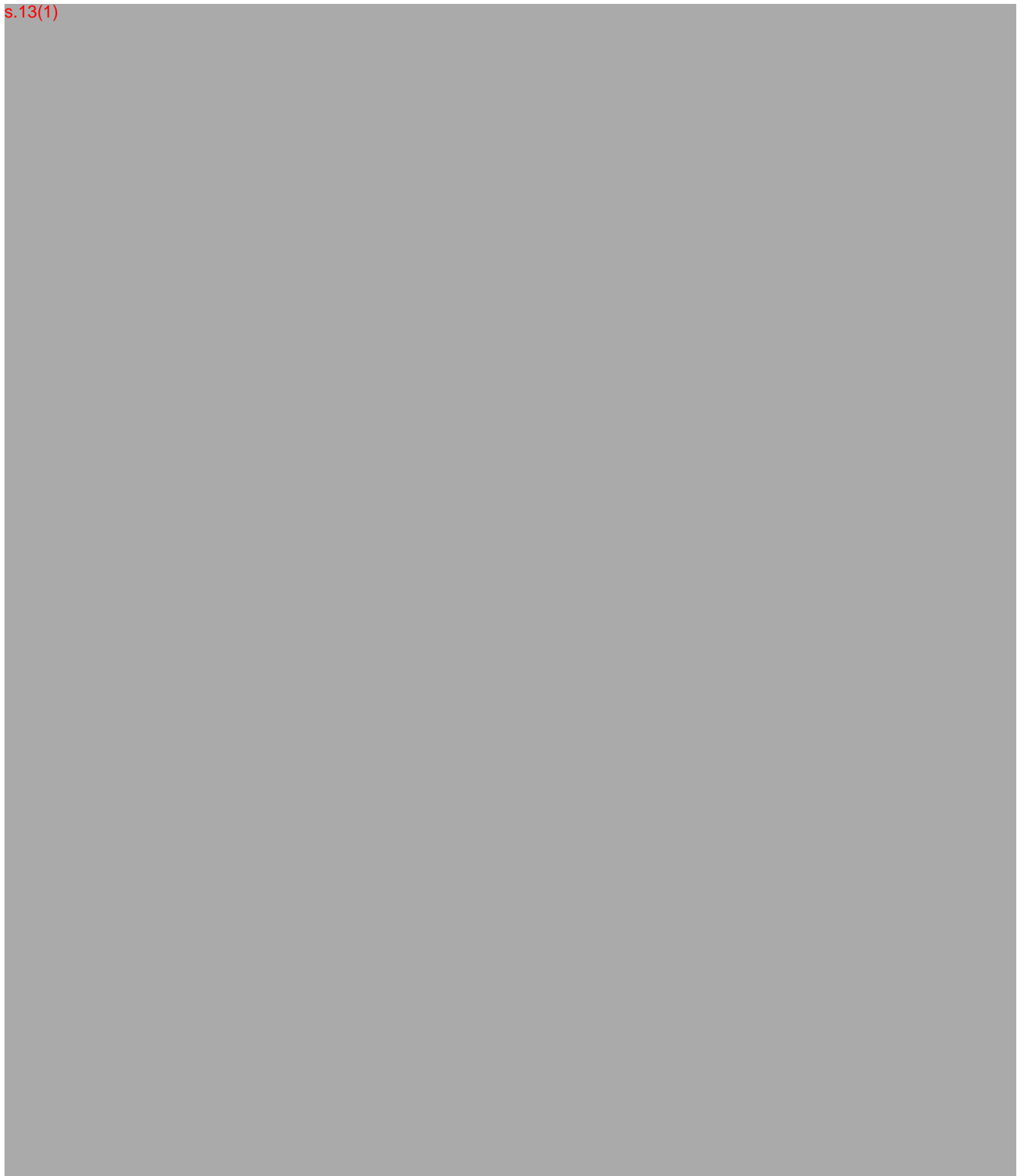


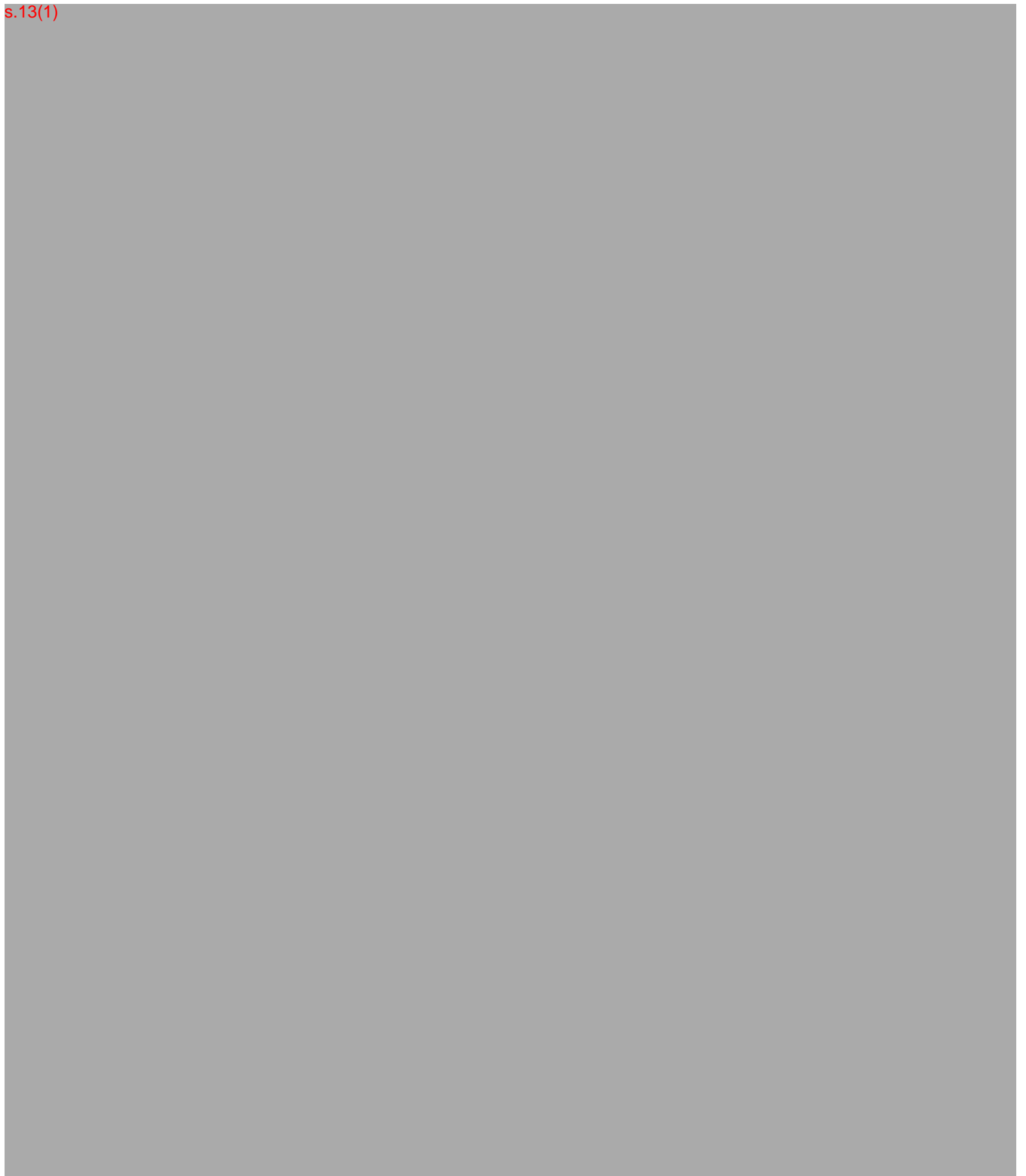


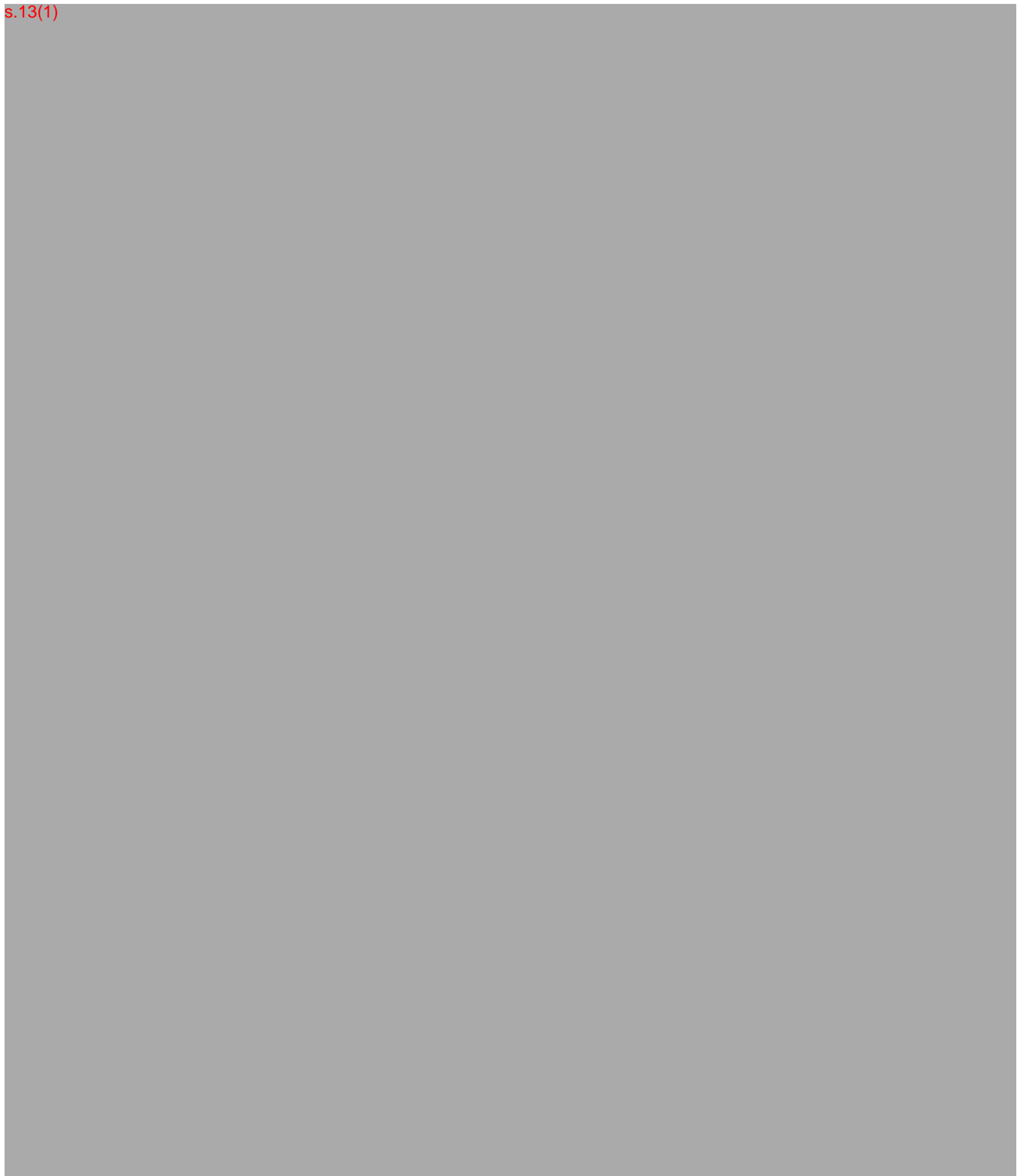


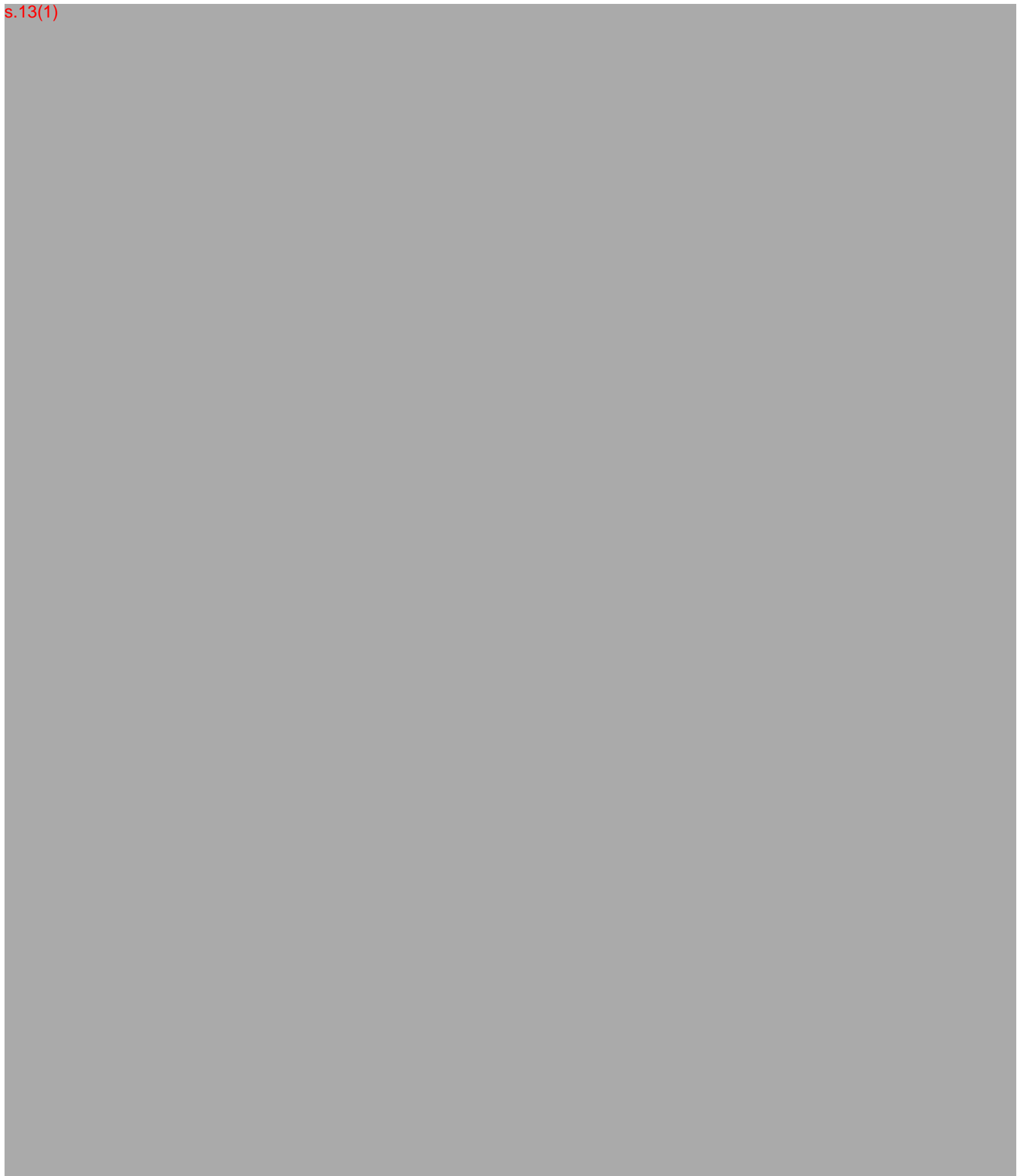


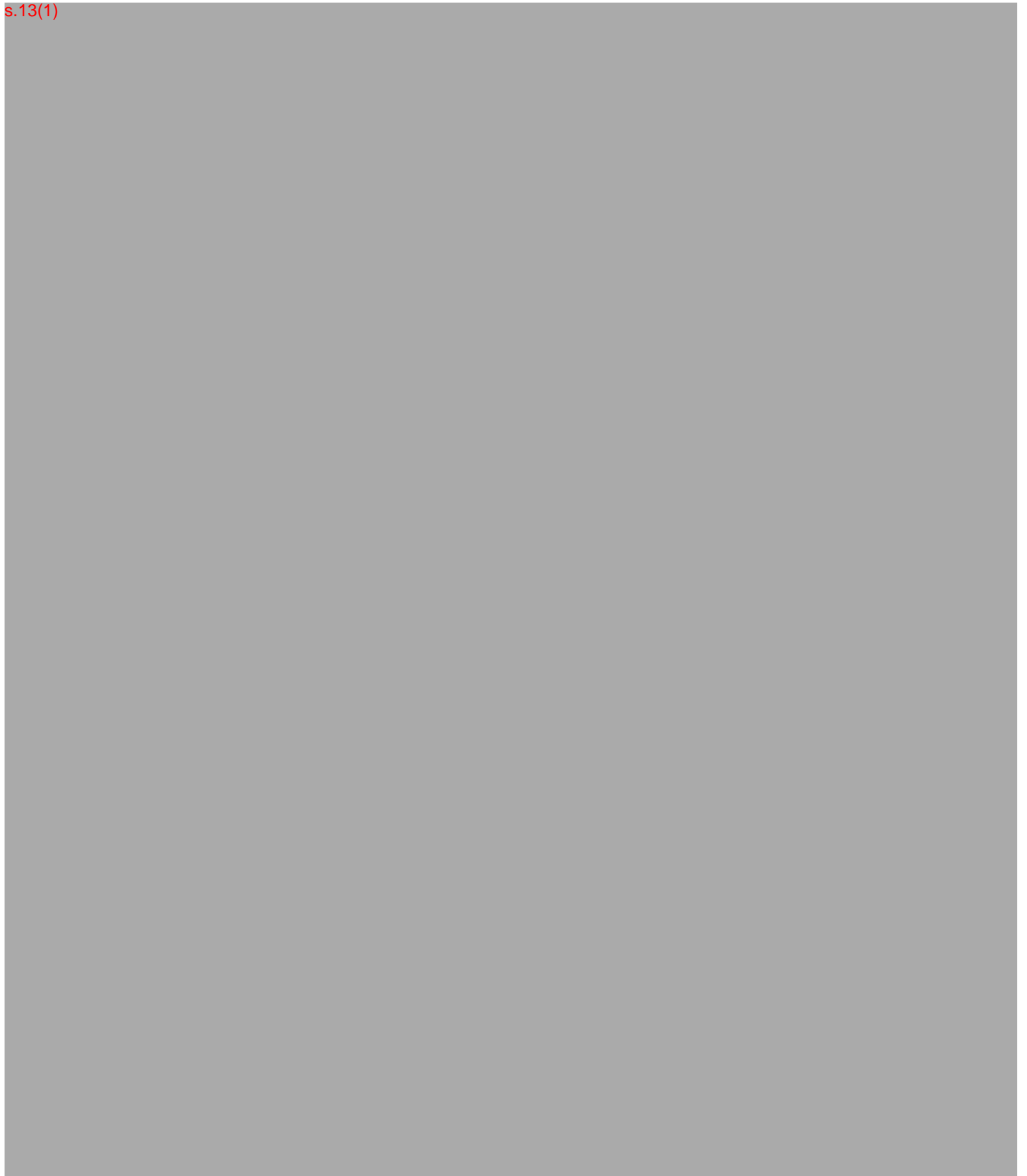








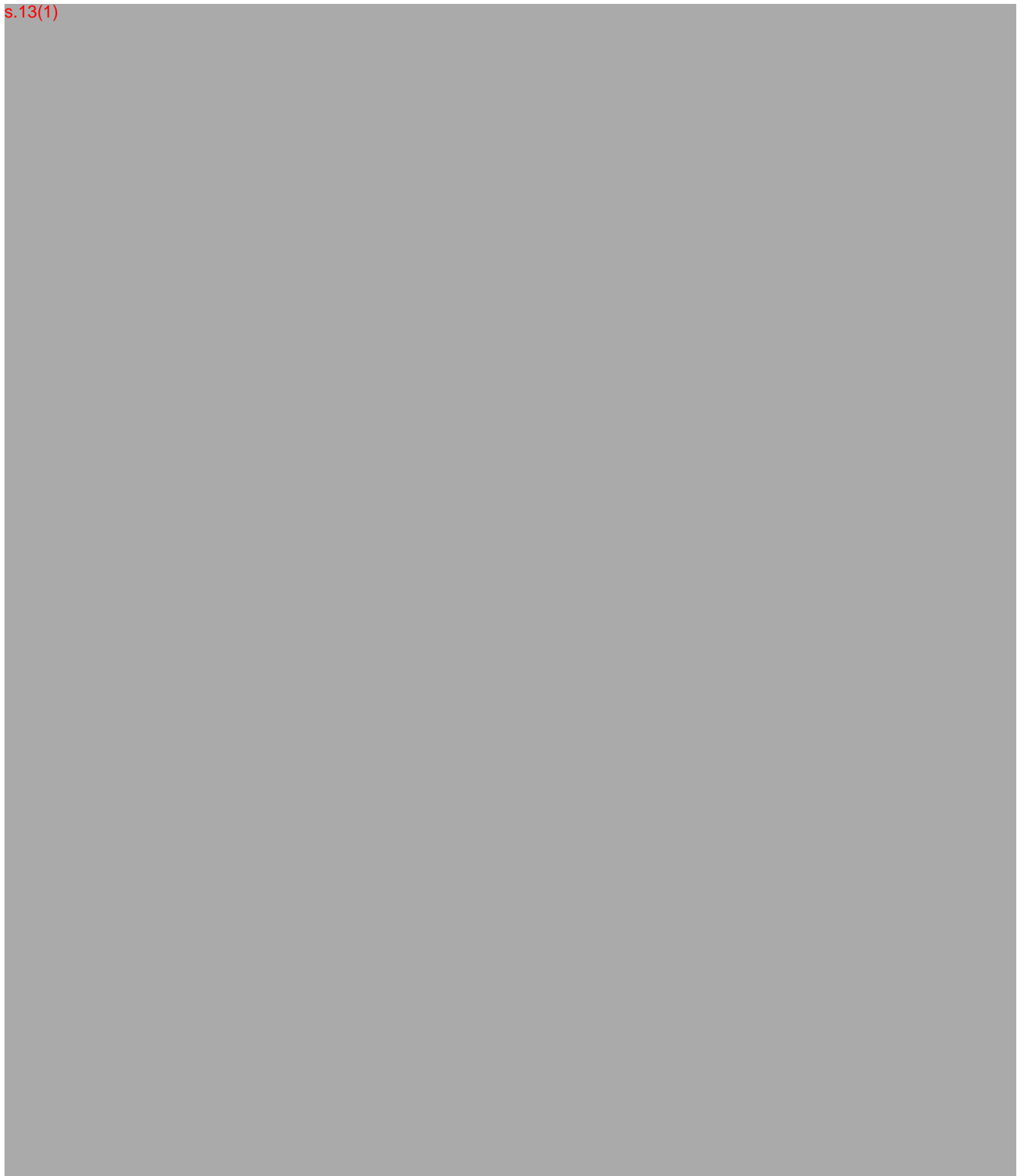


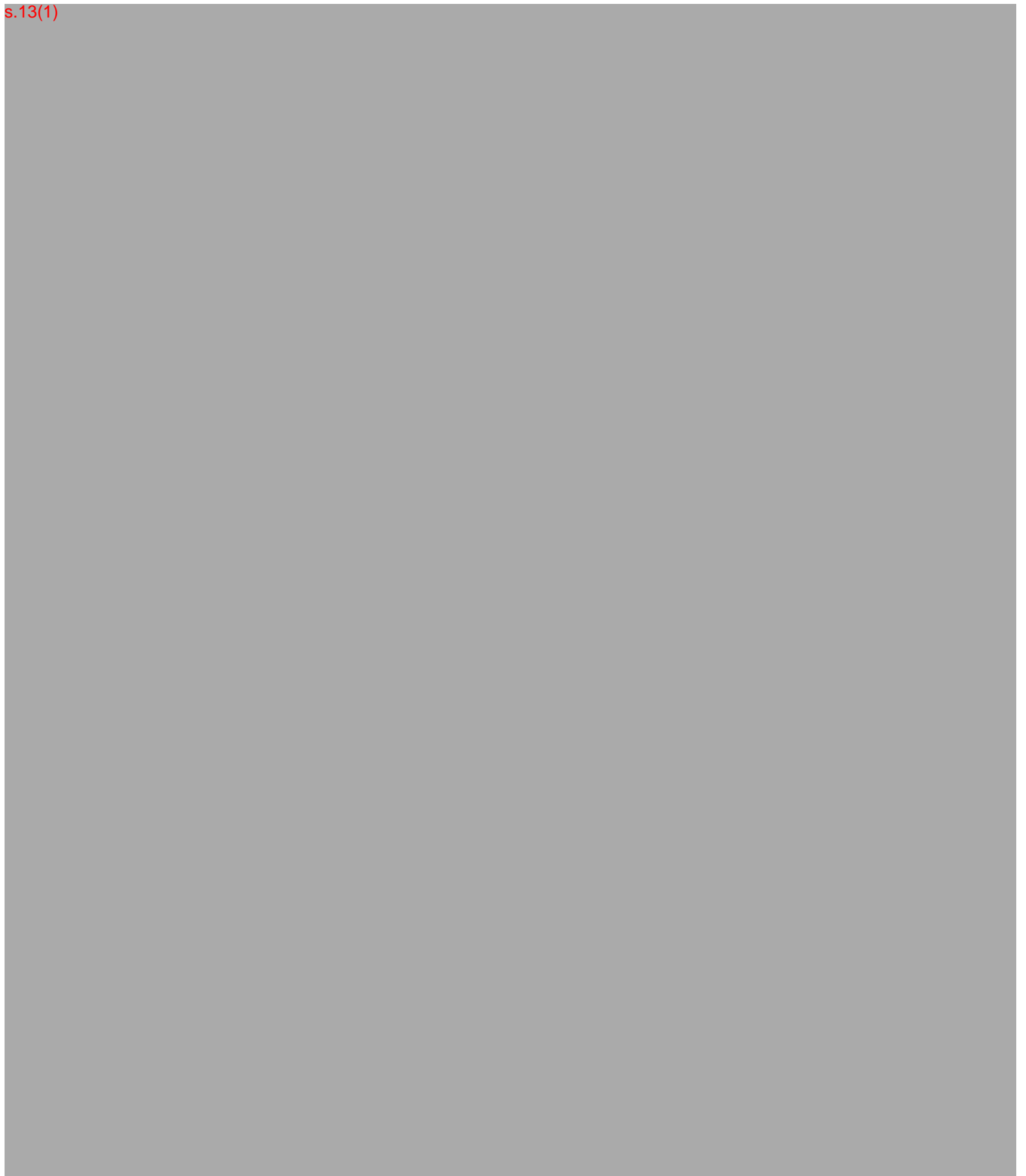


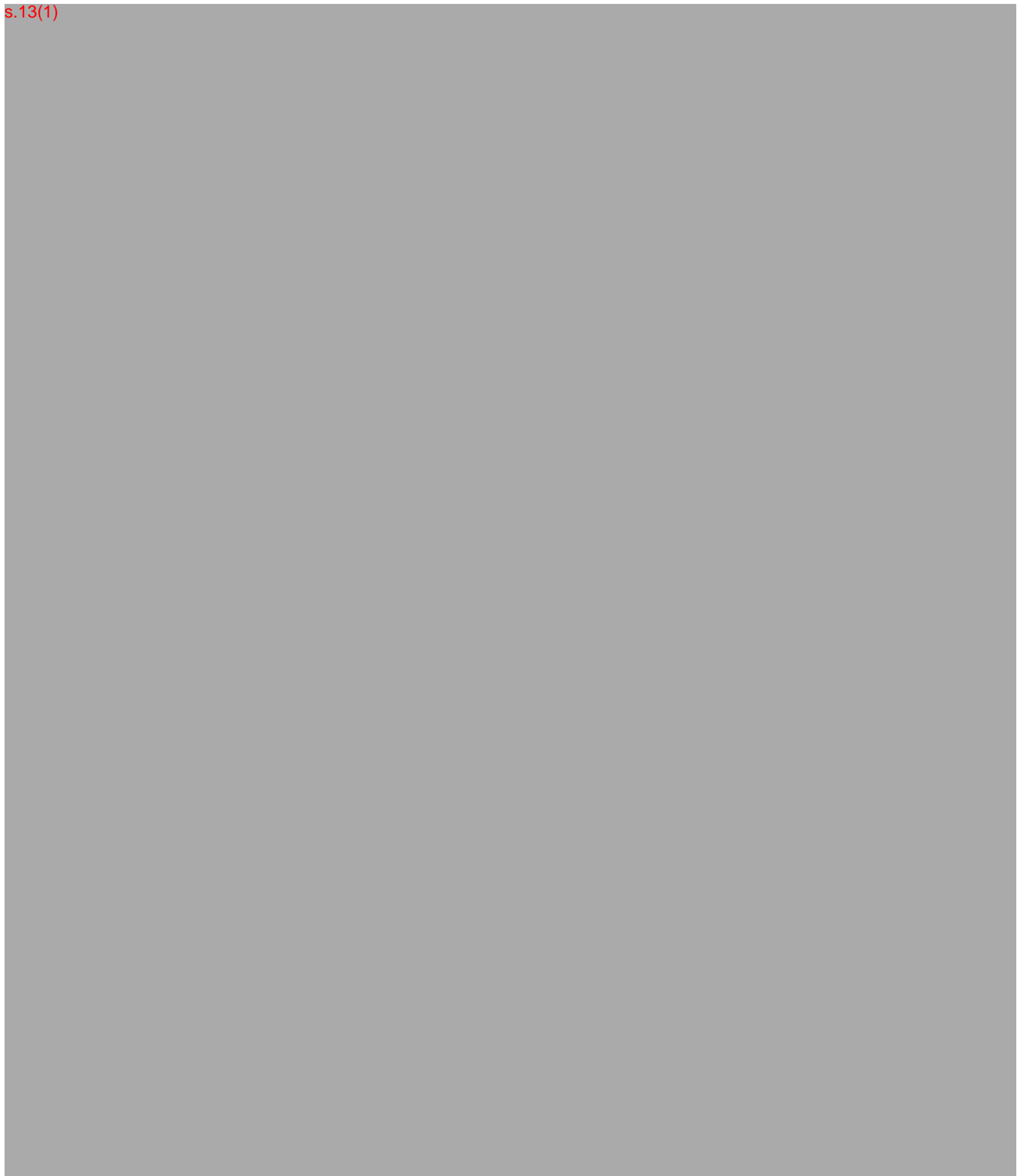
REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

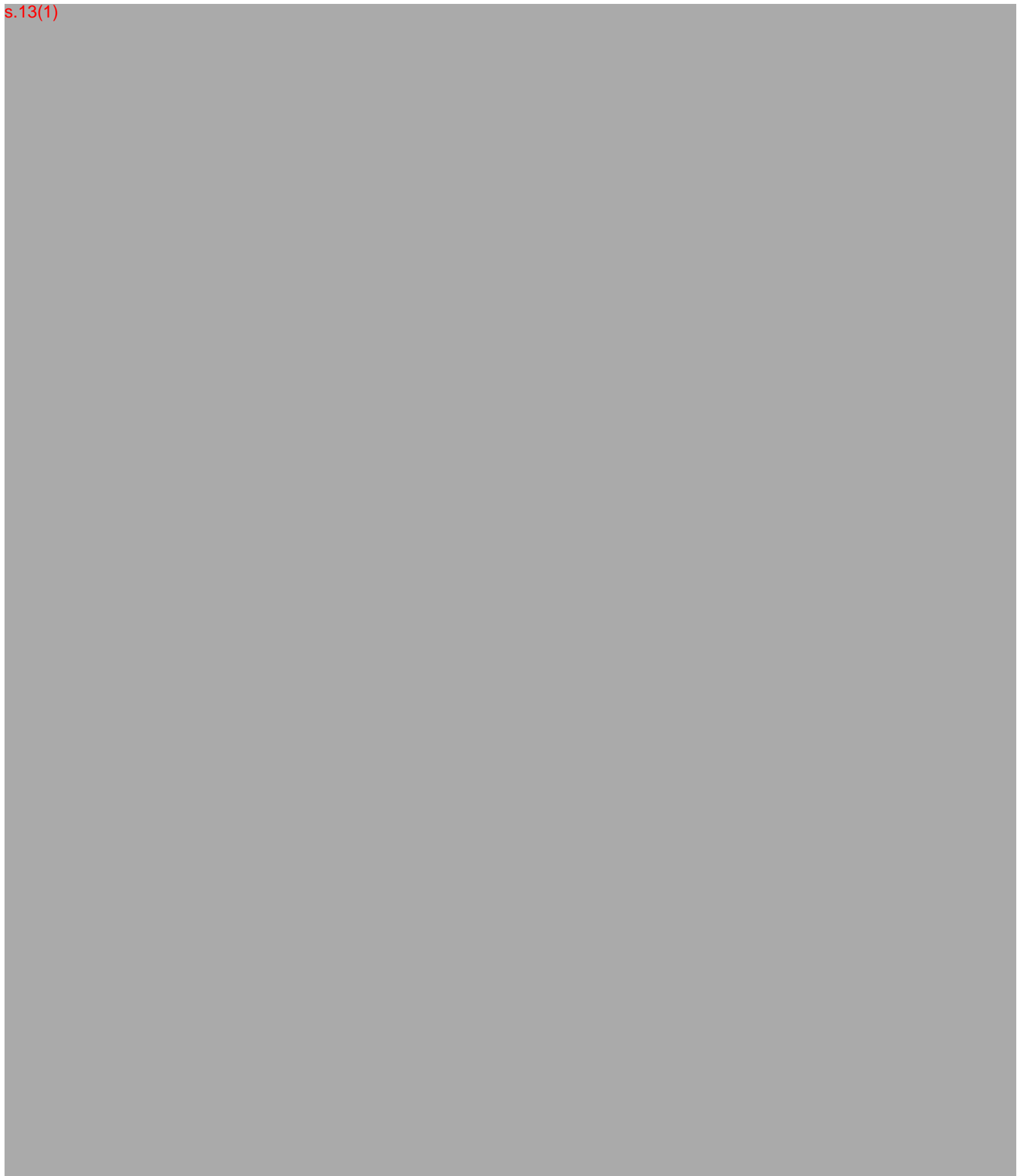
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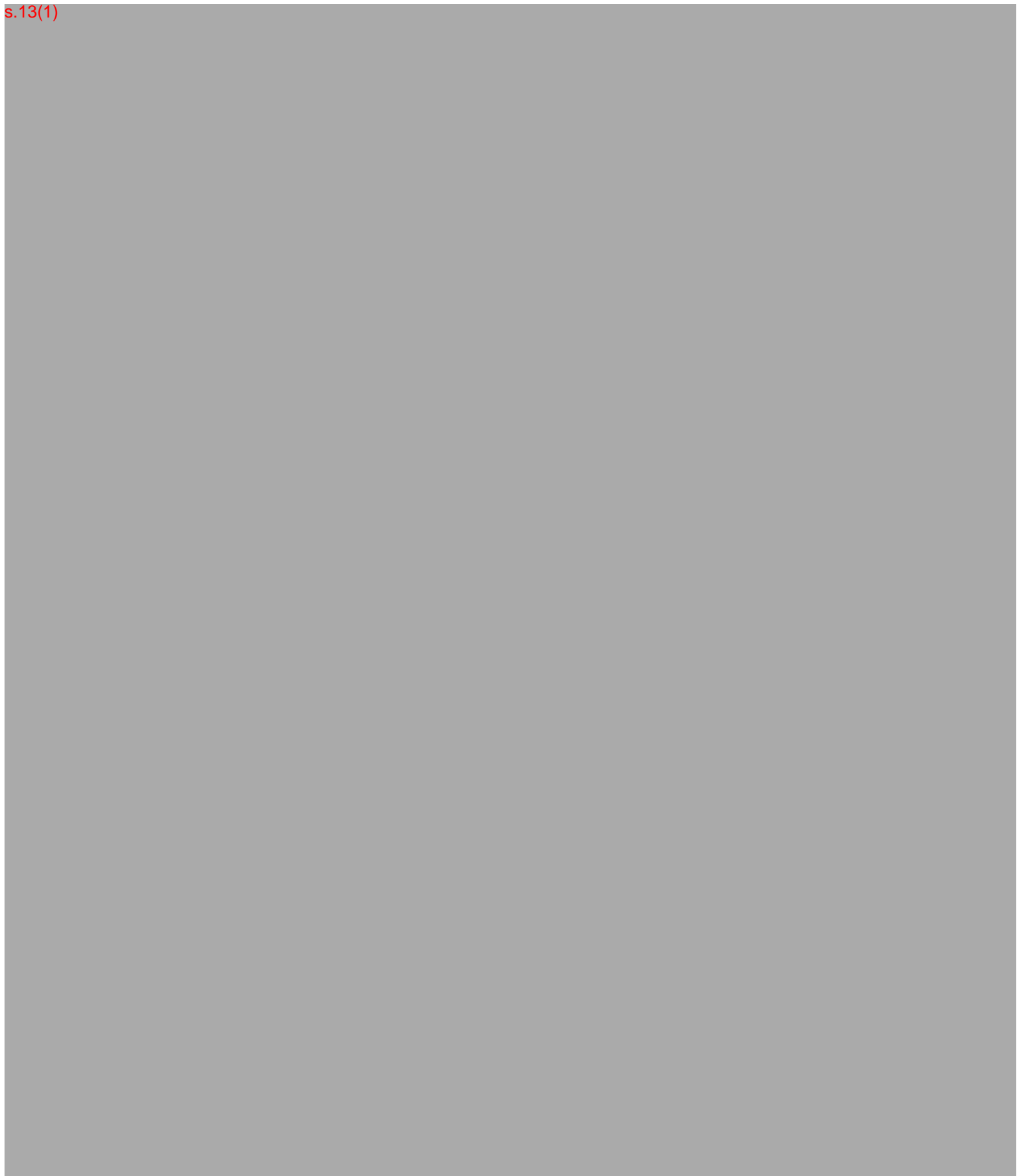


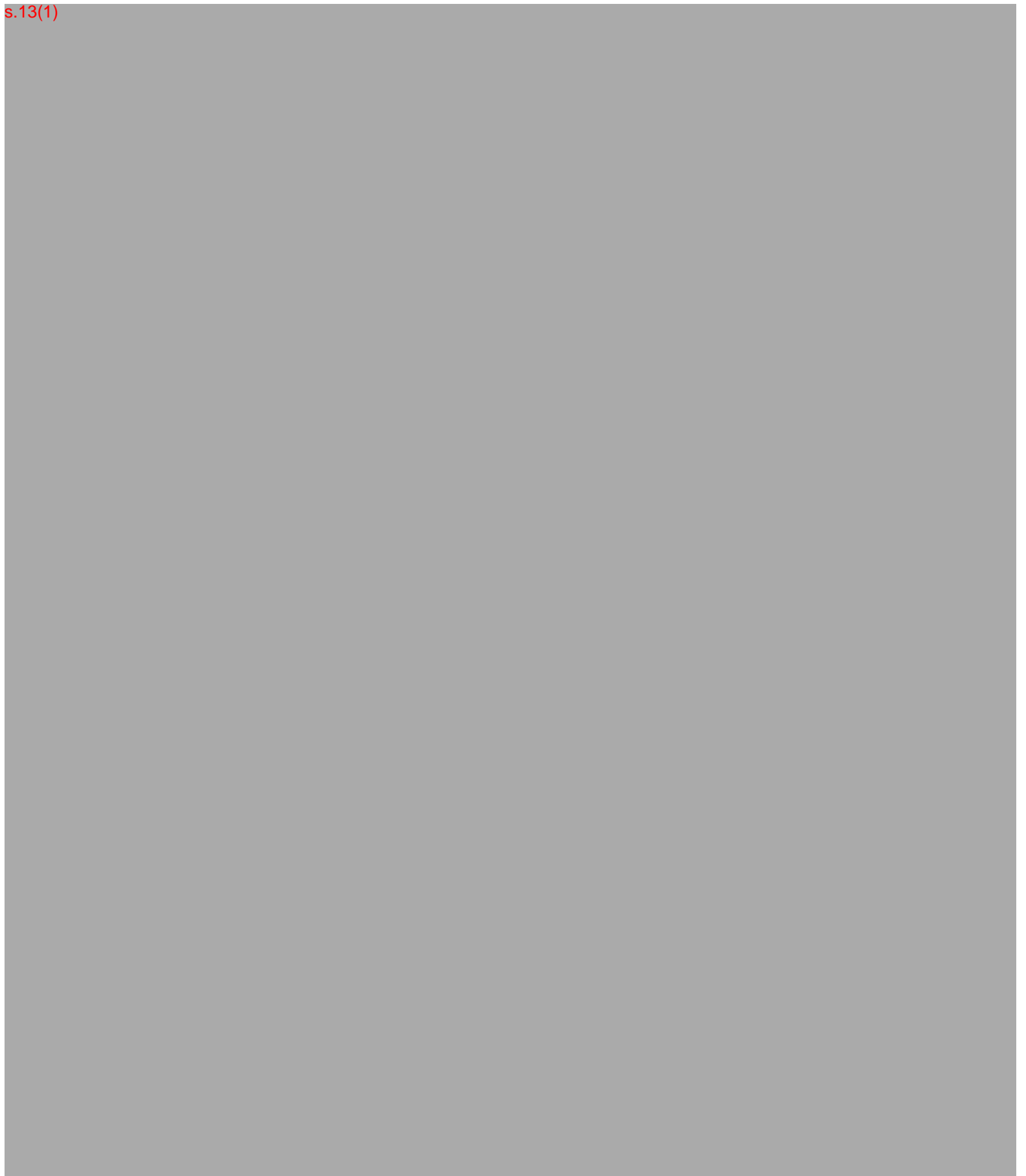


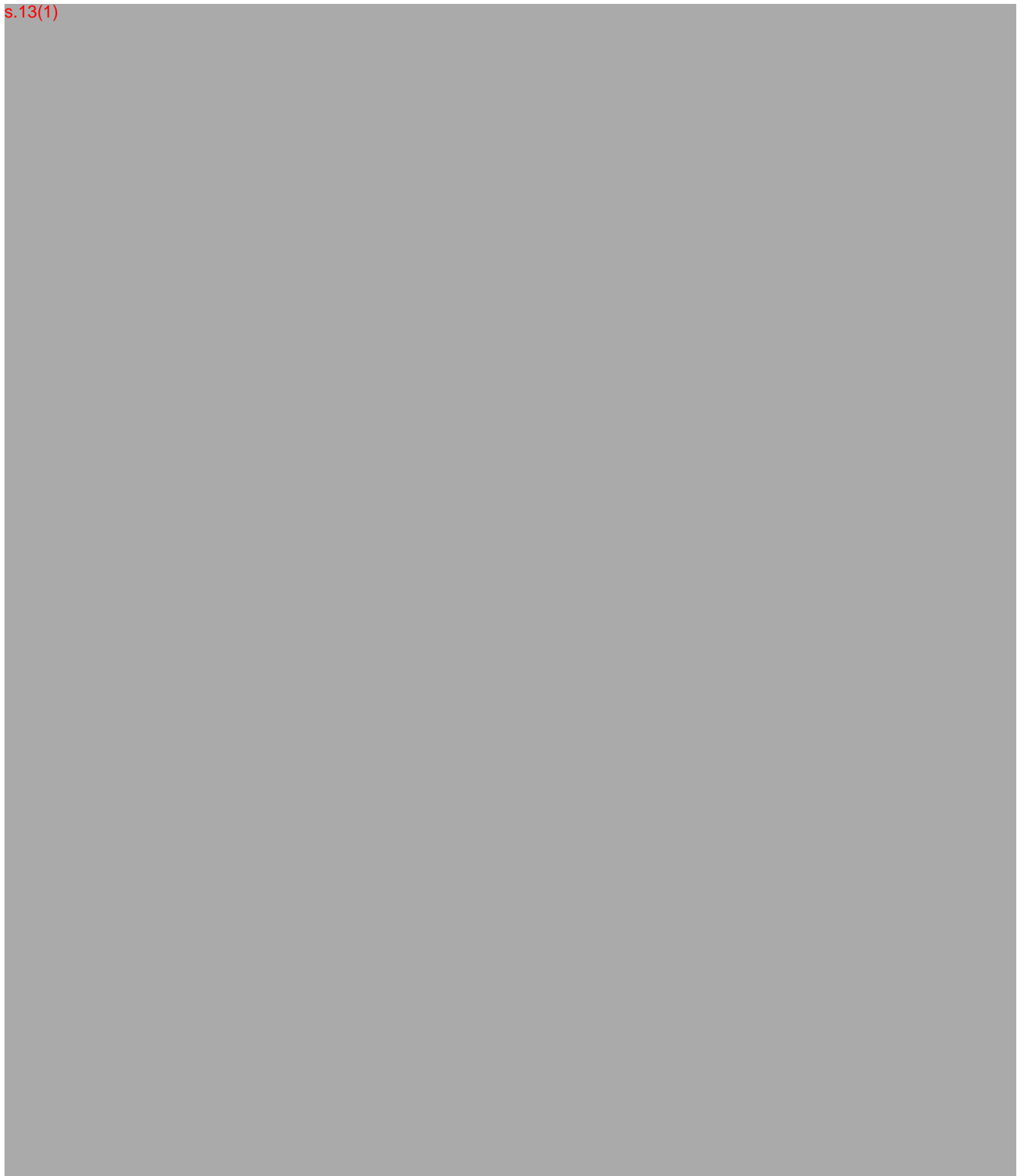


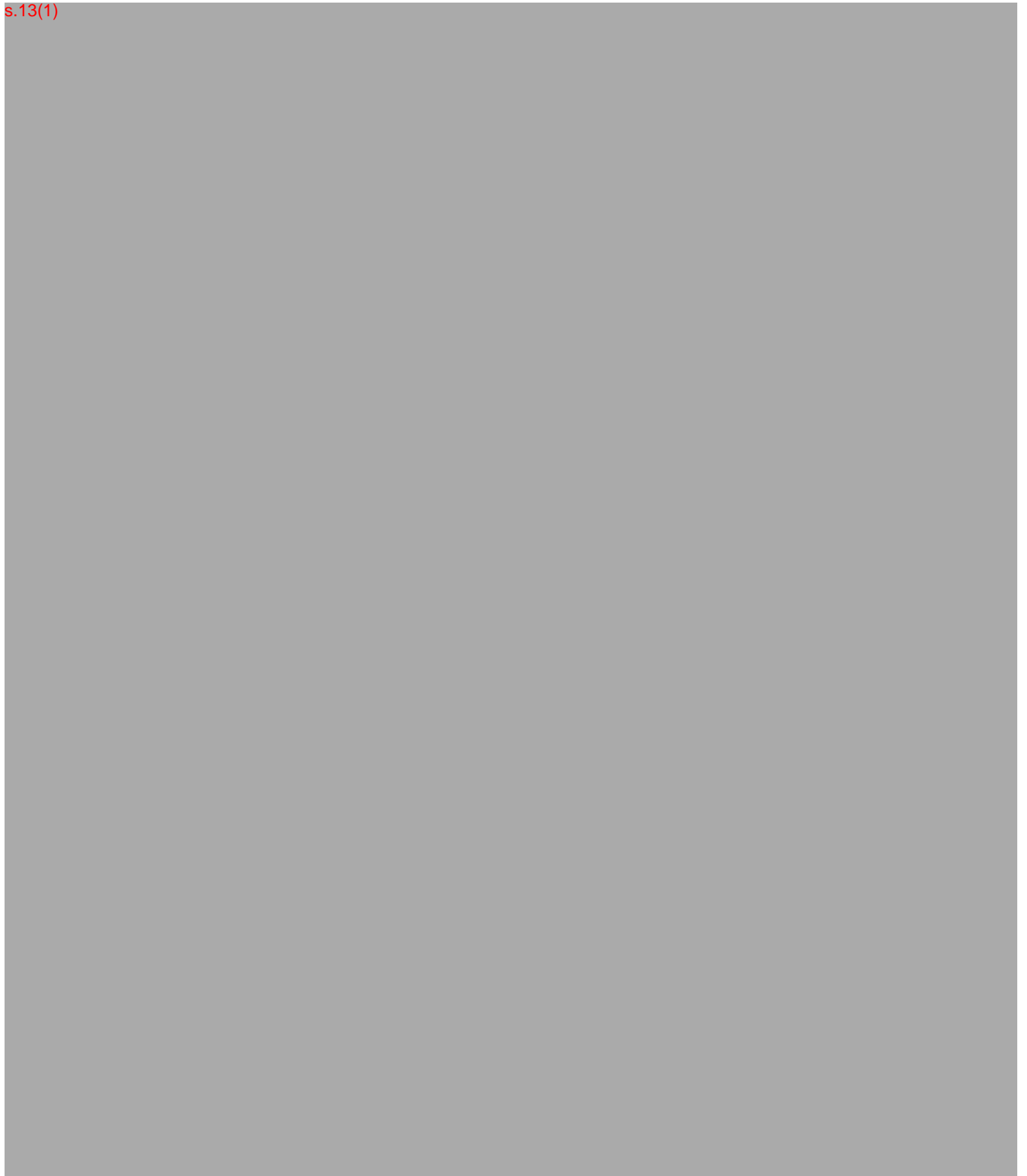


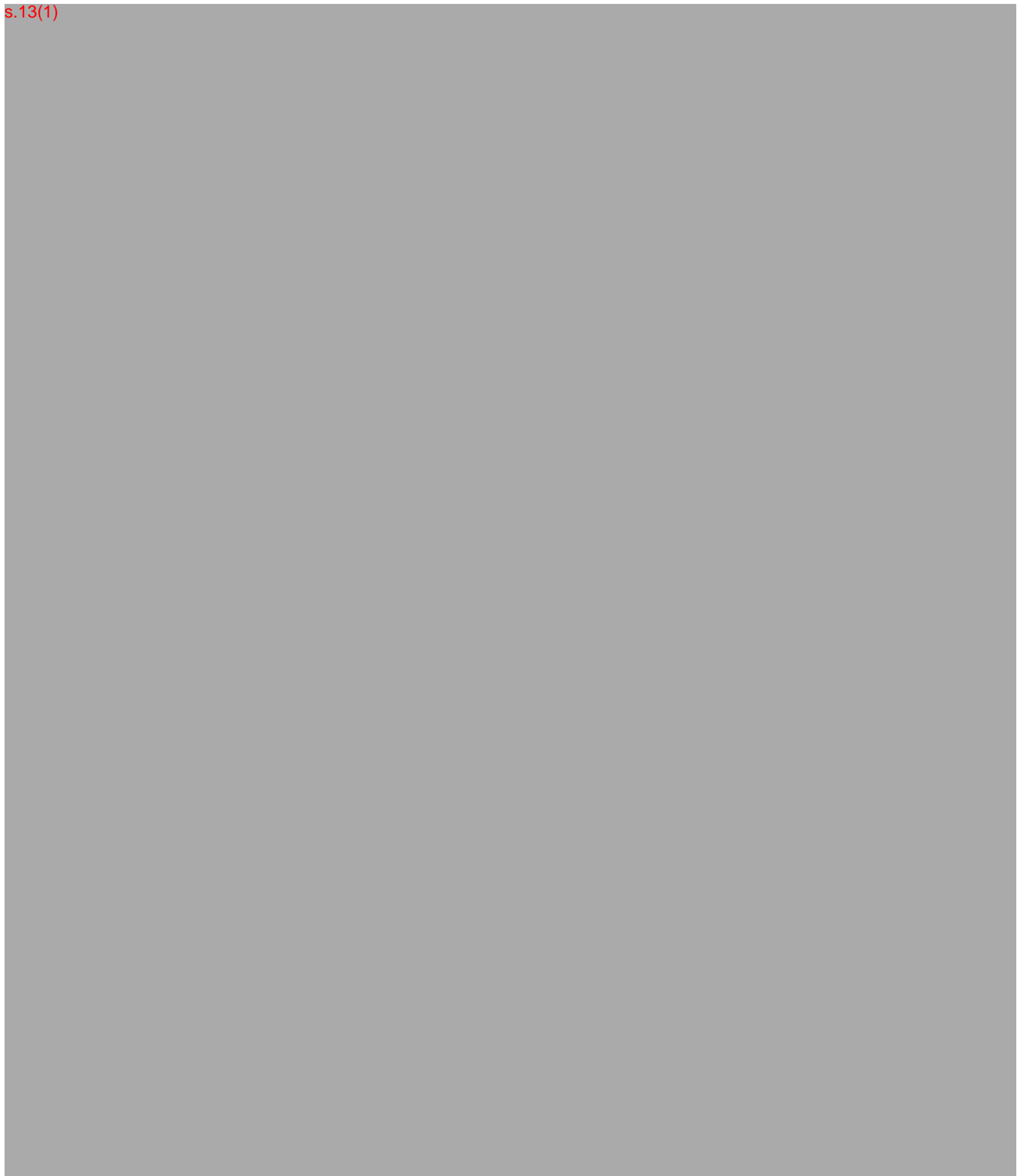


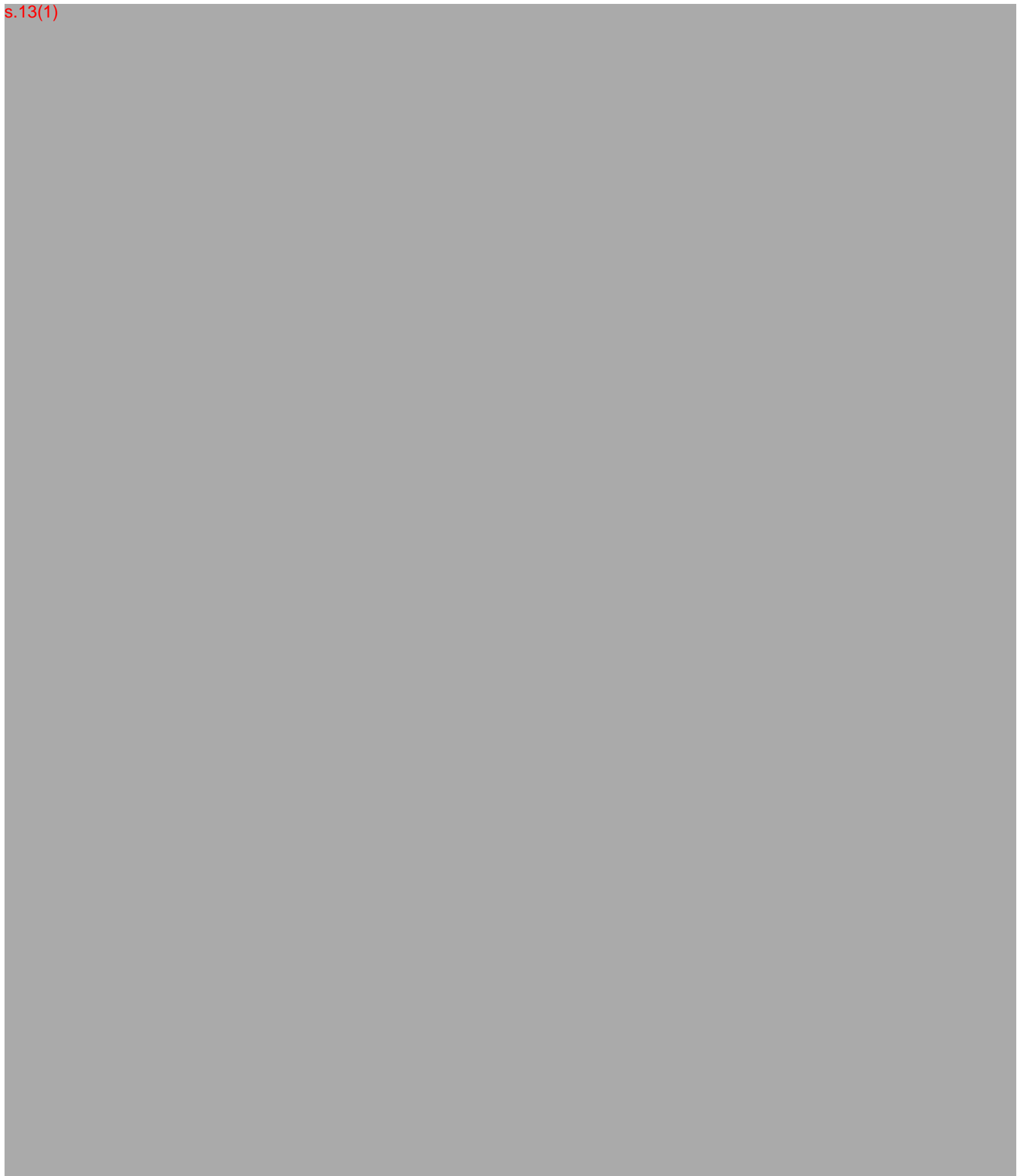








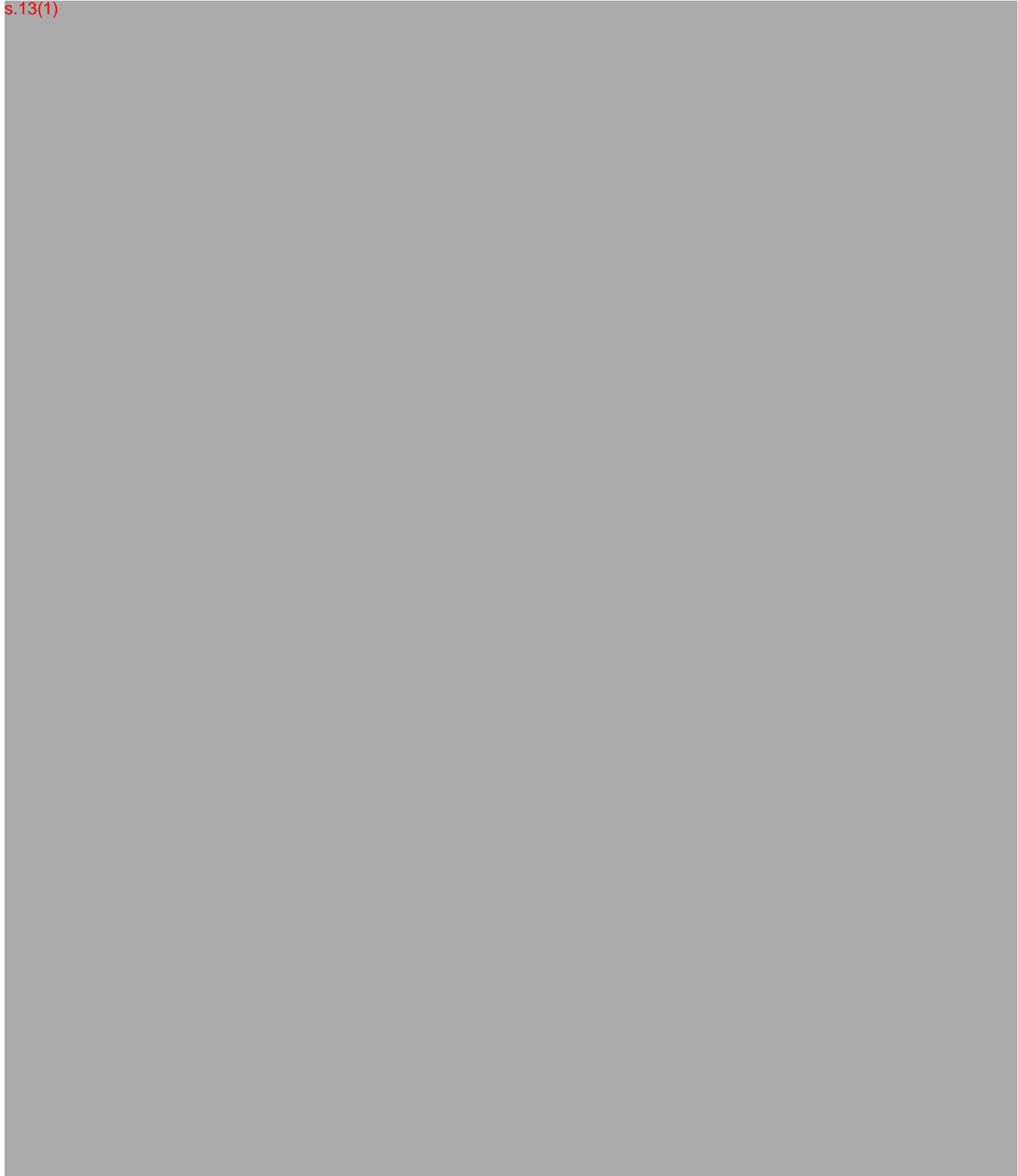


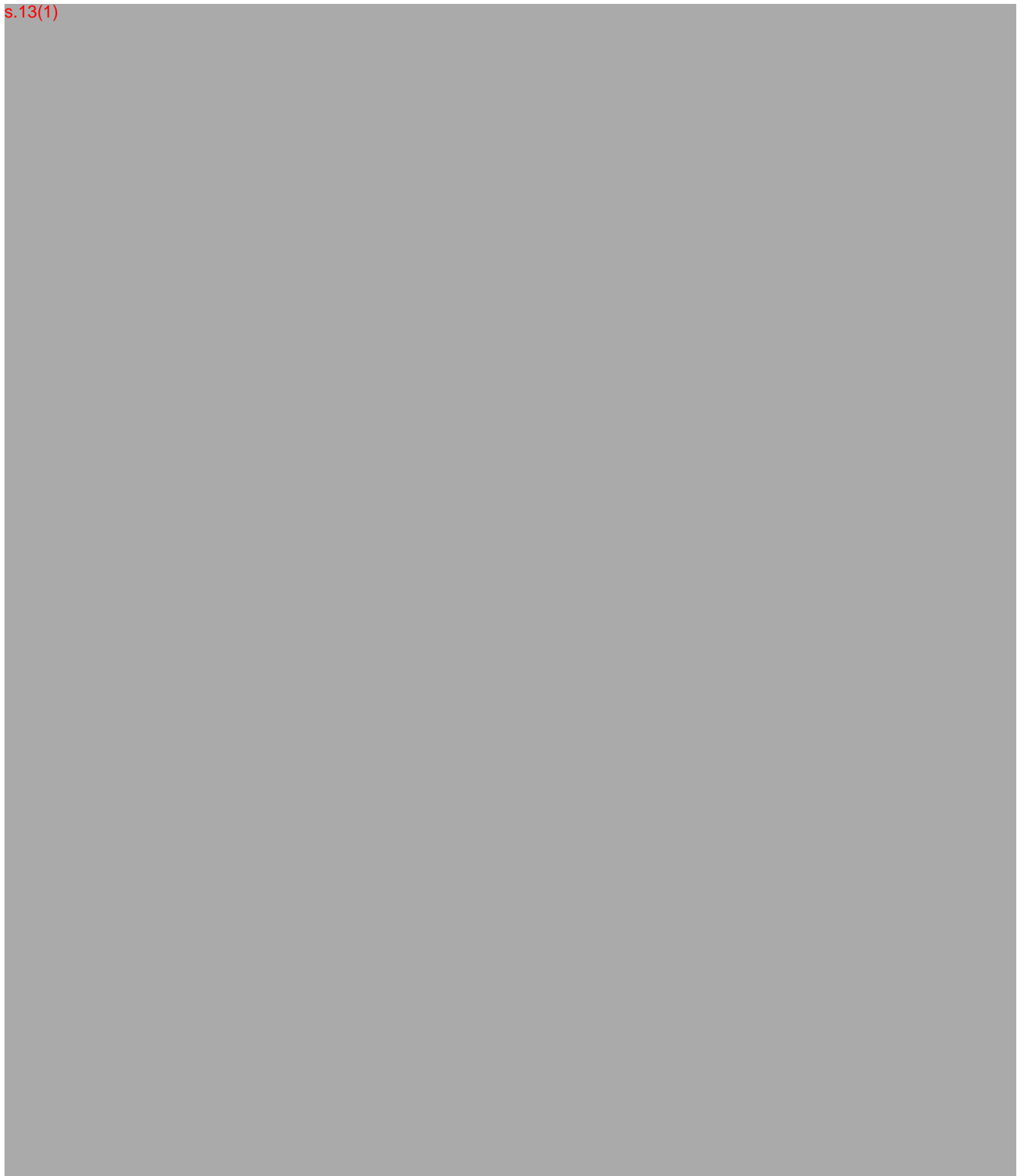


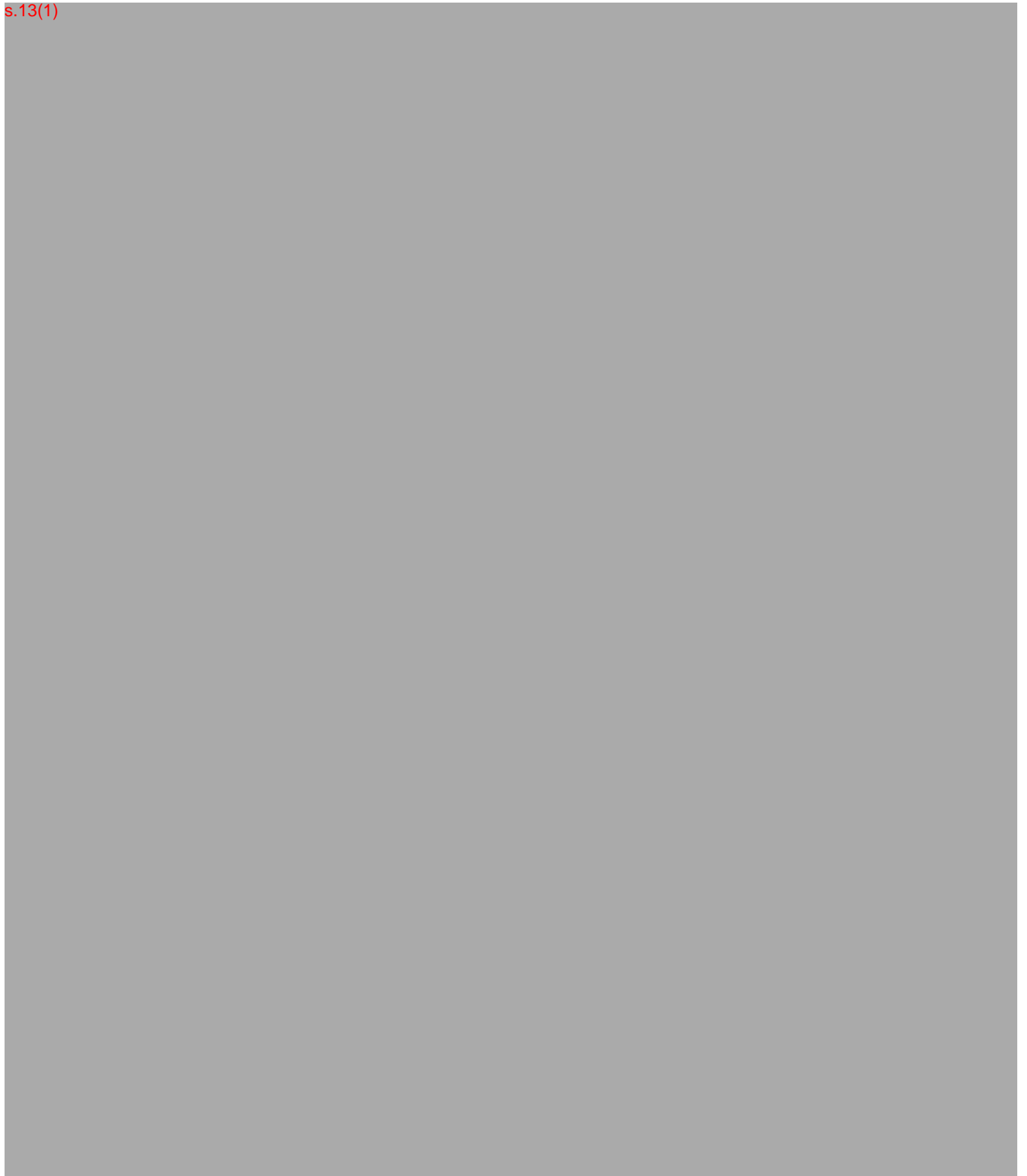
REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

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From: "Li, Jessica" <jessica.li@vancouver.ca>

To: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

Date: 12/3/2019 3:58:59 PM

Subject: RE: Stanley Park Tennis RFP

Attachments: PS20191554 - RFP (updated draft).doc

Hi Erica, here's an updated draft.

From: McDonald, Erica

Sent: Friday, November 29, 2019 6:04 PM

To: Collins, Tim; Araujo, Sev

Cc: Li, Jessica

Subject: RE: Stanley Park Tennis RFP

It does Tim.

Thank you for taking the time to provide additional advice.

Erica McDonald | Manager Recreation Services

t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: Collins, Tim

Sent: Friday, November 29, 2019 3:45 PM

To: McDonald, Erica; Araujo, Sev

Cc: Li, Jessica

Subject: RE: Stanley Park Tennis RFP

Hello Erica,

s.13(1)



s.13(1)



s.13(1)



I hope that this helps.

Tim Collins

604-257-8437

From: McDonald, Erica

Sent: Friday, November 29, 2019 3:24 PM

To: Collins, Tim; Araujo, Sev

Cc: Li, Jessica

Subject: RE: Stanley Park Tennis RFP

Thanx for your replies Tim.

s.13(1)



Erica McDonald | Manager Recreation Services

t. 604.257.6945 | c. 604.379.8611



From: Collins, Tim
Sent: Friday, November 29, 2019 2:06 PM
To: McDonald, Erica; Araujo, Sev
Cc: Li, Jessica
Subject: RE: Stanley Park Tennis RFP

See comments in **RED** below

Tim Collins
604-257-8437

From: McDonald, Erica
Sent: Wednesday, November 27, 2019 4:11 PM
To: Araujo, Sev; Collins, Tim
Cc: Li, Jessica
Subject: Stanley Park Tennis RFP

Hello Sev/Tim,

Need your help on a couple of items related to the Stanley Park Tennis RFP.

First of all Jessica received direction from her supervisor to fashion this as an RFP vs an RFEOI. She and I have met to review it couple of times and she is making further edits. When complete, I will ask her to send it to you for your review.

In particular please review the financial section – we are asking that they tell us how they plan to compensate the Park Board vs. us telling them what we expect. It's a bit unusual but it supports our emphasis on alignment with our principles and on partnership concepts vs. financial compensation. We need your comments back by next Wednesday at the latest.

Gail and Gord have been corresponding with the Commissioners along with several of their clients to ask that their contract be extended one more year because of the timing of the RFP. I have been asked by Daisy to expedite the procurement process and we promised same in a memo that went to Commissioners yesterday.

It is our plan to kick off the process by sending out the RFP on December 6th at the latest.

In order to finalize the RFP we need to know the following (please respond by replying all no later than Monday):

s.13(1)



Thanx and looking forward to your reply.



Erica McDonald | Manager Recreation Services

My pronoun is: she/her/hers

Vancouver Board of Parks and Recreation

Hillcrest Centre

4575 Clancy Loranger Way, V5Y 2M4

t. 604.257.6945 | c. 604.379.8611

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REQUEST FOR PROPOSALS

PROVISION OF SERVICES FOR STANLEY PARK

TENNIS COURT MANAGEMENT

RFP No. PS20191554

Issue Date: December 6, 2019

Issued by: City of Vancouver **(the "City")**













































REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

s.13(1)





REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

s.13(1)



















REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

s.13(1)









From: "Li, Jessica" <jessica.li@vancouver.ca>
To: "McDonald, Erica" <erica.mcdonald@vancouver.ca>
Date: 12/4/2019 12:30:51 PM
Subject: PS20191554 - RFP - Stanley Park Tennis Court Management - FINAL FOR REVIEW
Attachments: PS20191554 - RFP (final).doc

Hi Erica,

Please see attached final version. Feel free to make any other changes directly on the document. I need this approved for posting by tomorrow as Susan is away on Friday.

I've set the closing date to be Jan 14th. Q&A deadline is Jan 7th. I'll be returning from vac Jan 6th.

Will you be away any dates in Dec/Jan?

Please send me the vendor contacts of who we should notify, including email addresses.

Thanks,

Jessica

From: McDonald, Erica
Sent: Wednesday, December 04, 2019 9:16 AM
To: Li, Jessica
Subject: RE: Stanley Park Tennis RFP
Importance: High

Hi Jessica,

I have used track changes for my suggested changes.

s.13(1)



Please call if you have any questions. **It remains imperative that this RFT is issued on Friday. Let me know if this is still possible based on my suggested changes.**

Erica McDonald | Manager Recreation Services
t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: Li, Jessica
Sent: Tuesday, December 3, 2019 3:59 PM
To: McDonald, Erica
Subject: RE: Stanley Park Tennis RFP

Hi Erica, here's an updated draft.

From: McDonald, Erica

Sent: Friday, November 29, 2019 6:04 PM
To: Collins, Tim; Araujo, Sev
Cc: Li, Jessica
Subject: RE: Stanley Park Tennis RFP

It does Tim.
Thank you for taking the time to provide additional advice.

Erica McDonald | Manager Recreation Services
t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: Collins, Tim
Sent: Friday, November 29, 2019 3:45 PM
To: McDonald, Erica; Araujo, Sev
Cc: Li, Jessica
Subject: RE: Stanley Park Tennis RFP

Hello Erica,

s.13(1)



I hope that this helps.

Tim Collins
604-257-8437

From: McDonald, Erica
Sent: Friday, November 29, 2019 3:24 PM
To: Collins, Tim; Araujo, Sev
Cc: Li, Jessica
Subject: RE: Stanley Park Tennis RFP

Thanx for your replies Tim.

s.13(1)



Erica McDonald | Manager Recreation Services
t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: Collins, Tim
Sent: Friday, November 29, 2019 2:06 PM
To: McDonald, Erica; Araujo, Sev
Cc: Li, Jessica
Subject: RE: Stanley Park Tennis RFP

See comments in **RED** below

From: McDonald, Erica
Sent: Wednesday, November 27, 2019 4:11 PM
To: Araujo, Sev; Collins, Tim
Cc: Li, Jessica
Subject: Stanley Park Tennis RFP

Hello Sev/Tim,

Need your help on a couple of items related to the Stanley Park Tennis RFP.

First of all Jessica received direction from her supervisor to fashion this as an RFP vs an RFEOI. She and I have met to review it couple of times and she is making further edits. When complete, I will ask her to send it to you for your review.

In particular please review the financial section – we are asking that they tell us how they plan to compensate the Park Board vs. us telling them what we expect. It's a bit unusual but it supports our emphasis on alignment with our principles and on partnership concepts vs. financial compensation. We need your comments back by next Wednesday at the latest.

Gail and Gord have been corresponding with the Commissioners along with several of their clients to ask that their contract be extended one more year because of the timing of the RFP. I have been asked by Daisy to expedite the procurement process and we promised same in a memo that went to Commissioners yesterday.

It is our plan to kick off the process by sending out the RFP on December 6th at the latest.

In order to finalize the RFP we need to know the following (please respond by replying all no later than Monday):

s.13(1)



Thanx and looking forward to your reply.



Erica McDonald | Manager Recreation Services
My pronoun is: she/her/hers
Vancouver Board of Parks and Recreation
Hillcrest Centre
4575 Clancy Loranger Way, V5Y 2M4
t. 604.257.6945 | c. 604.379.8611

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REQUEST FOR PROPOSALS

PROVISION OF SERVICES FOR STANLEY PARK

TENNIS COURT MANAGEMENT

RFP No. PS20191554

Issue Date: December 6, 2019

Issued by: City of Vancouver **(the "City")**





s.13(1)











s.13(1)





s.13(1)

















s.13(1)



s.13(1)



s.13(1)



s.13(1)







REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

s.13(1)



s.13(1)



s.13(1)



REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

s.13(1)





s.13(1)









s.13(1)



s.13(1)





REQUEST FOR PROPOSALS NO. PS20191554
PROVISION OF SERVICES FOR STANLEY PARK TENNIS COURT MANAGEMENT
PART C - FORM OF PROPOSAL

s.13(1)









From: "McDonald, Erica" <erica.mcdonald@vancouver.ca>

To: "Li, Jessica" <jessica.li@vancouver.ca>

Date: 12/4/2019 9:16:00 AM

Subject: RE: Stanley Park Tennis RFP

Attachments: PS20191554 - RFP (updated draft) 2020 w EM comments.doc

Hi Jessica,

I have used track changes for my suggested changes.

s.13(1)

Please call if you have any questions. **It remains imperative that this RFT is issued on Friday – let me know if this is still possible based on my suggested changes.**

Erica McDonald | Manager Recreation Services

t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: Li, Jessica

Sent: Tuesday, December 3, 2019 3:59 PM

To: McDonald, Erica

Subject: RE: Stanley Park Tennis RFP

Hi Erica, here's an updated draft.

From: McDonald, Erica

Sent: Friday, November 29, 2019 6:04 PM

To: Collins, Tim; Araujo, Sev

Cc: Li, Jessica

Subject: RE: Stanley Park Tennis RFP

It does Tim.

Thank you for taking the time to provide additional advice.

Erica McDonald | Manager Recreation Services

t. 604.257.6945 | c. 604.379.8611

I am grateful to live and work on the unceded, ancestral territories of the Musqueam, Squamish and Tsleil Waututh Nations



From: Collins, Tim

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Cc: Li, Jessica

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In order to finalize the RFP we need to know the following (please respond by replying all no later than Monday):

s.13(1)

week of January. ~~RED~~

Thanx and looking forward to your reply.



Erica McDonald | Manager Recreation Services

My pronoun is: she/her/hers

Vancouver Board of Parks and Recreation

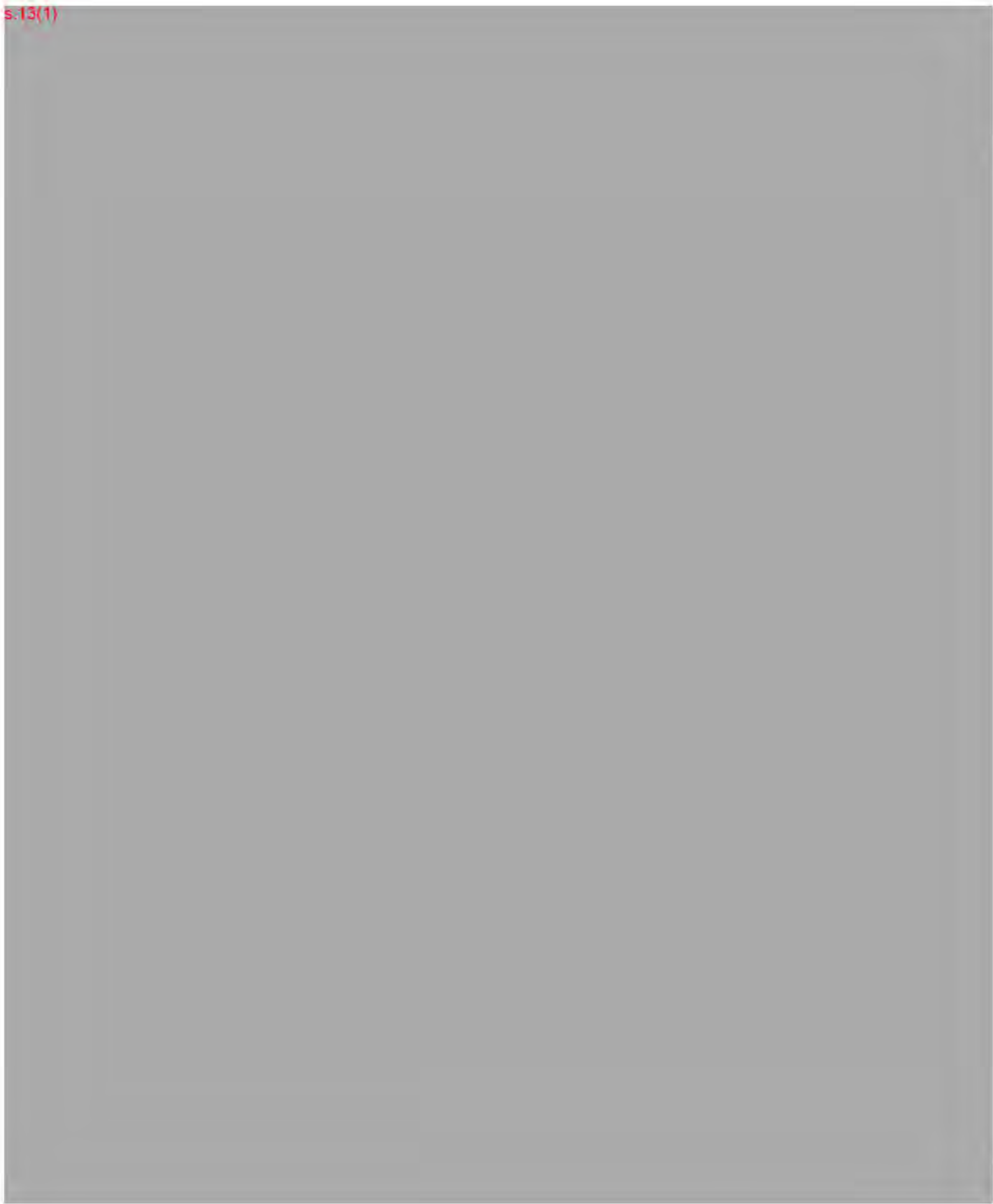
Hillcrest Centre

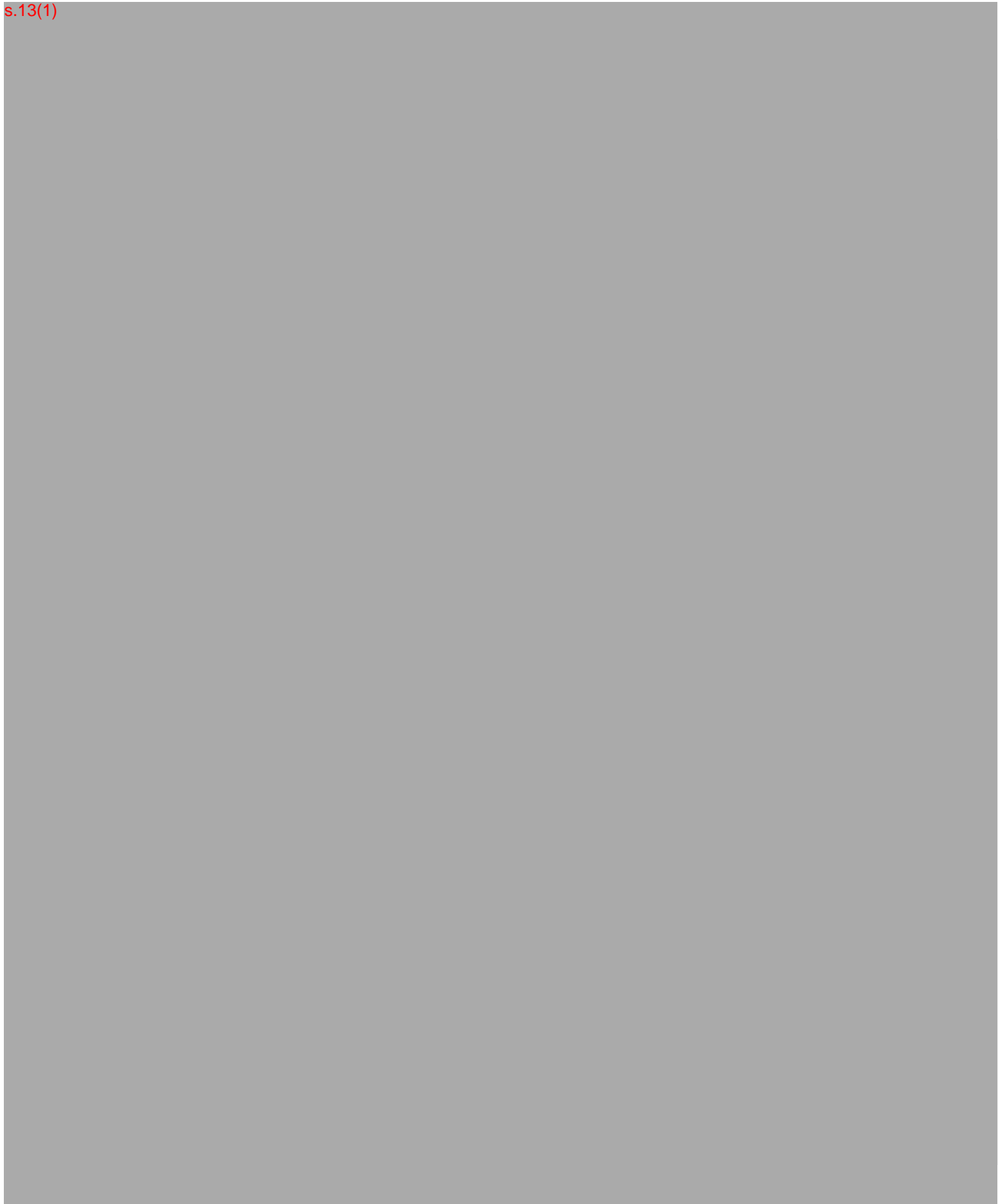
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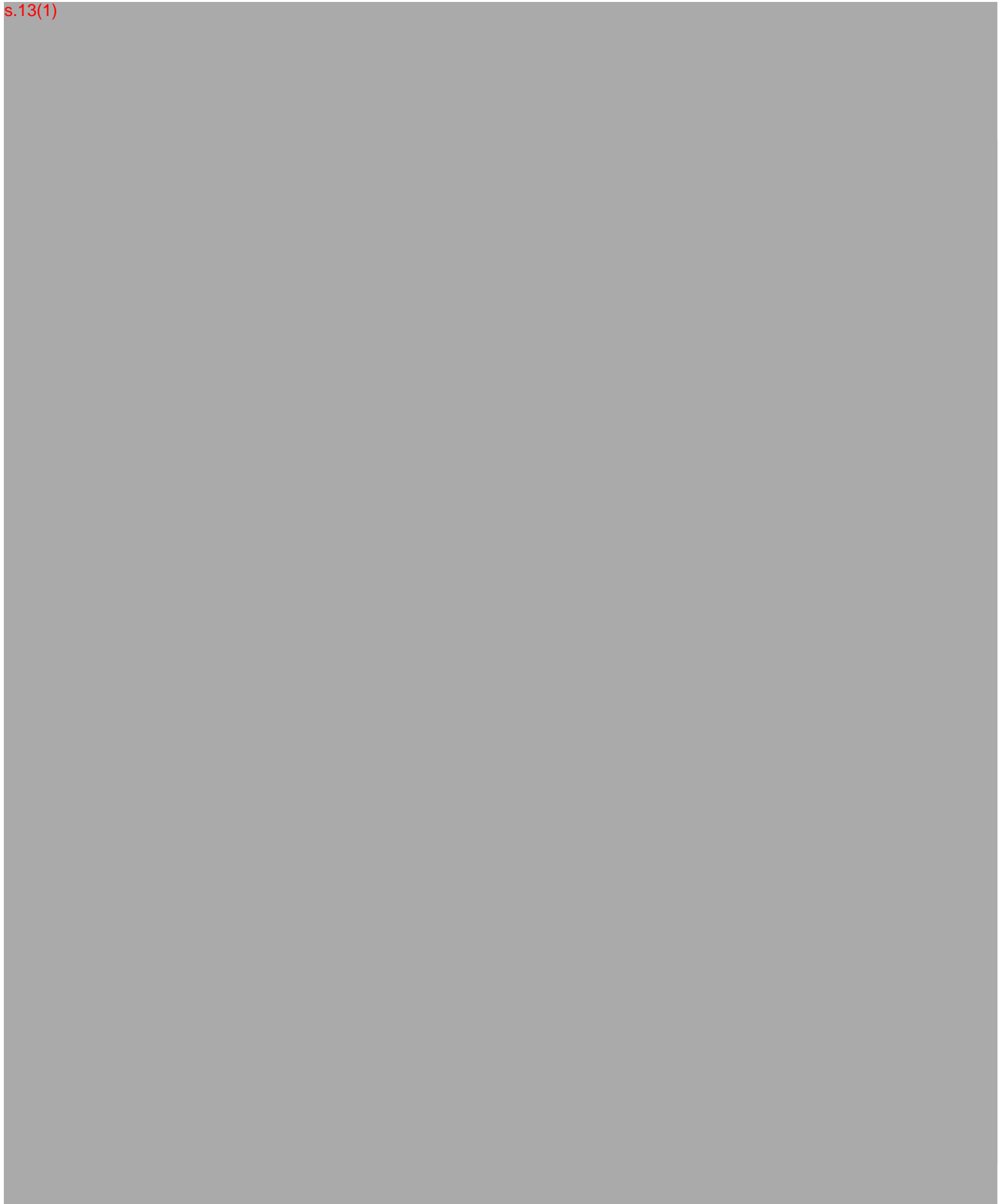
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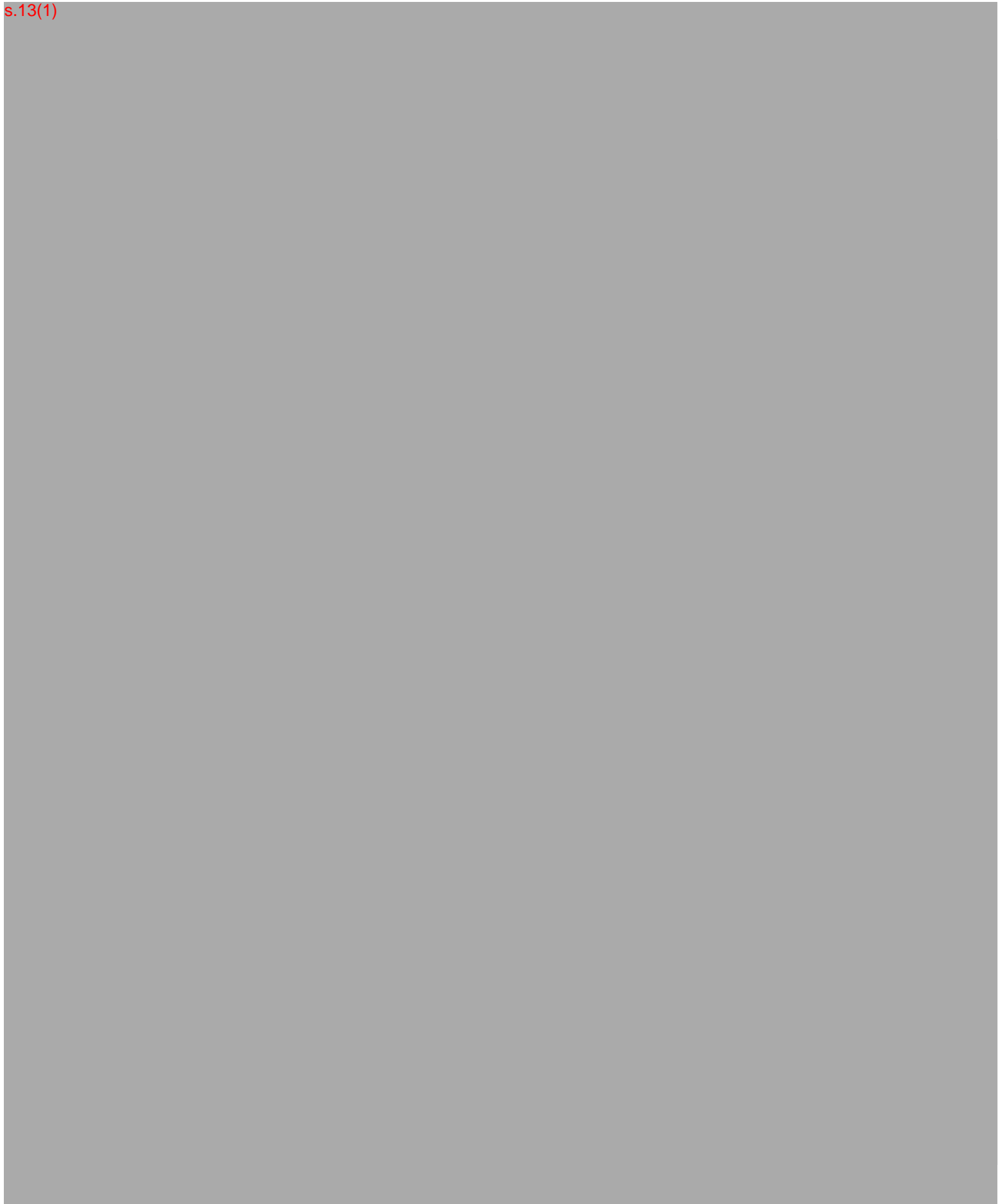
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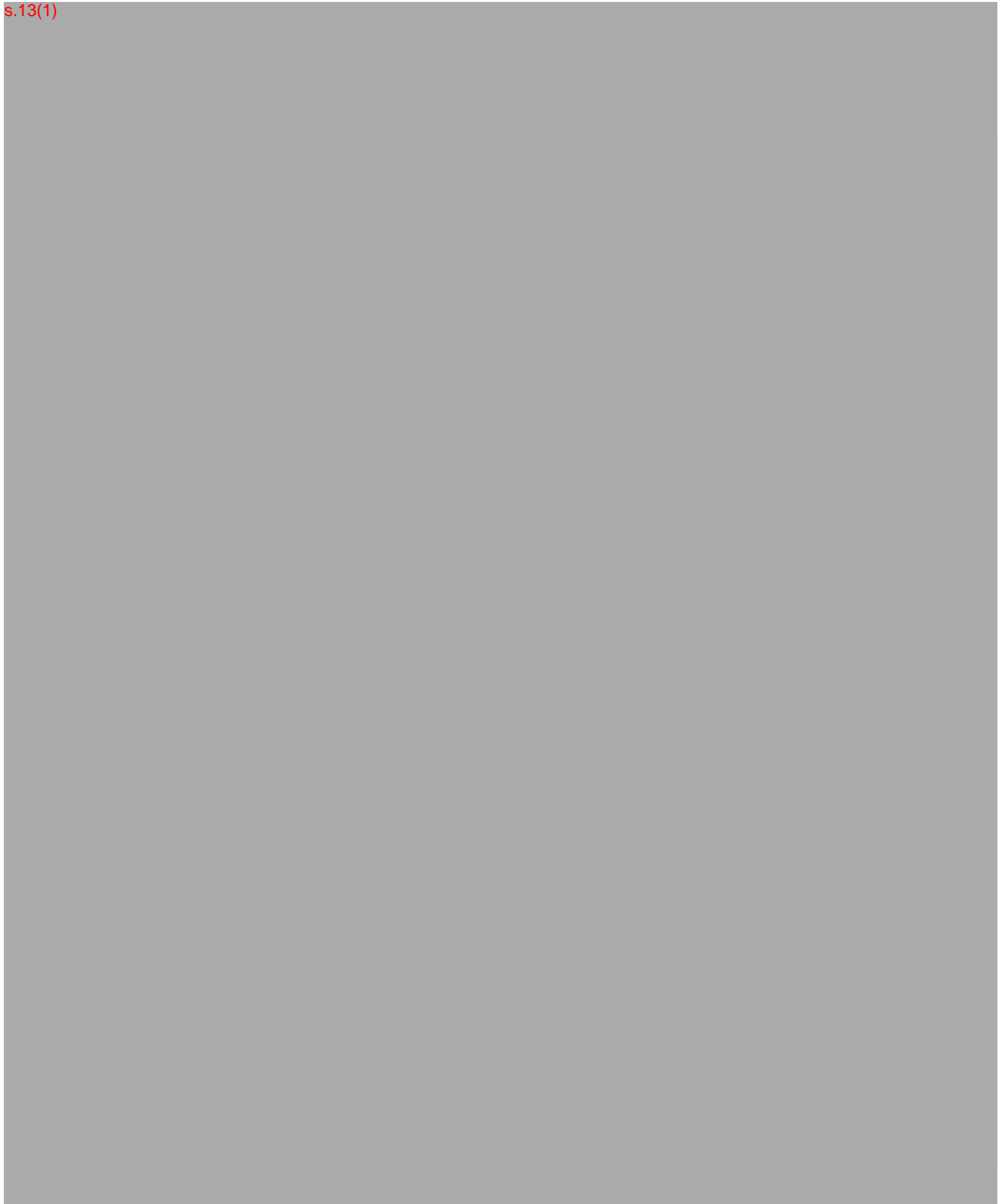


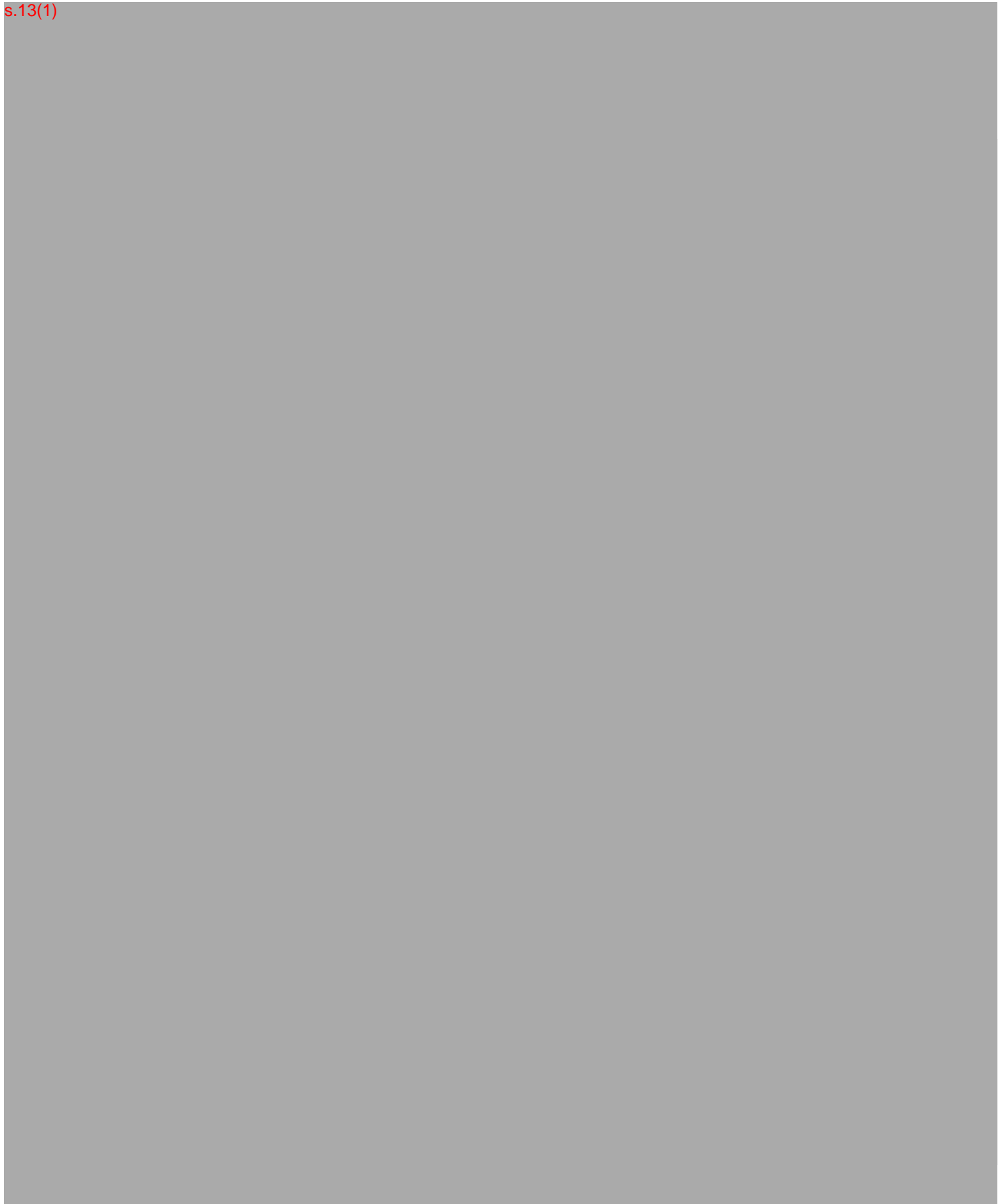


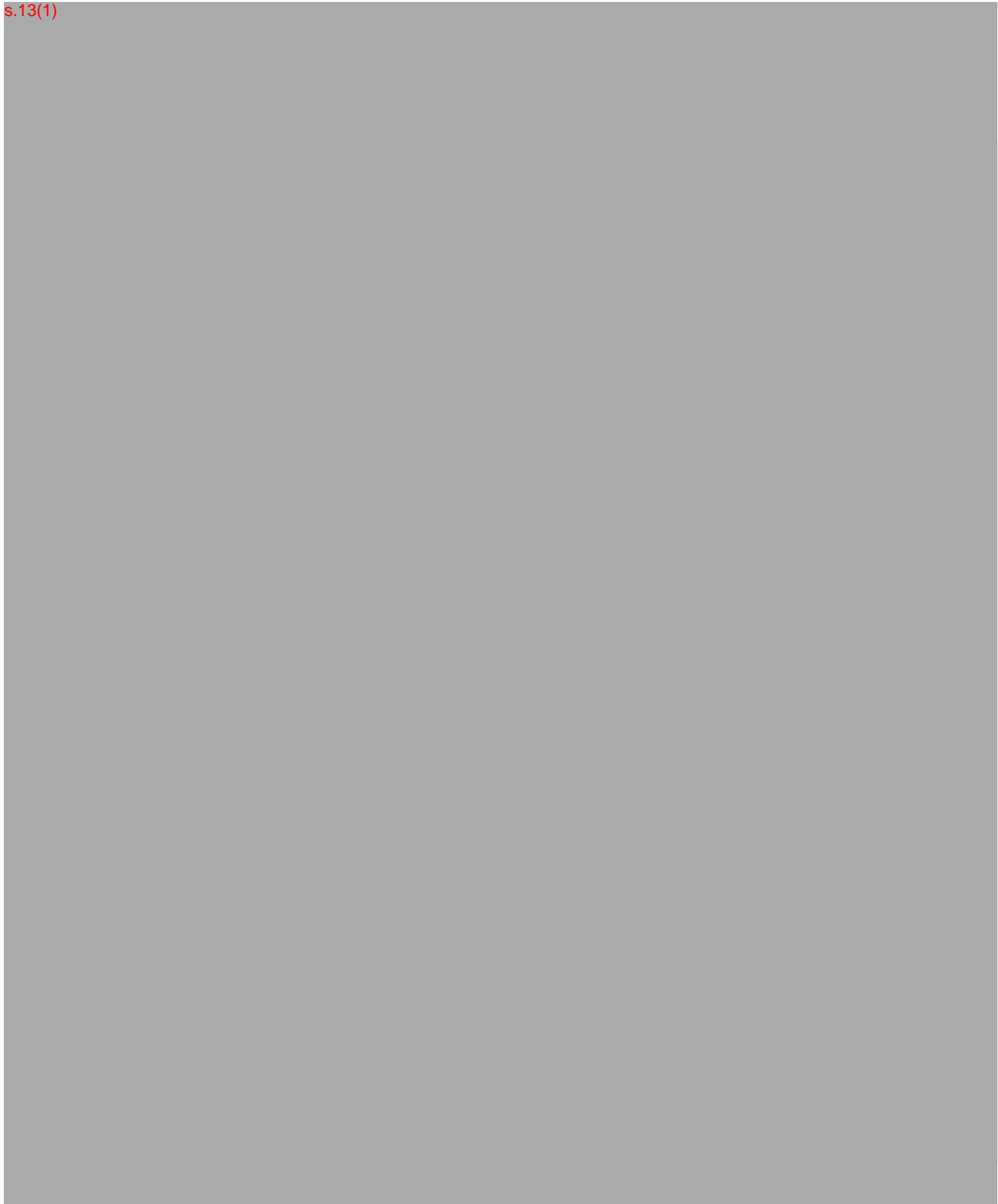


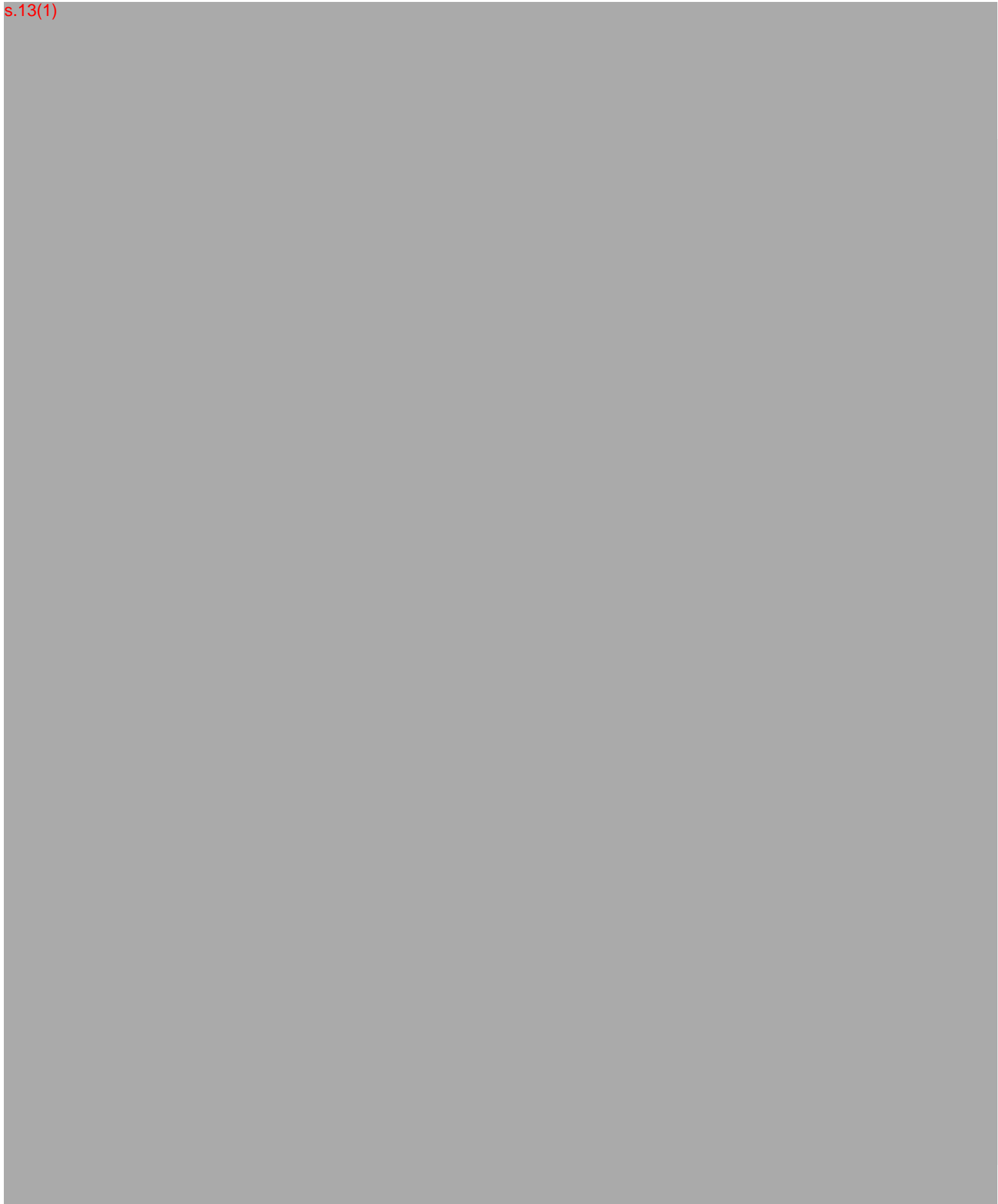


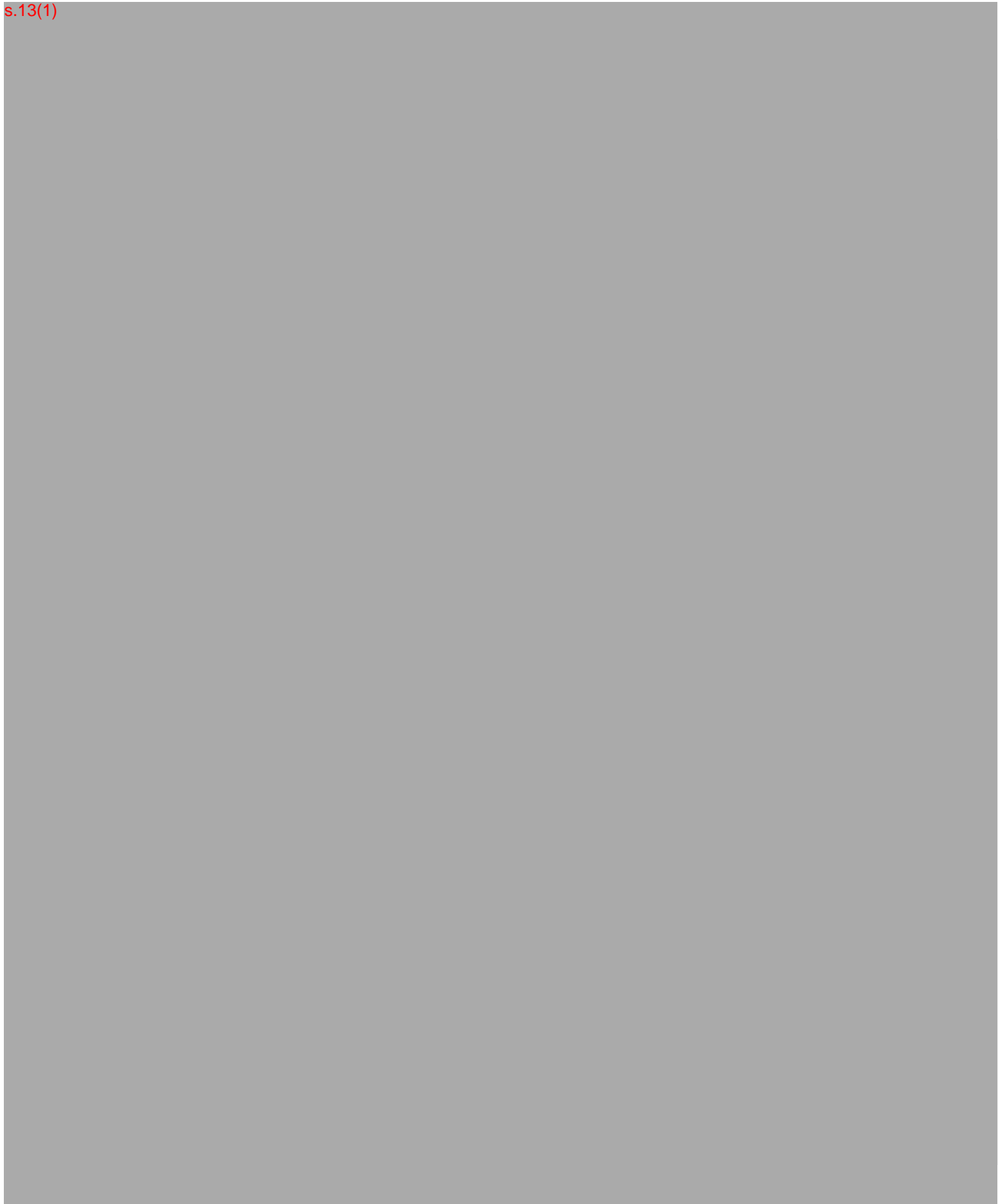


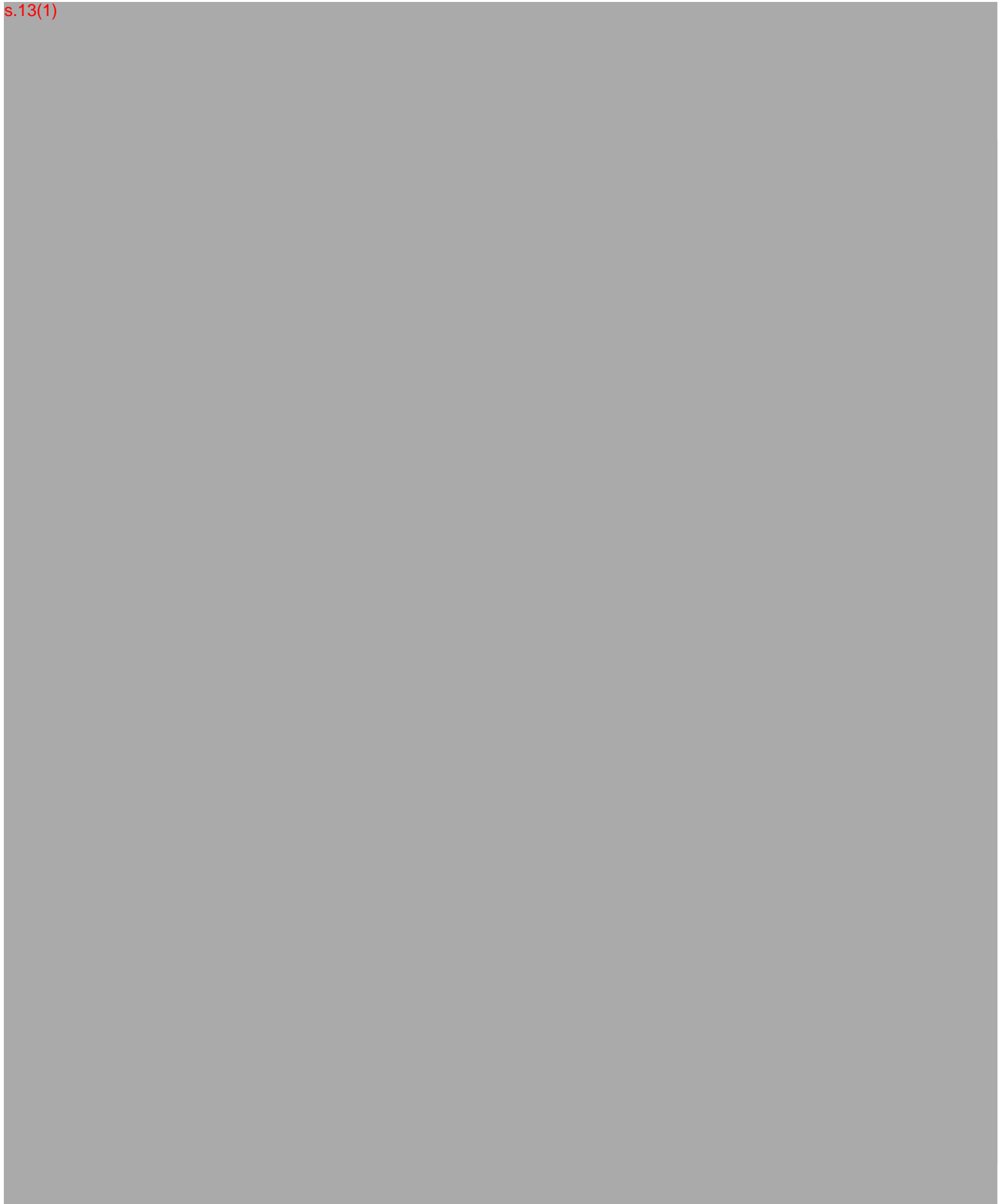


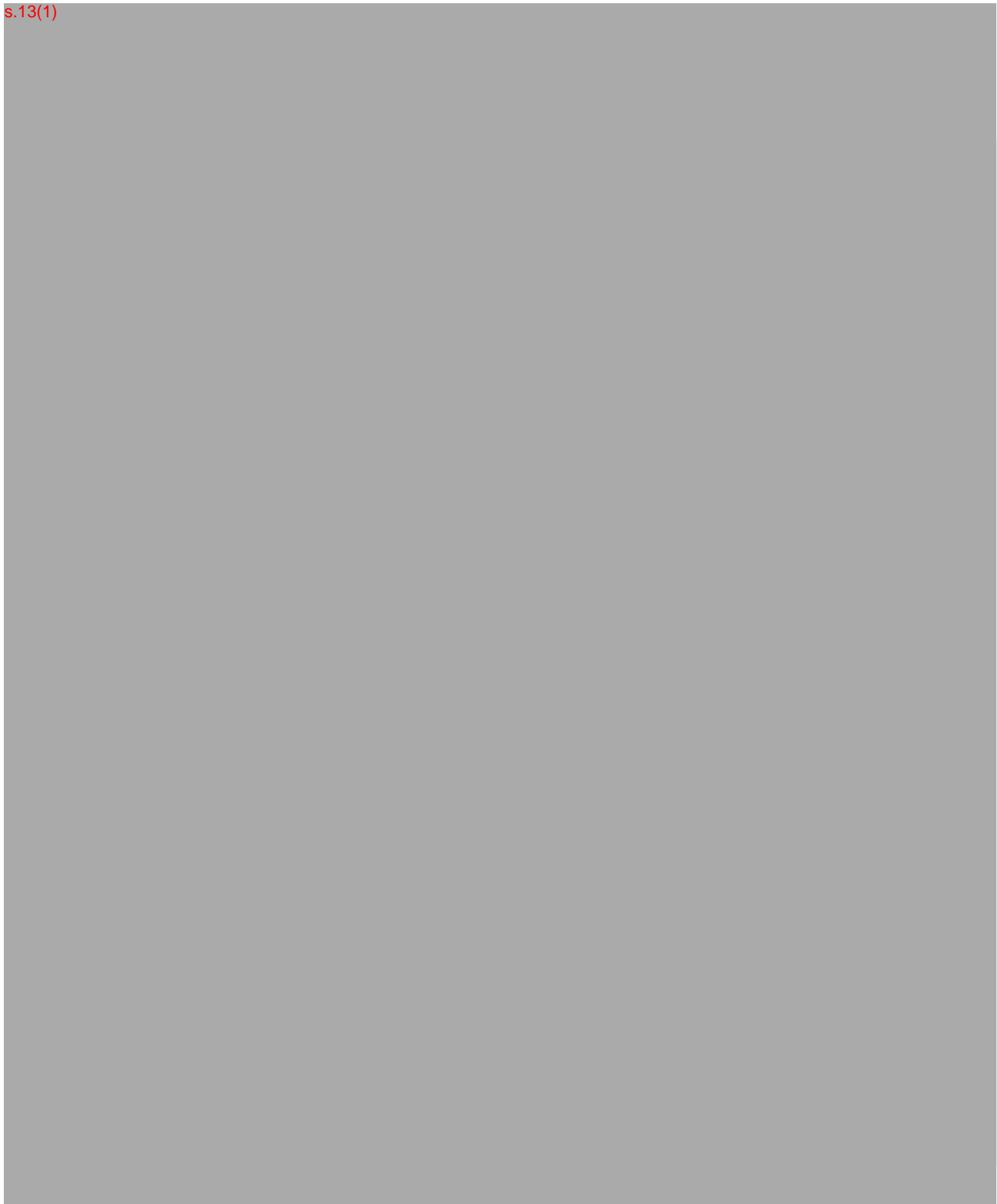


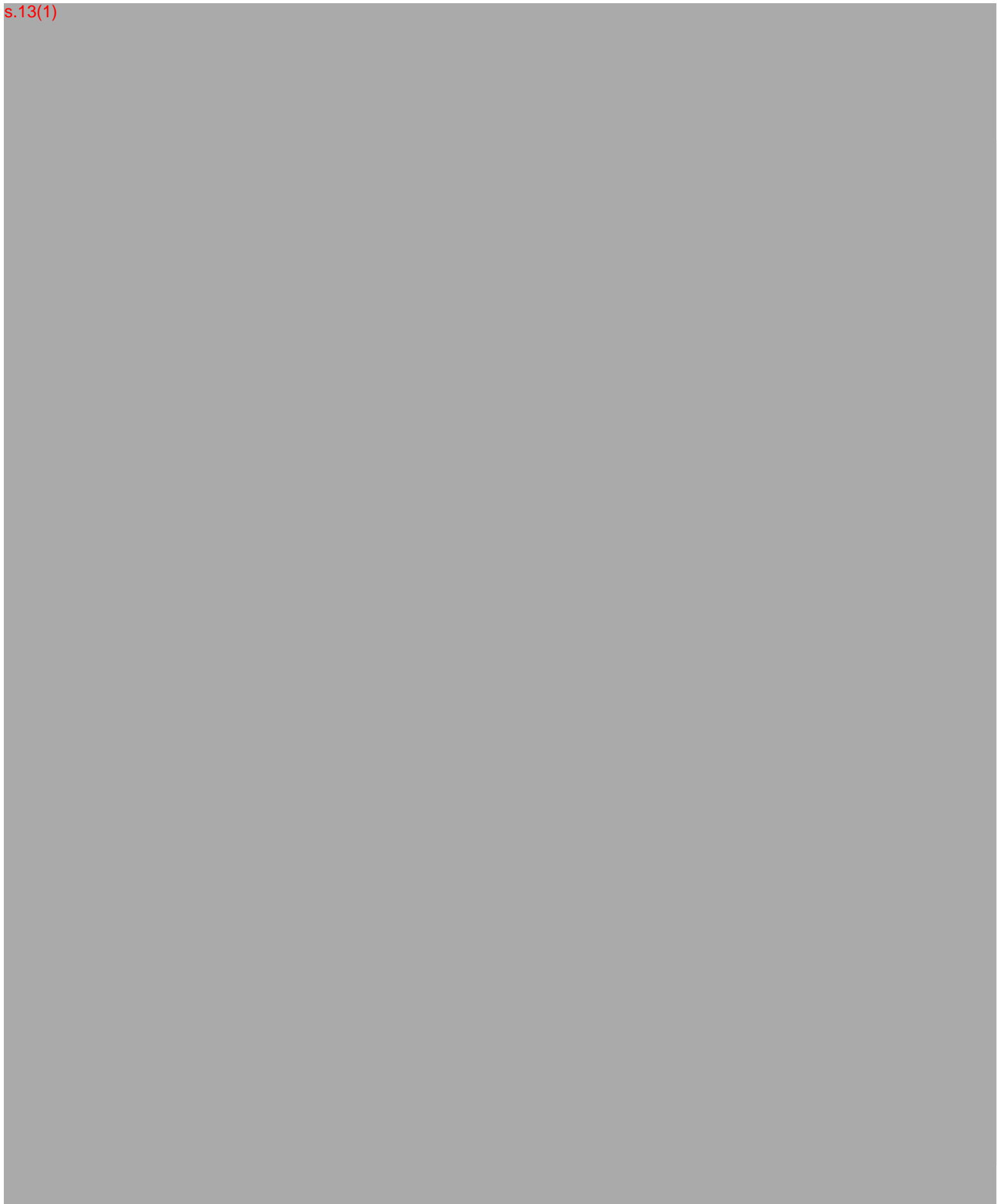


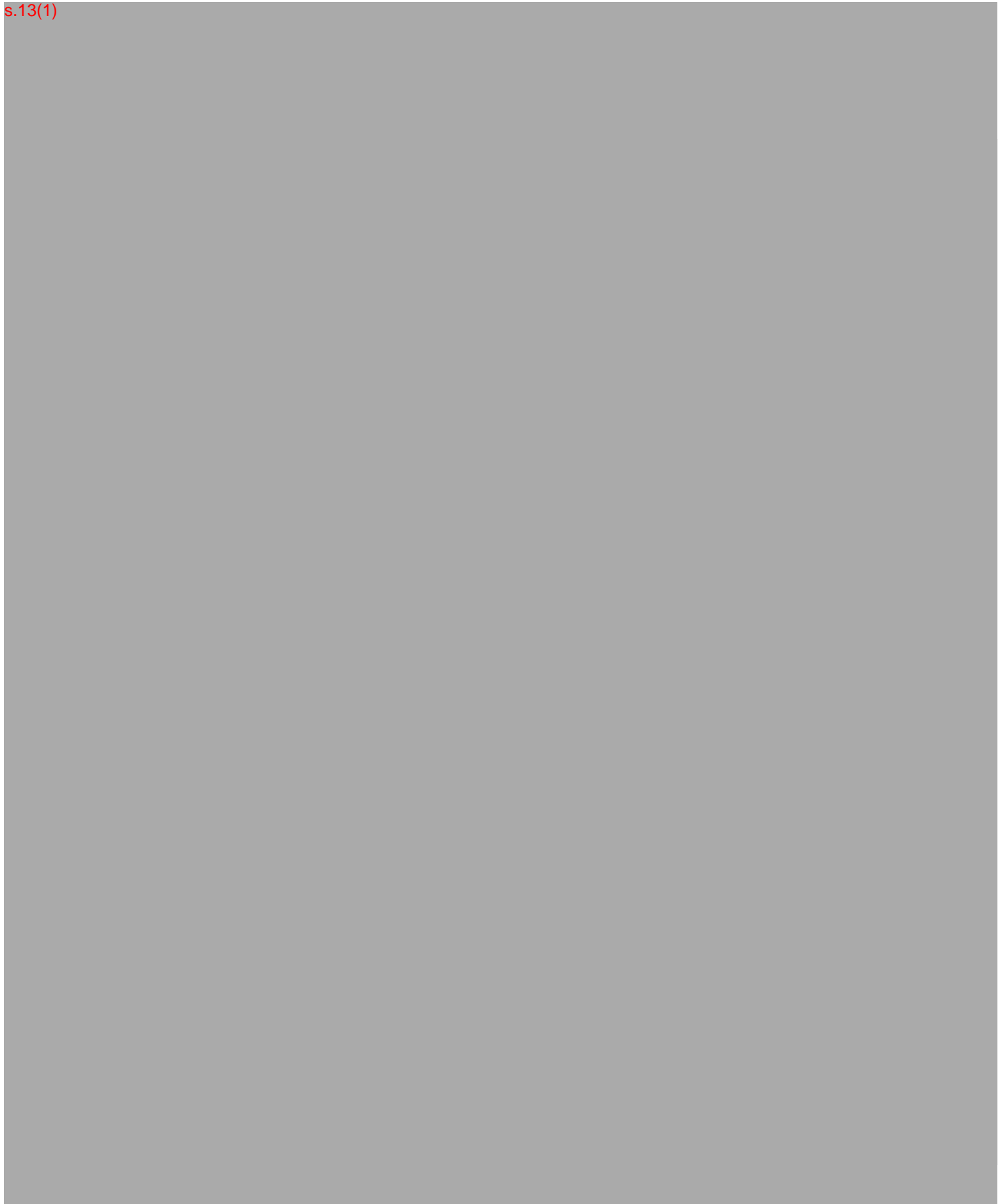


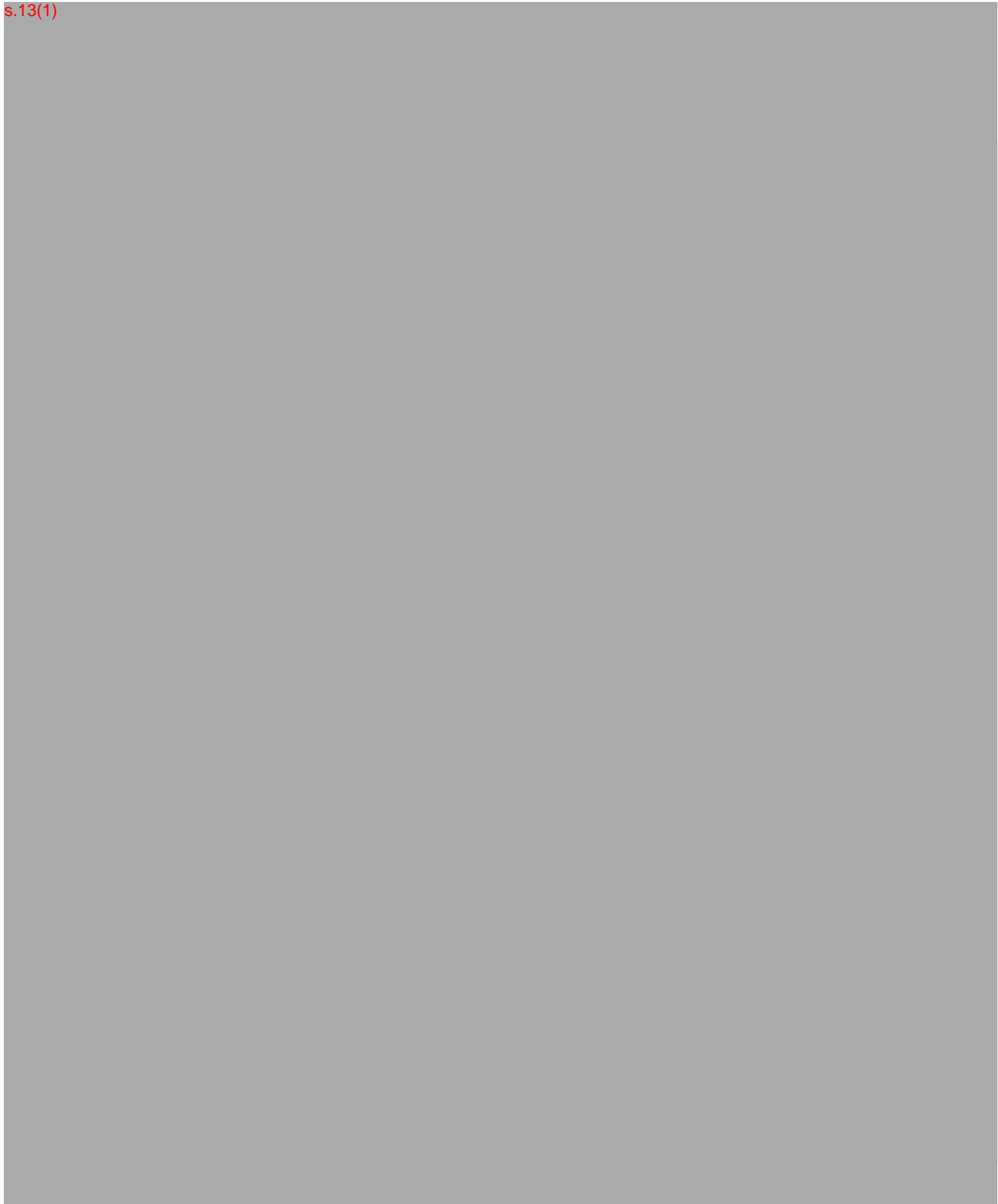


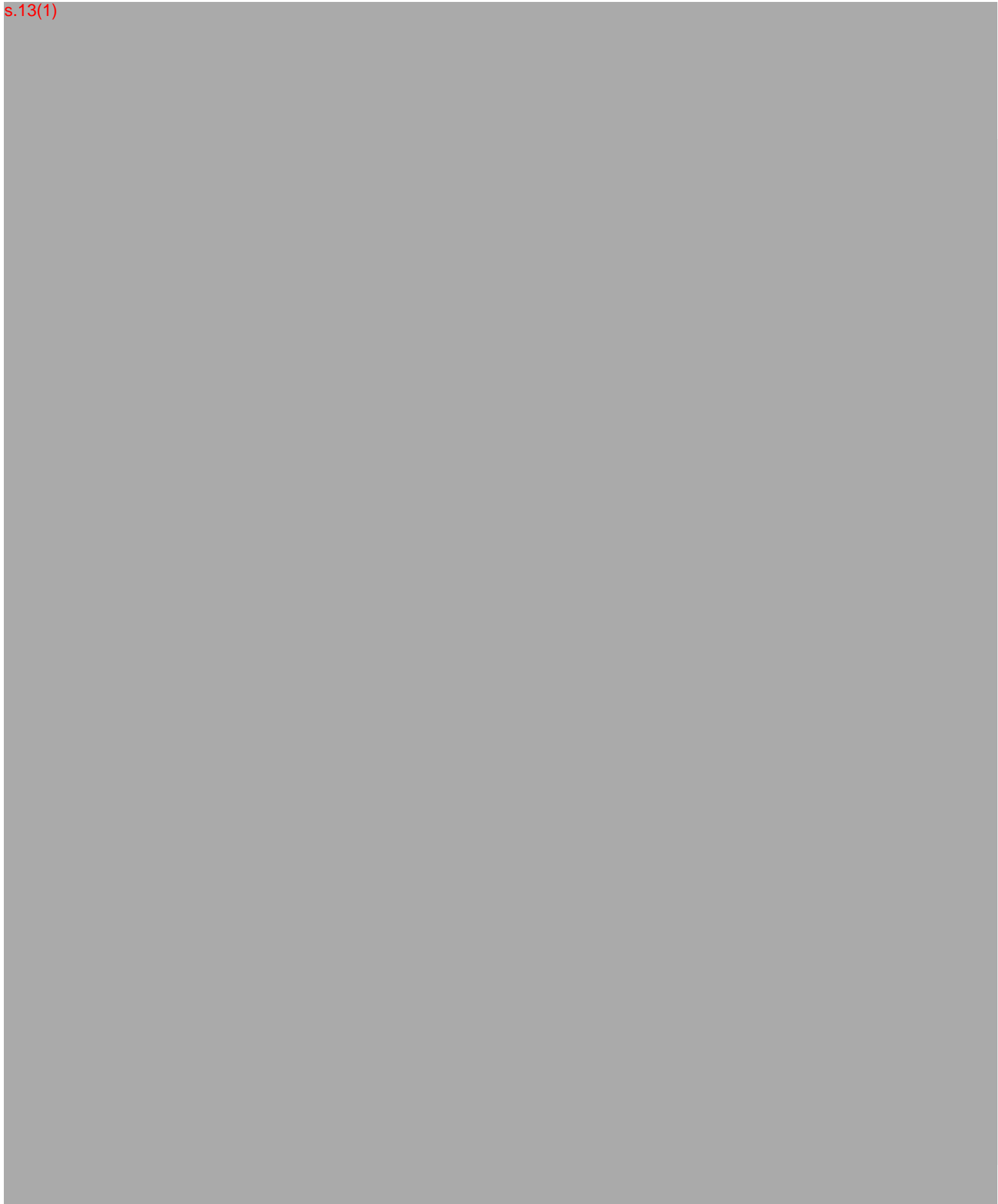


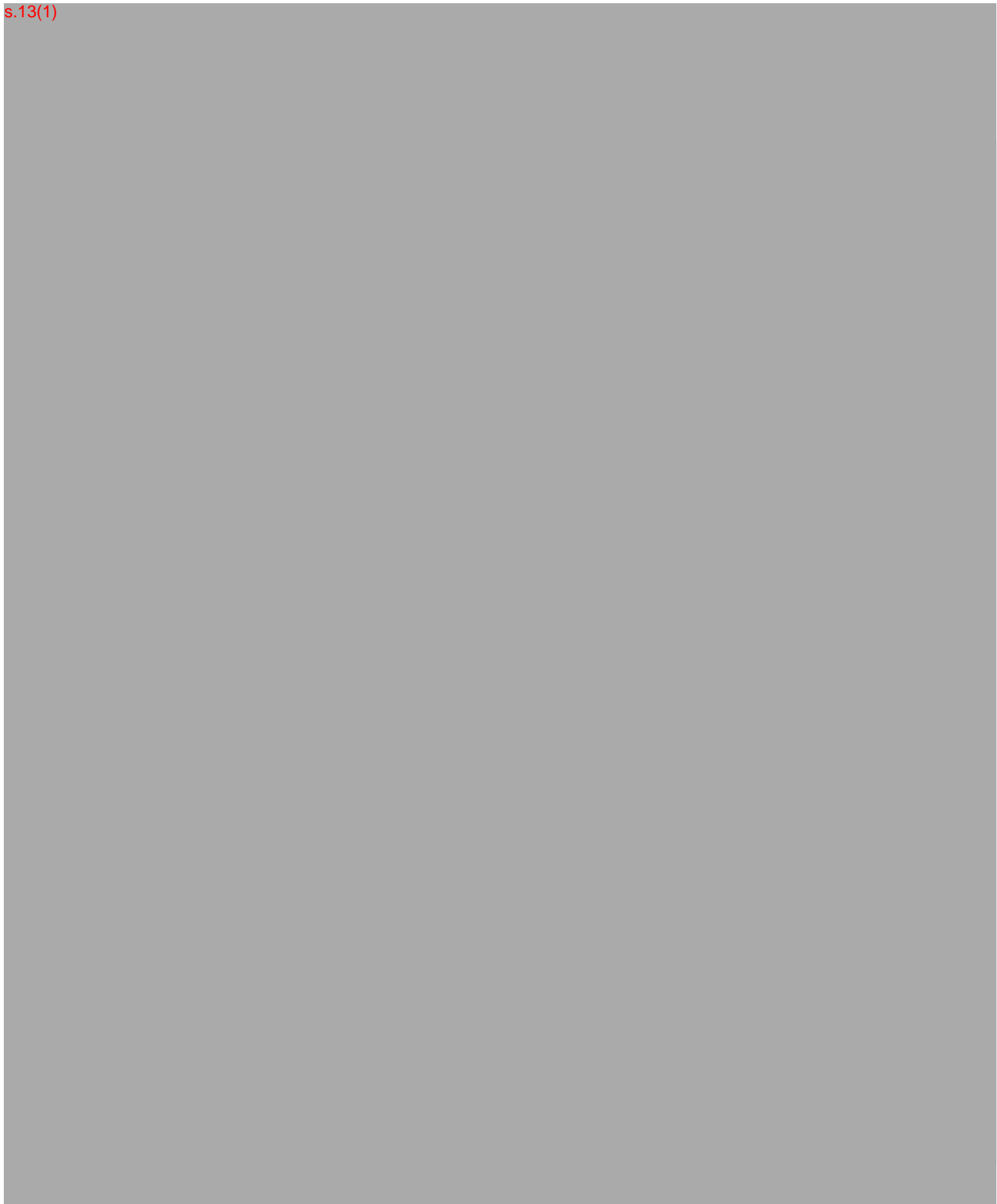


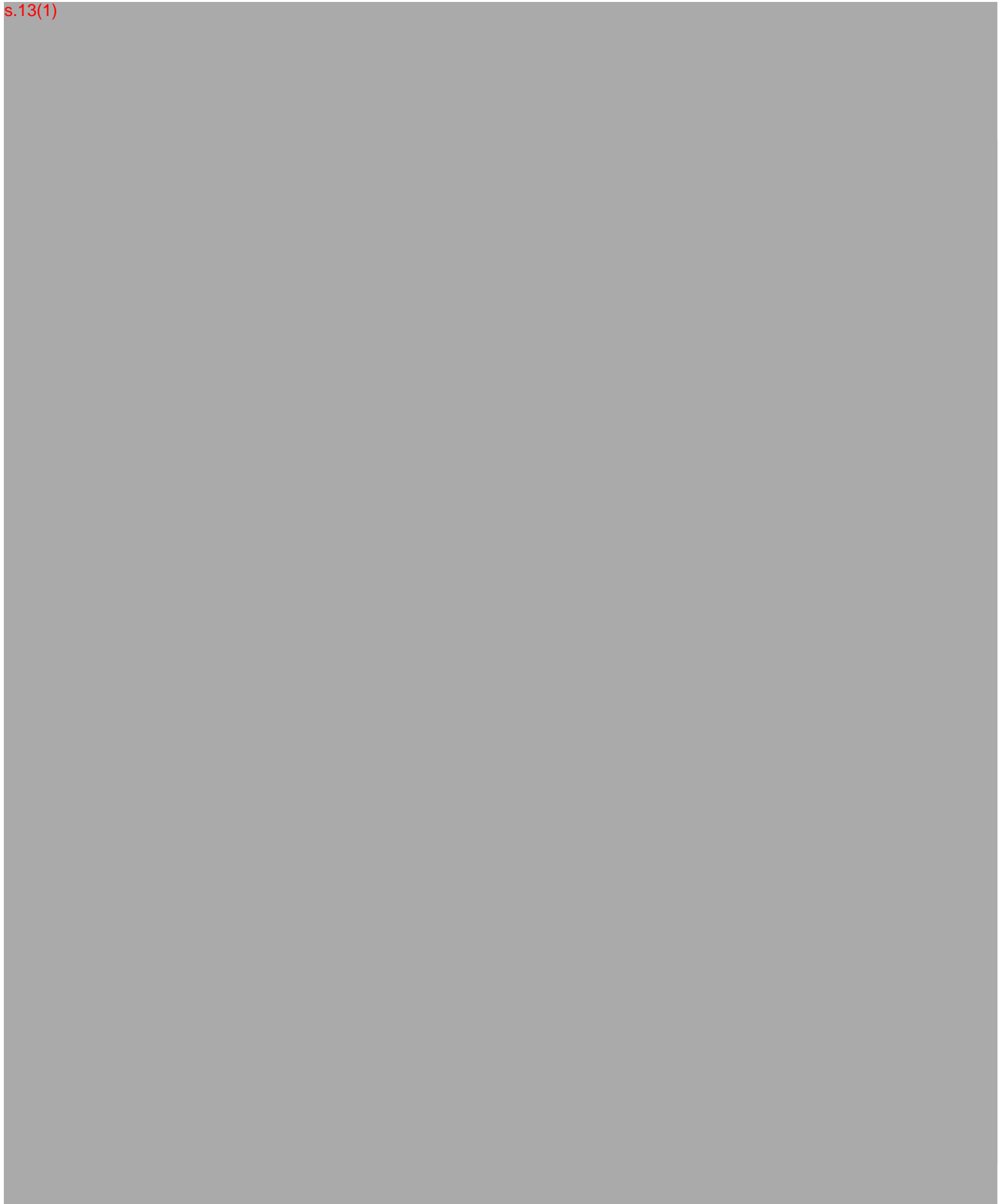


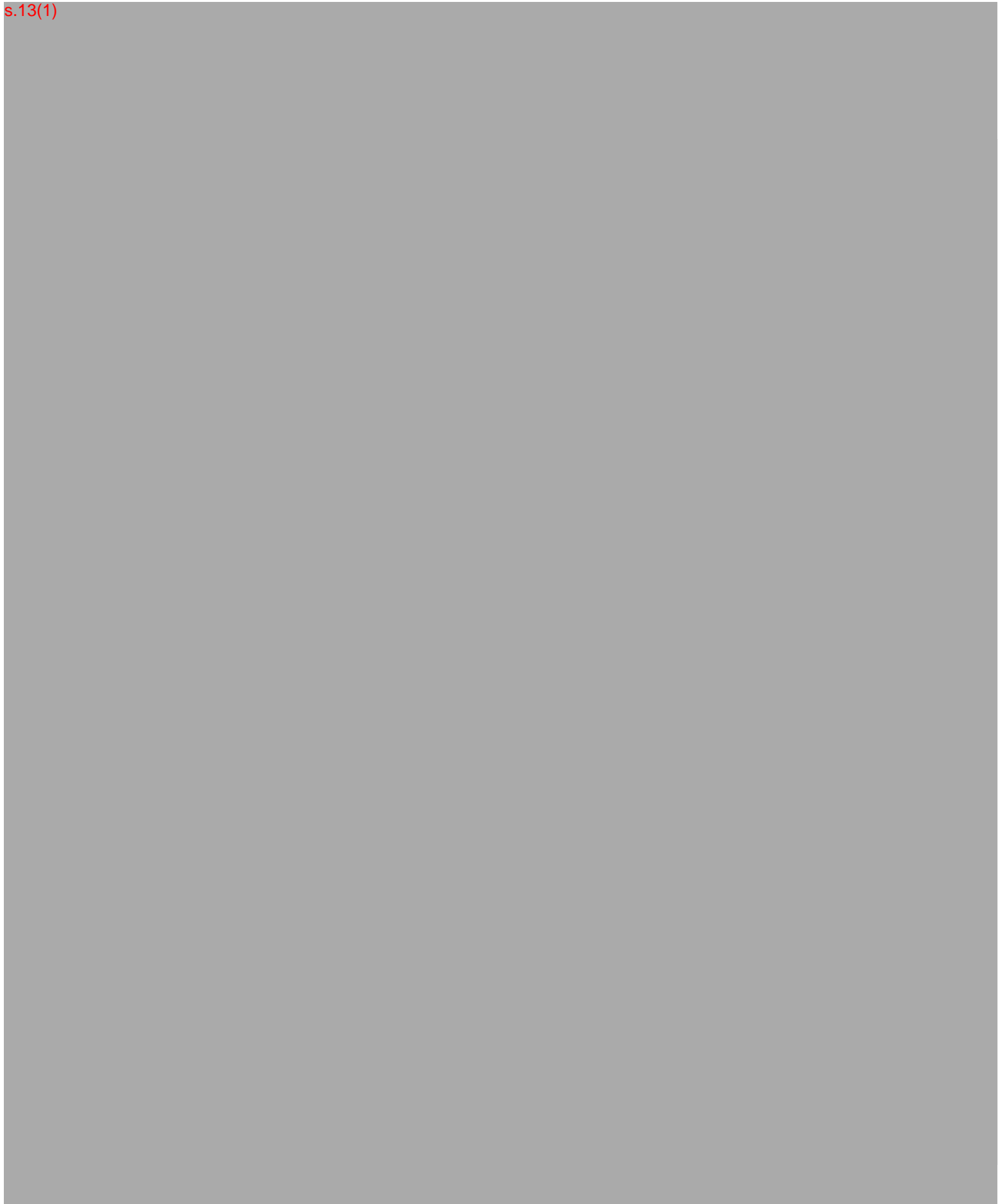


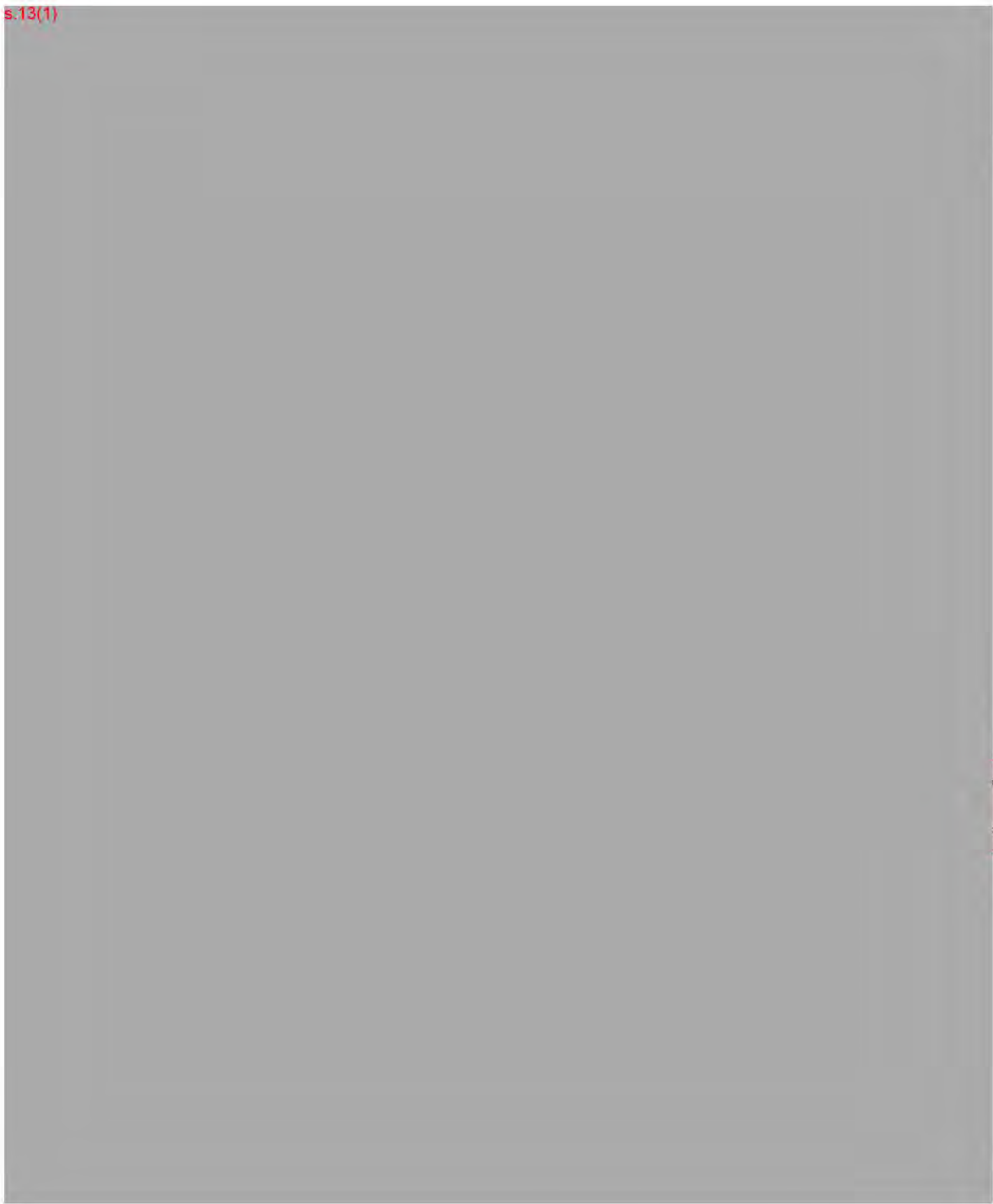




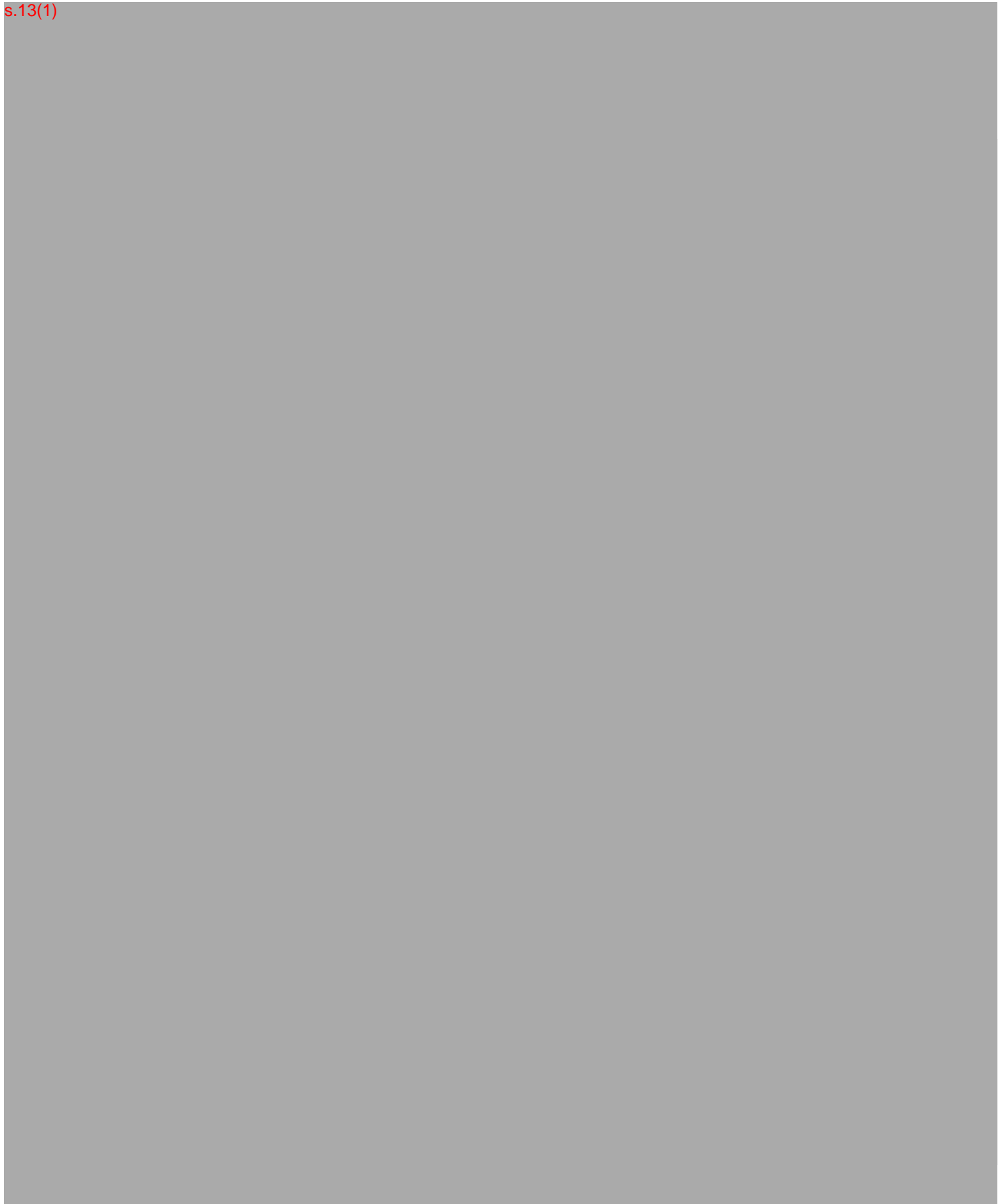


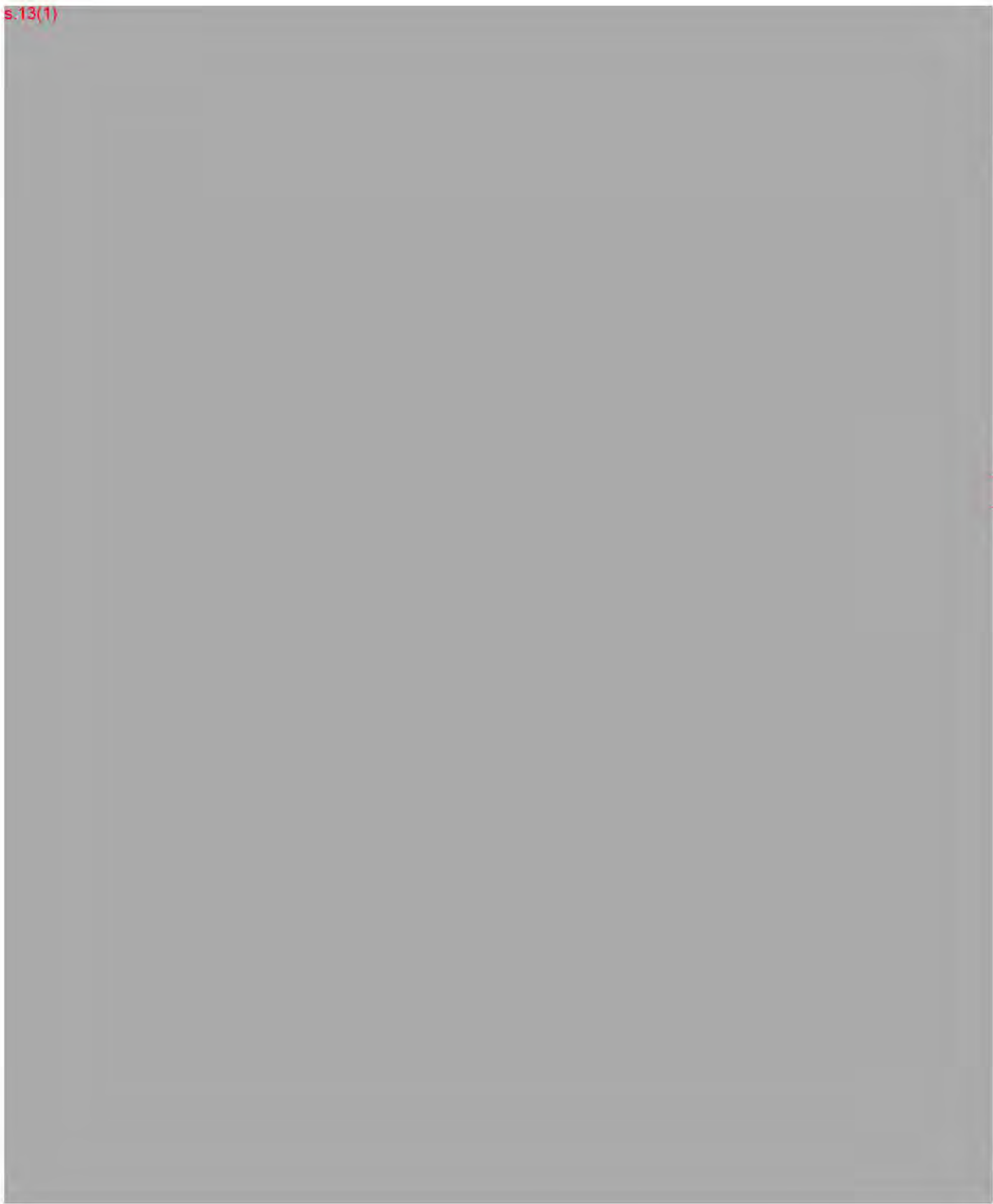


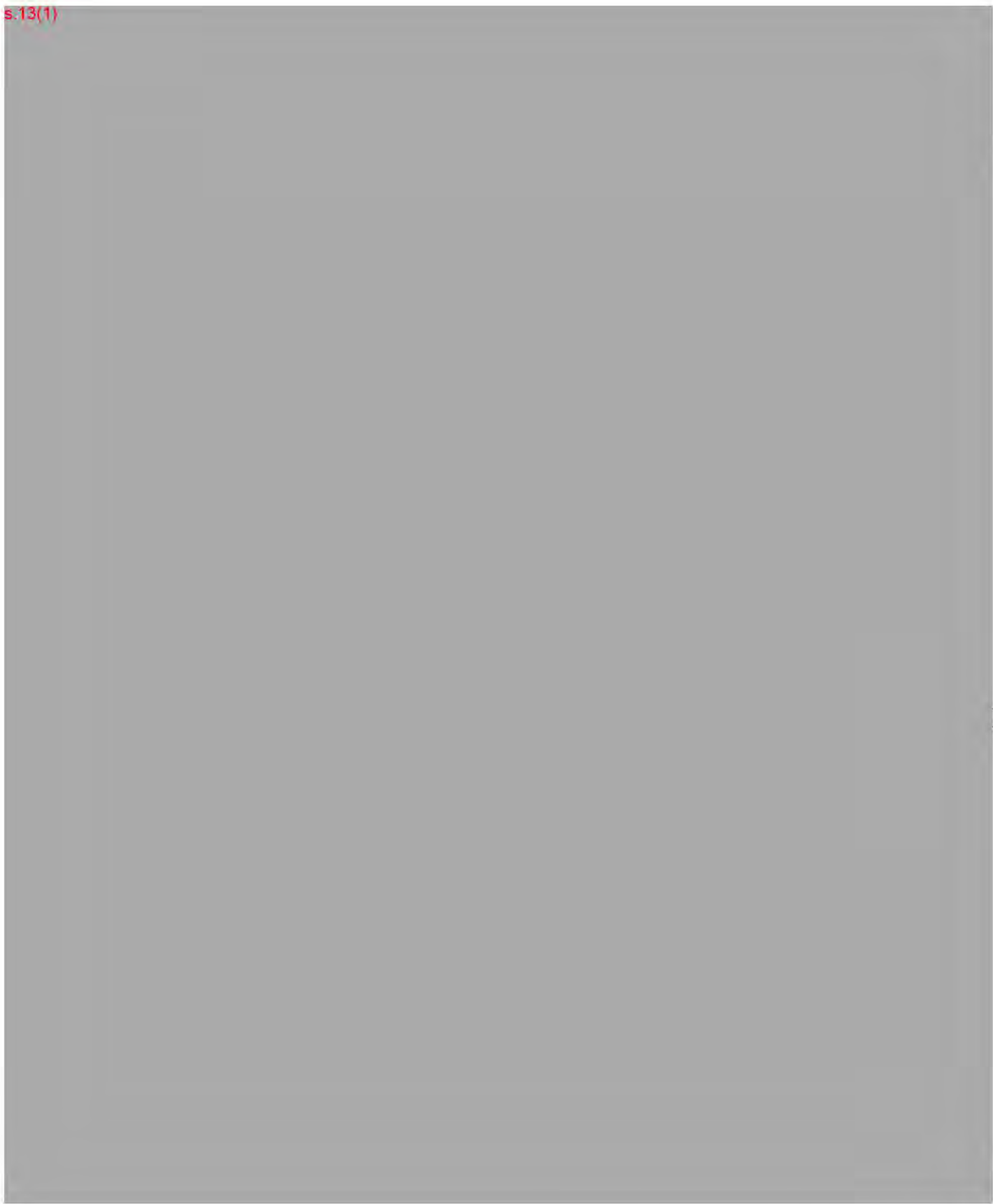


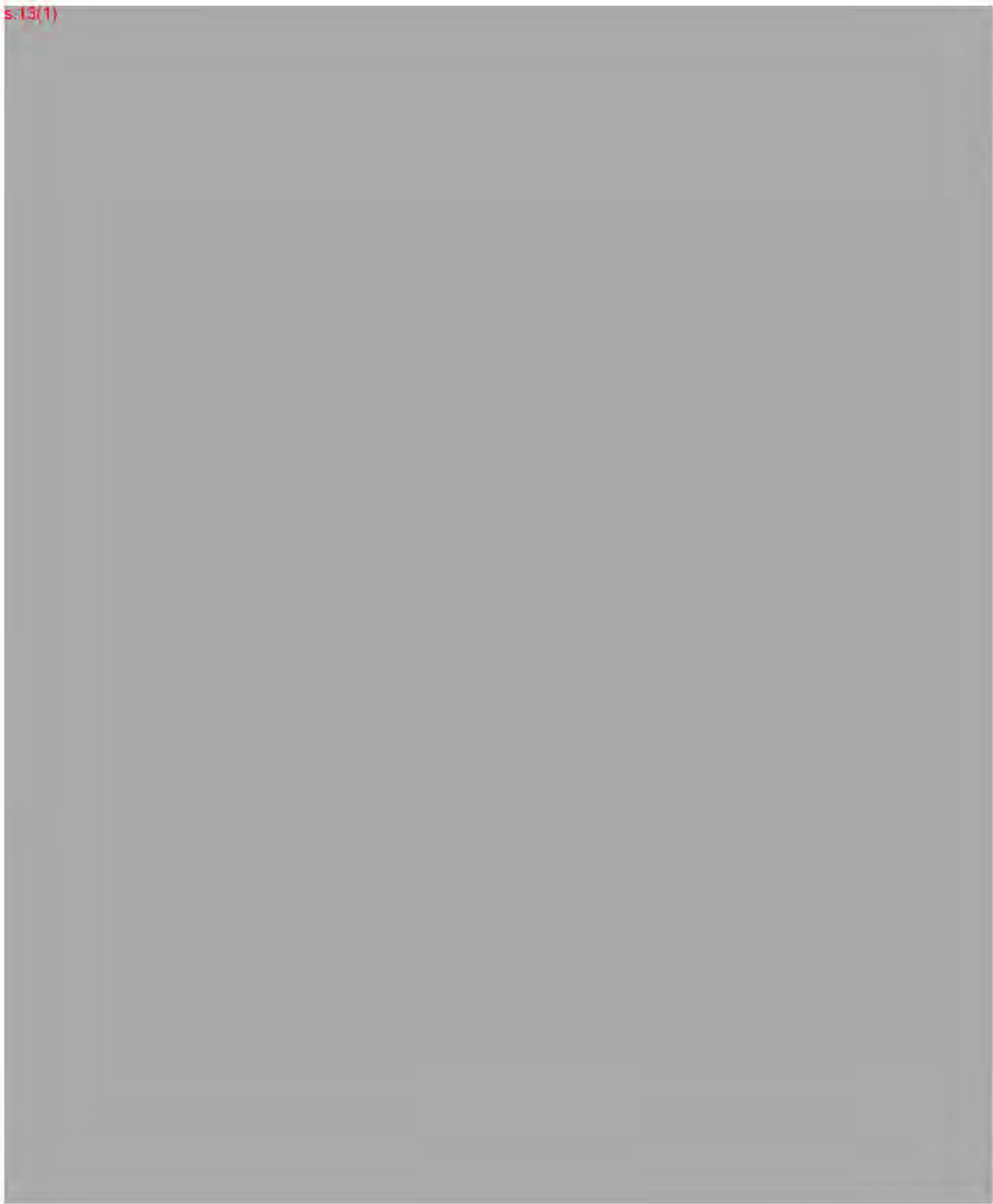


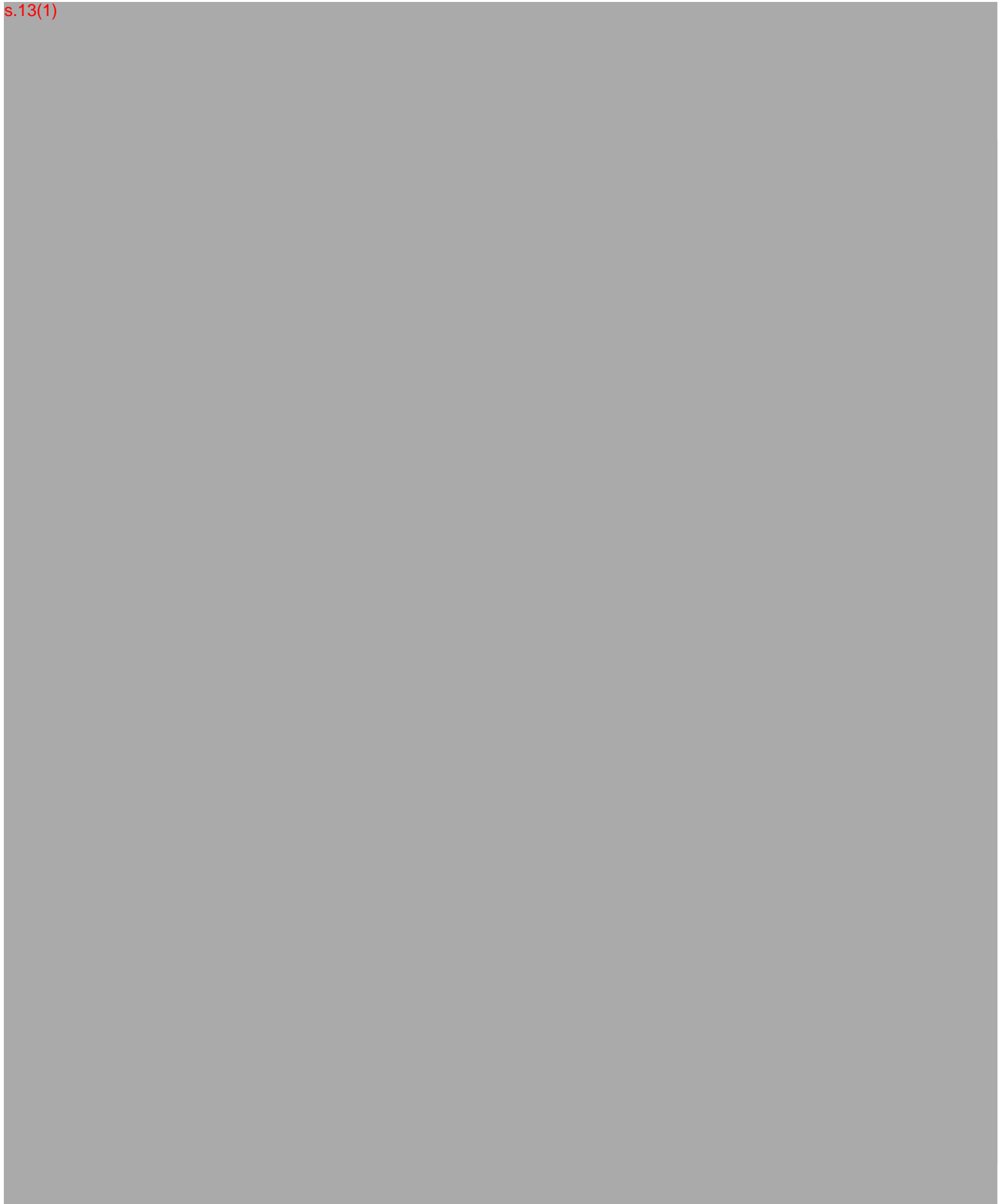
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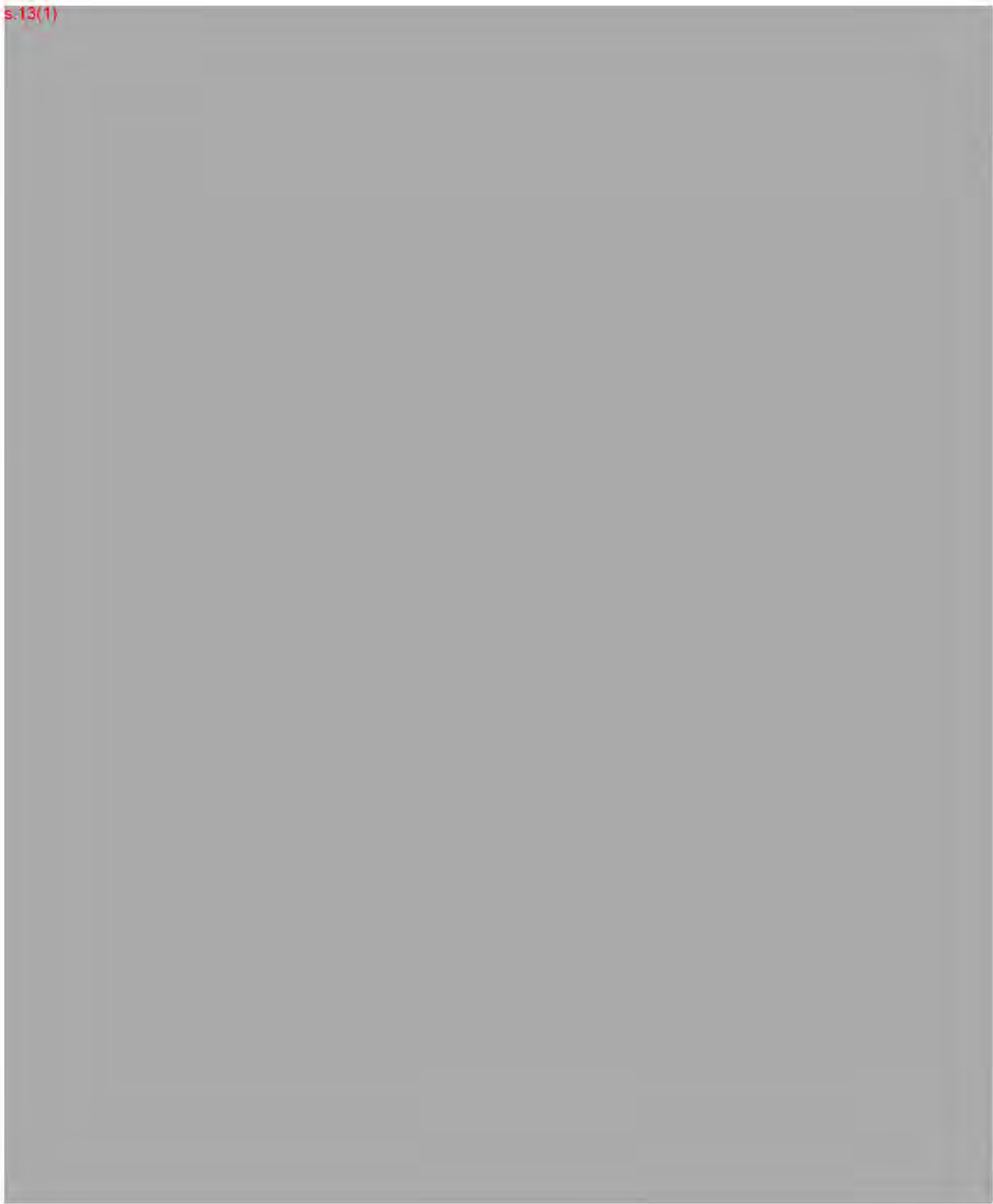


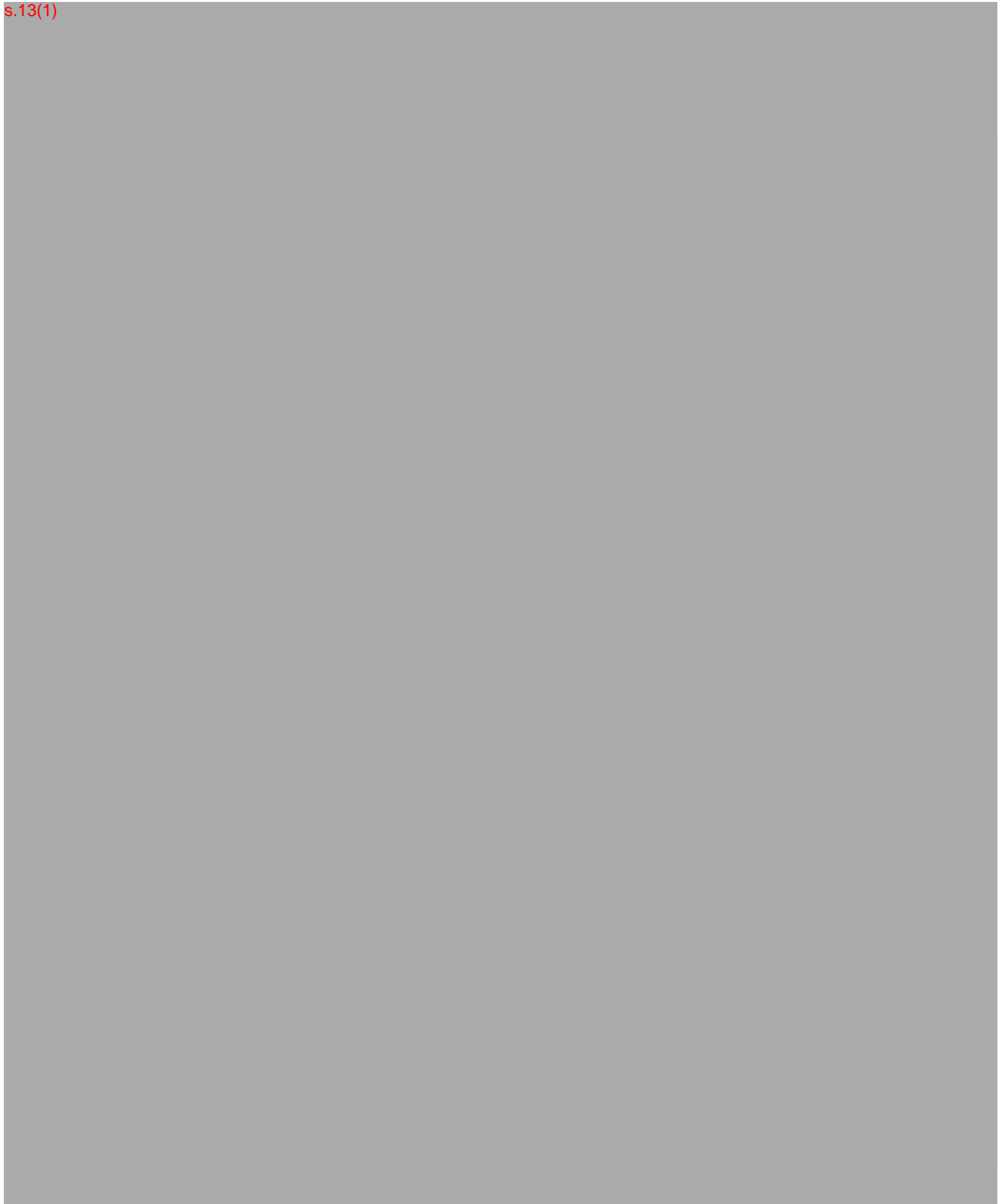


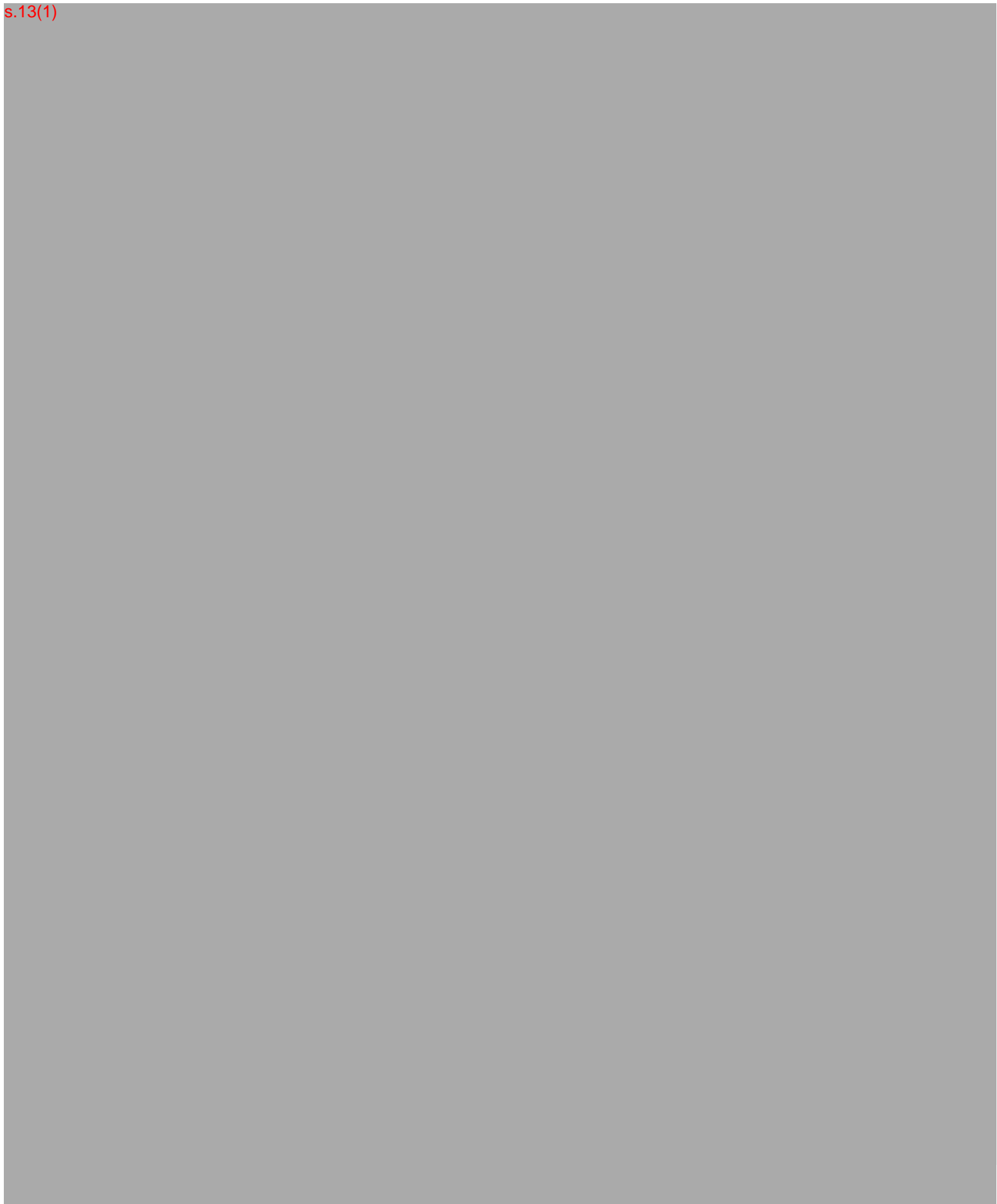


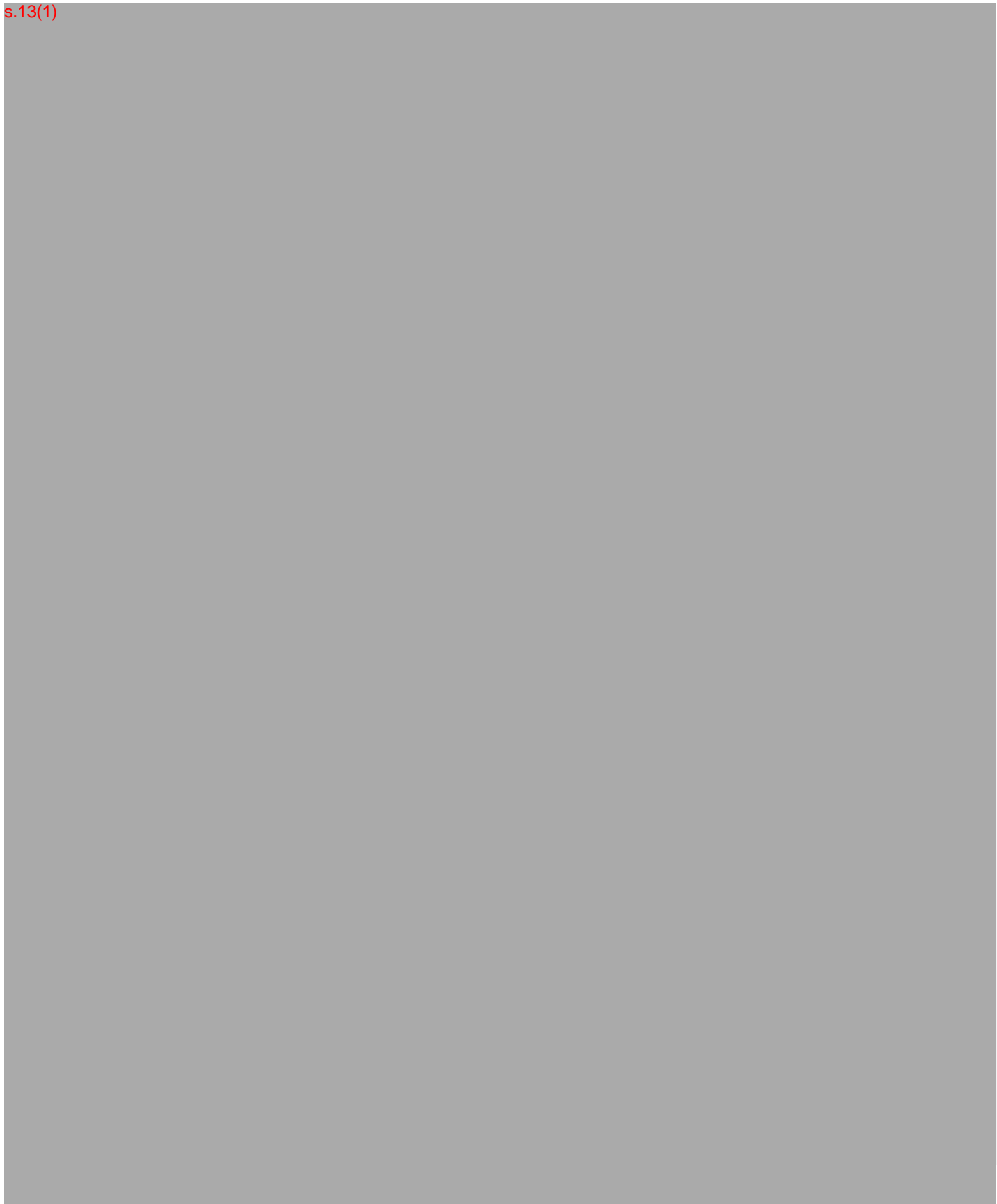


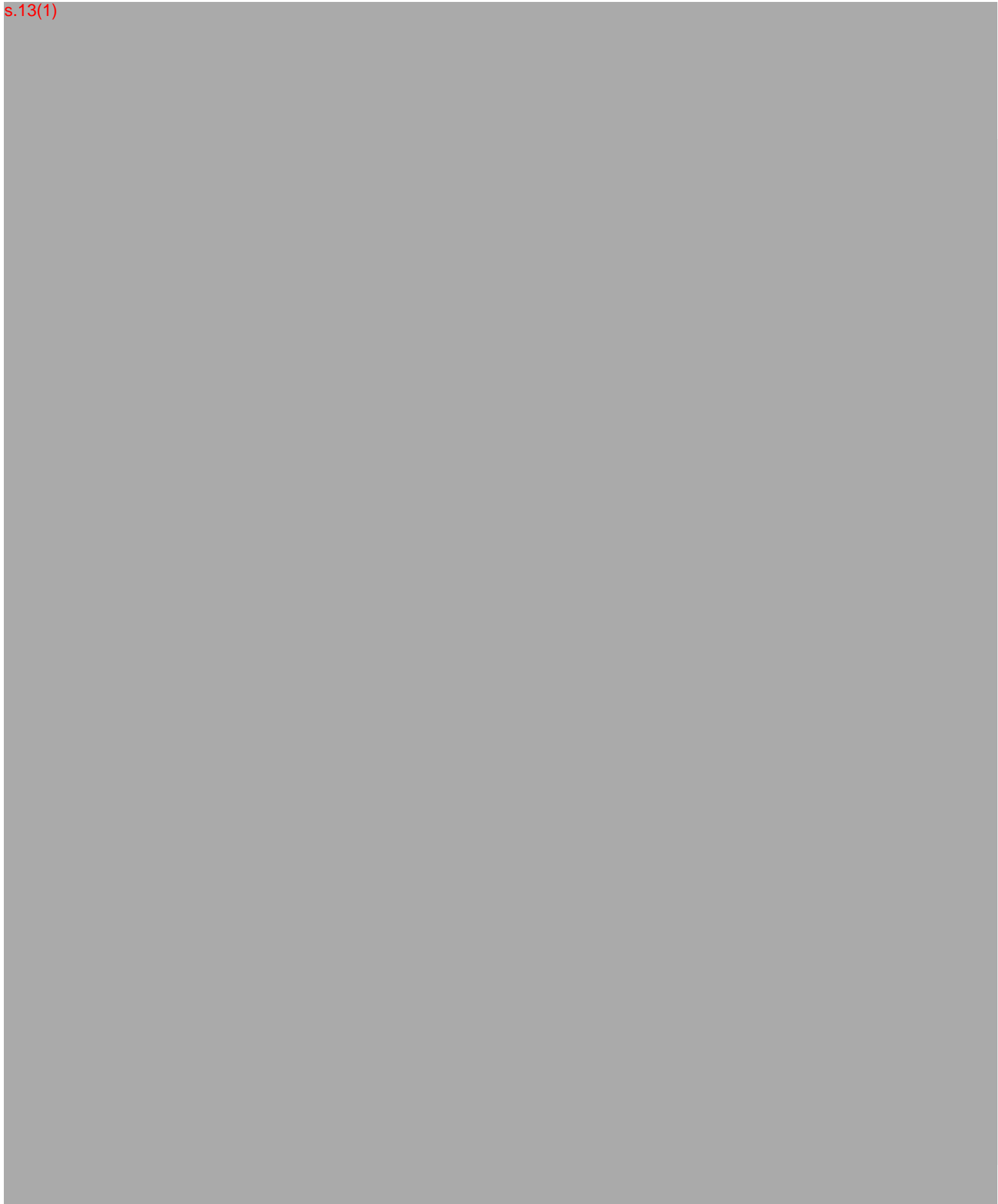


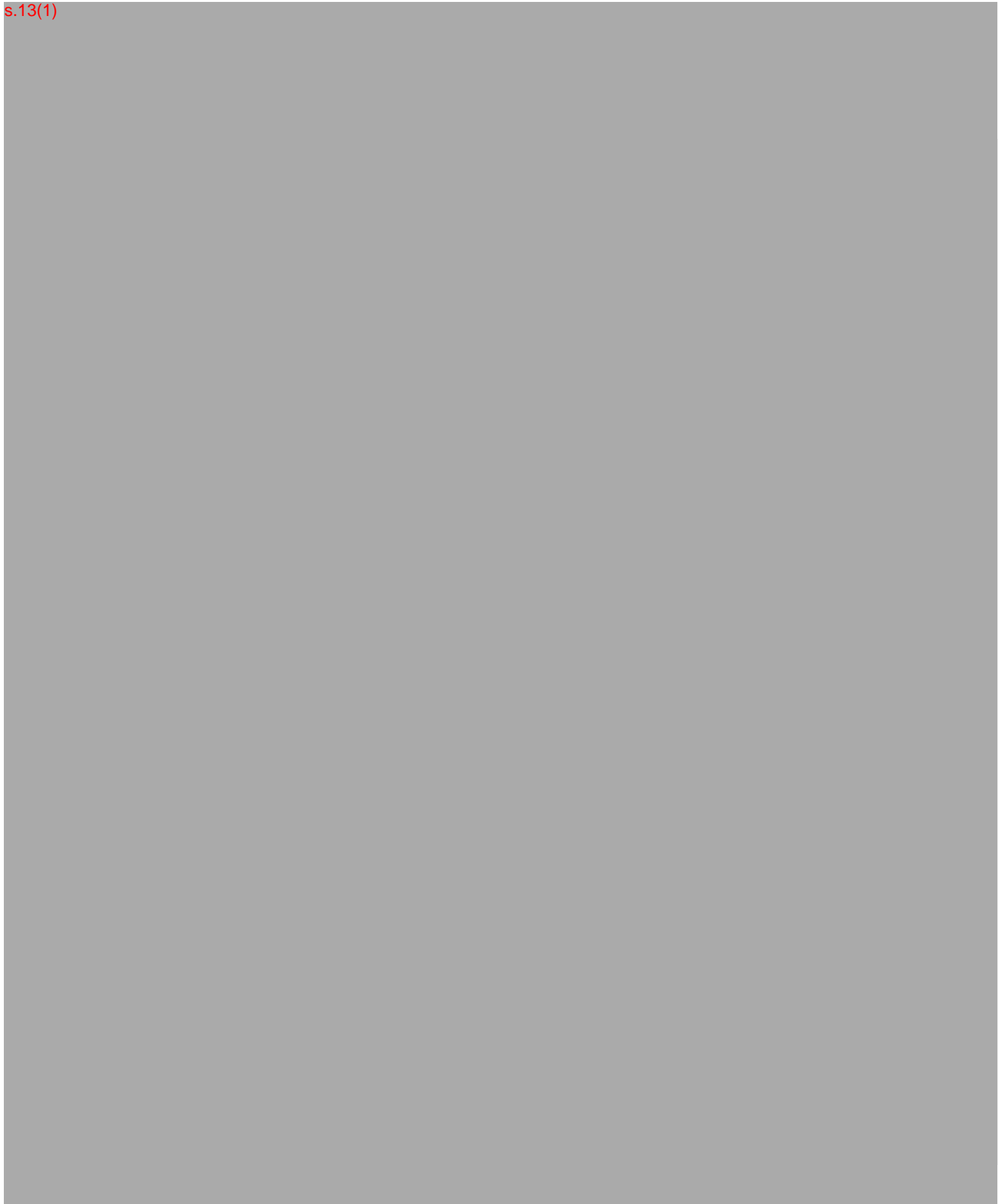


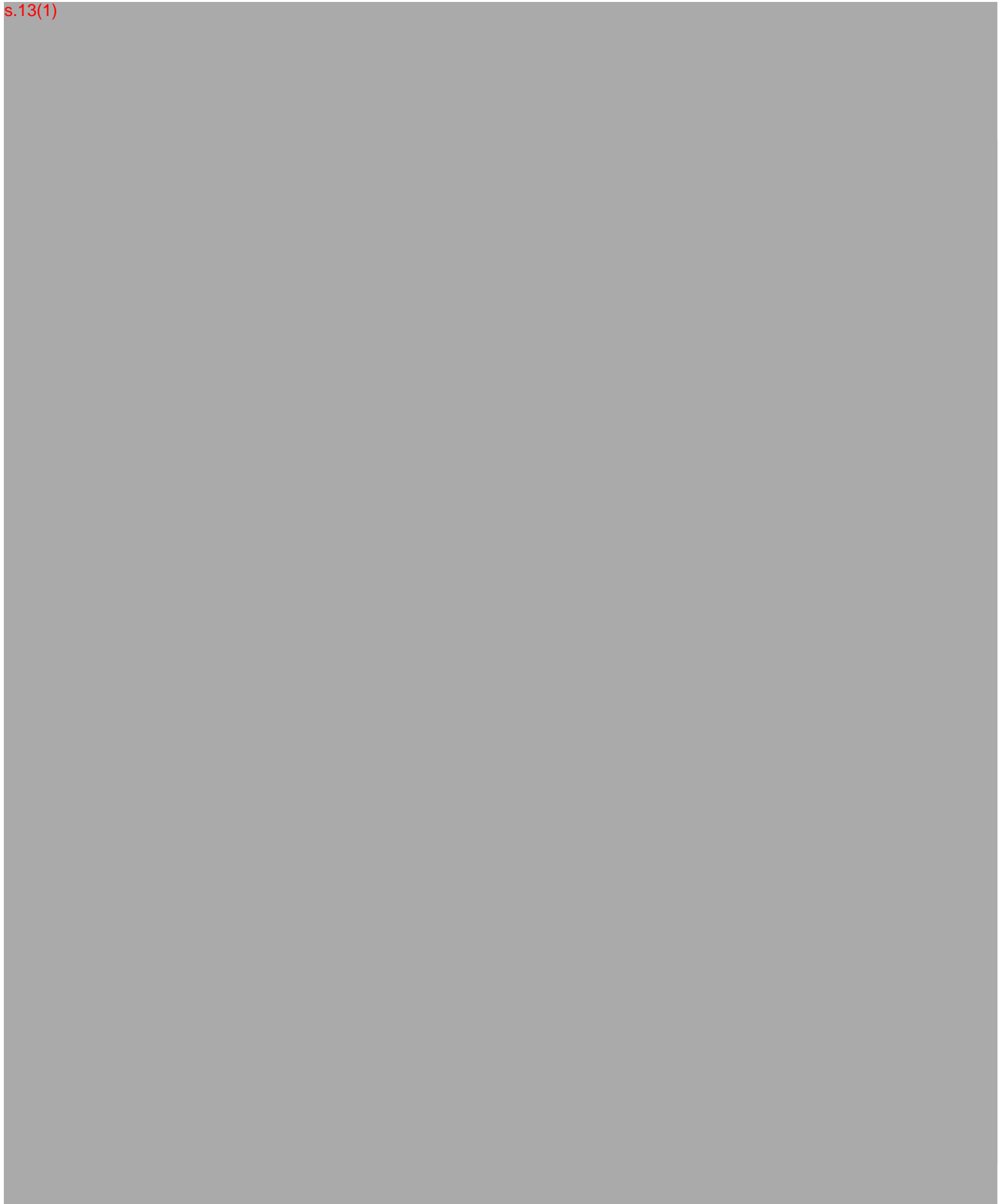


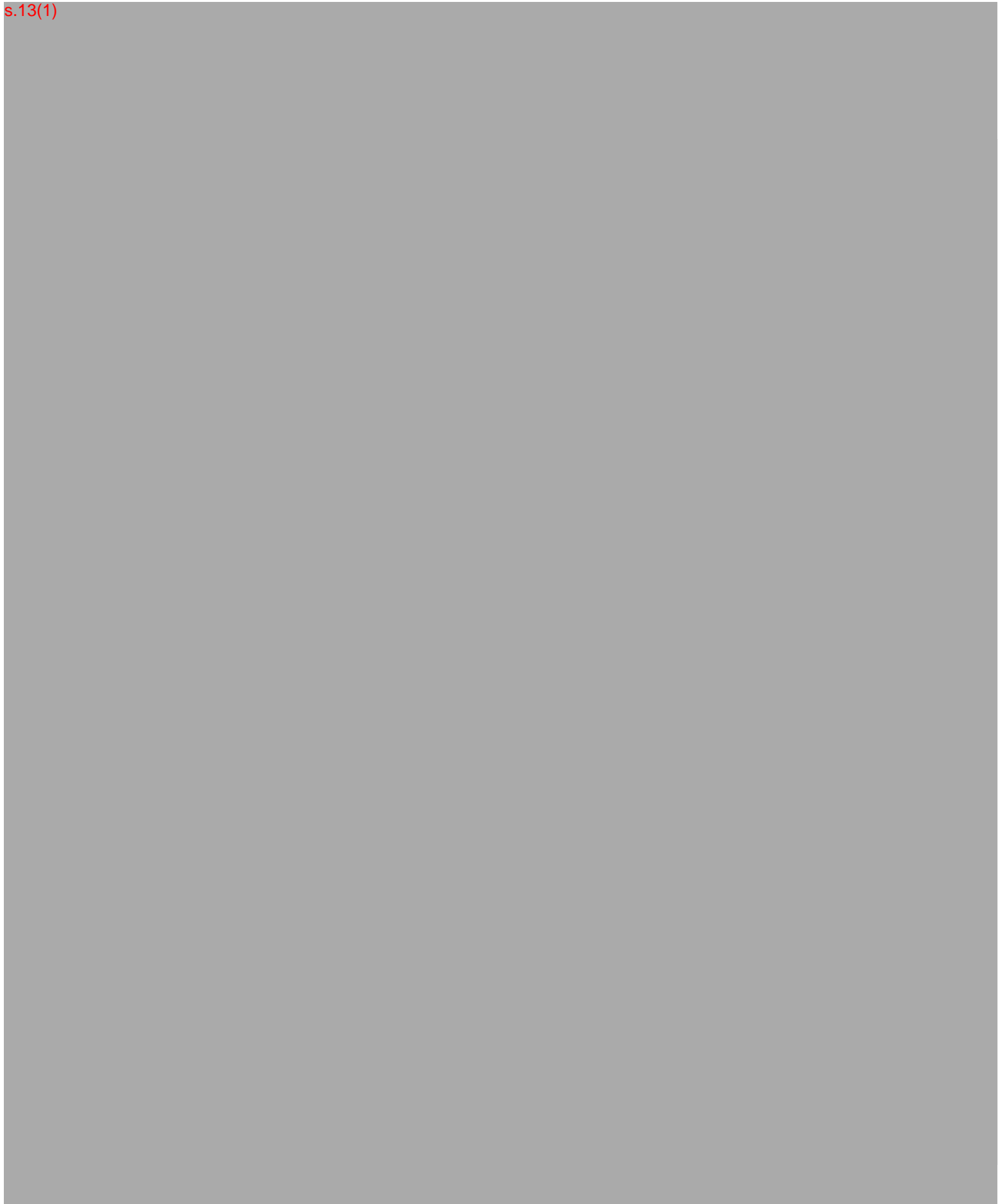


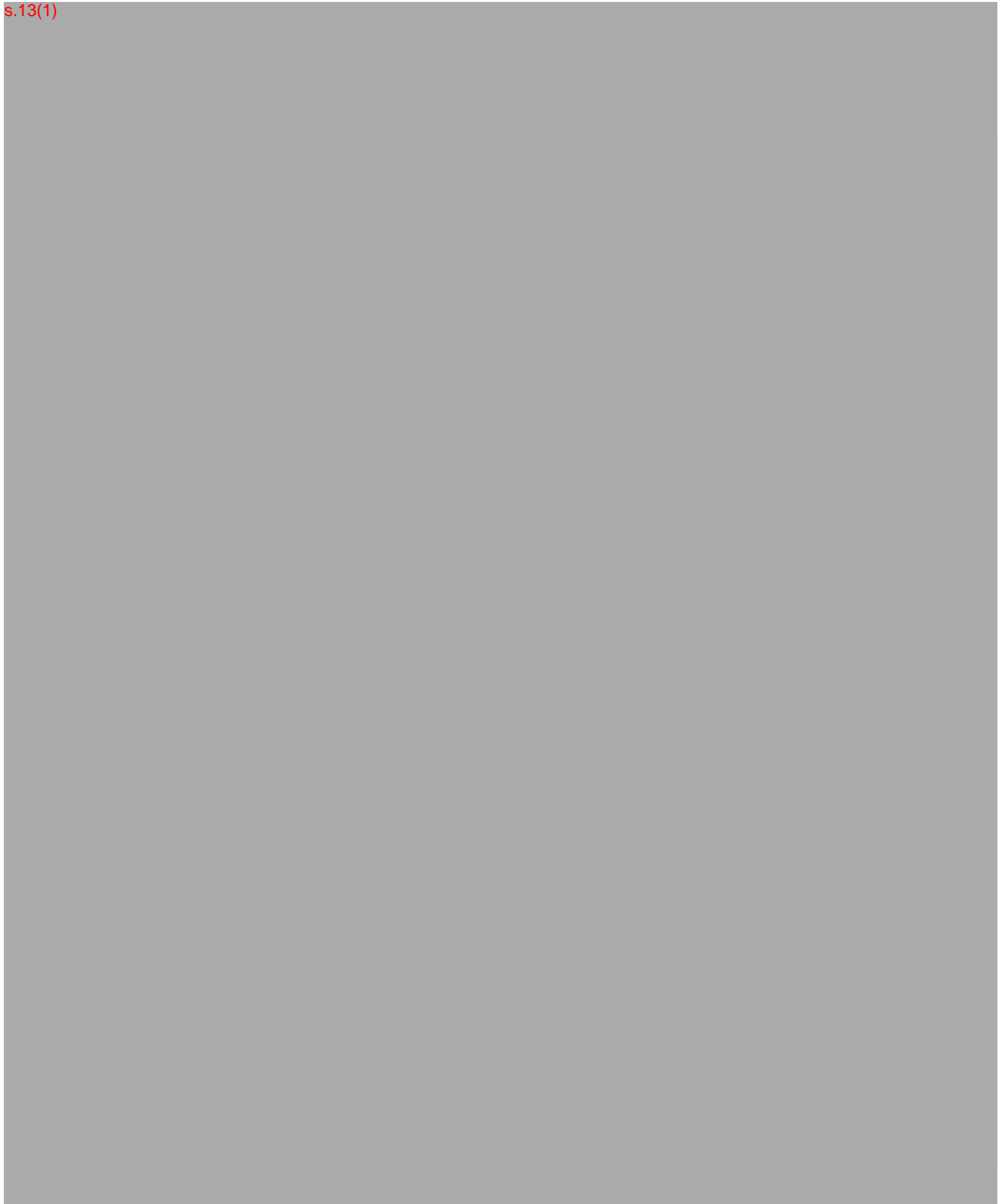


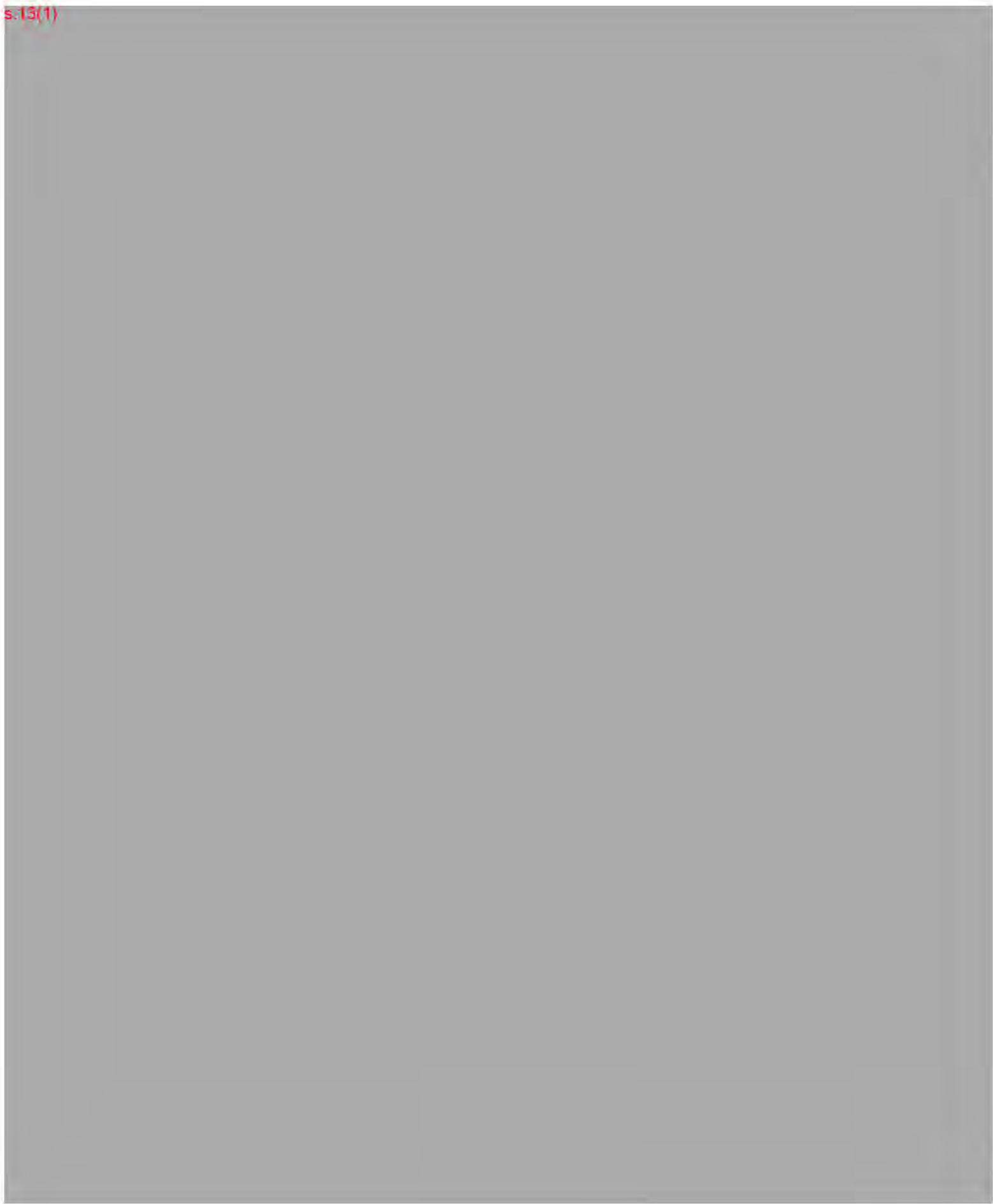


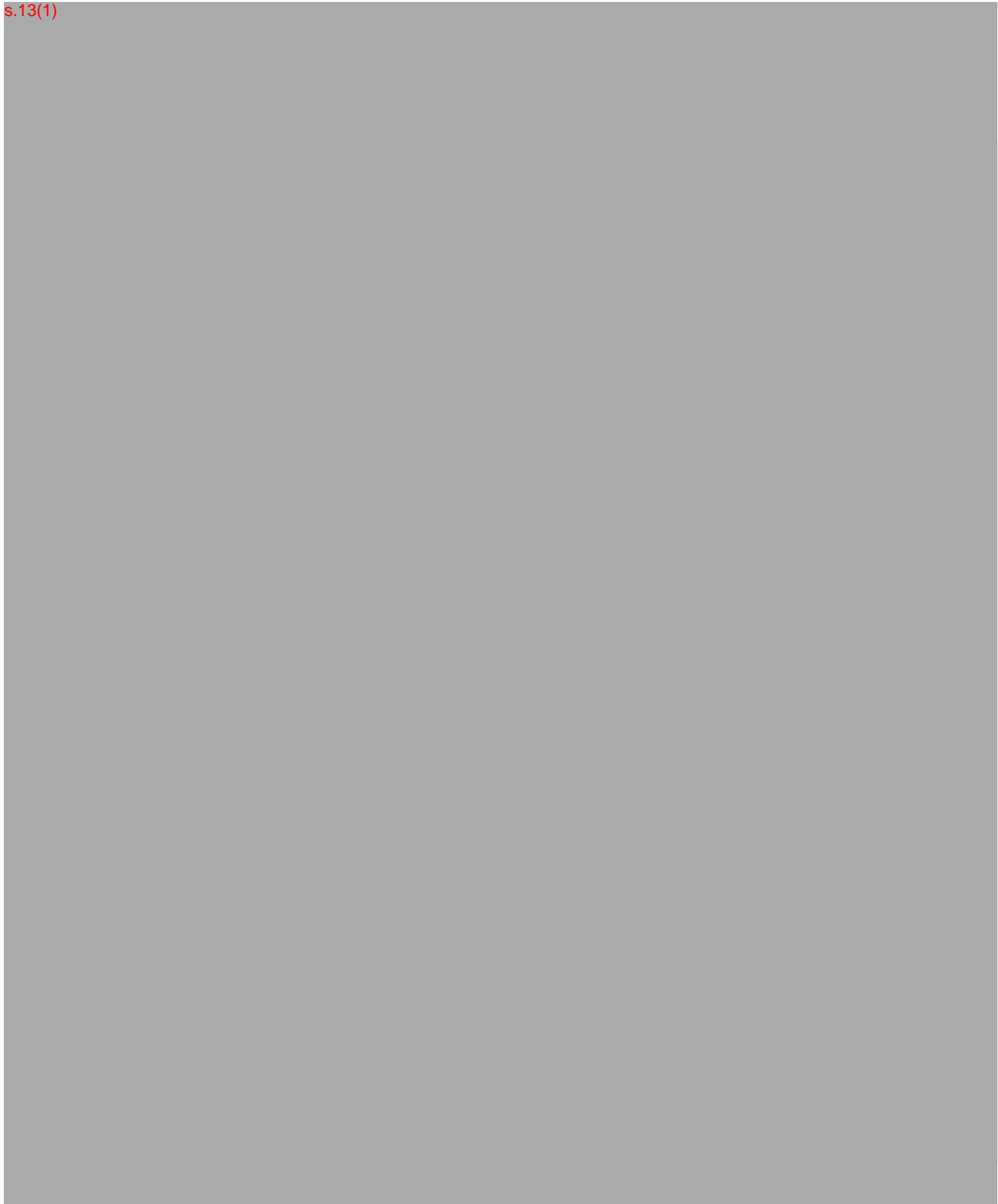


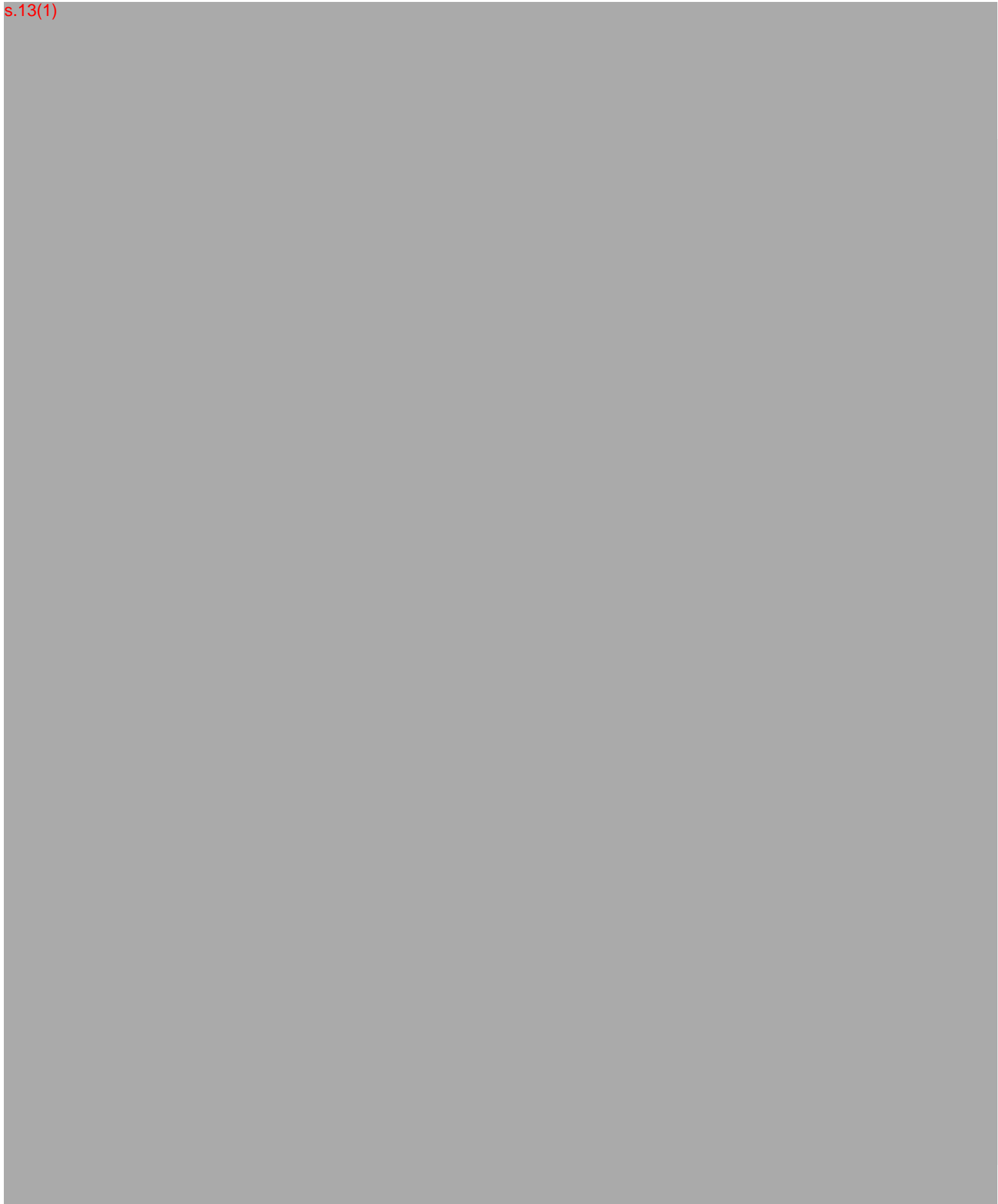


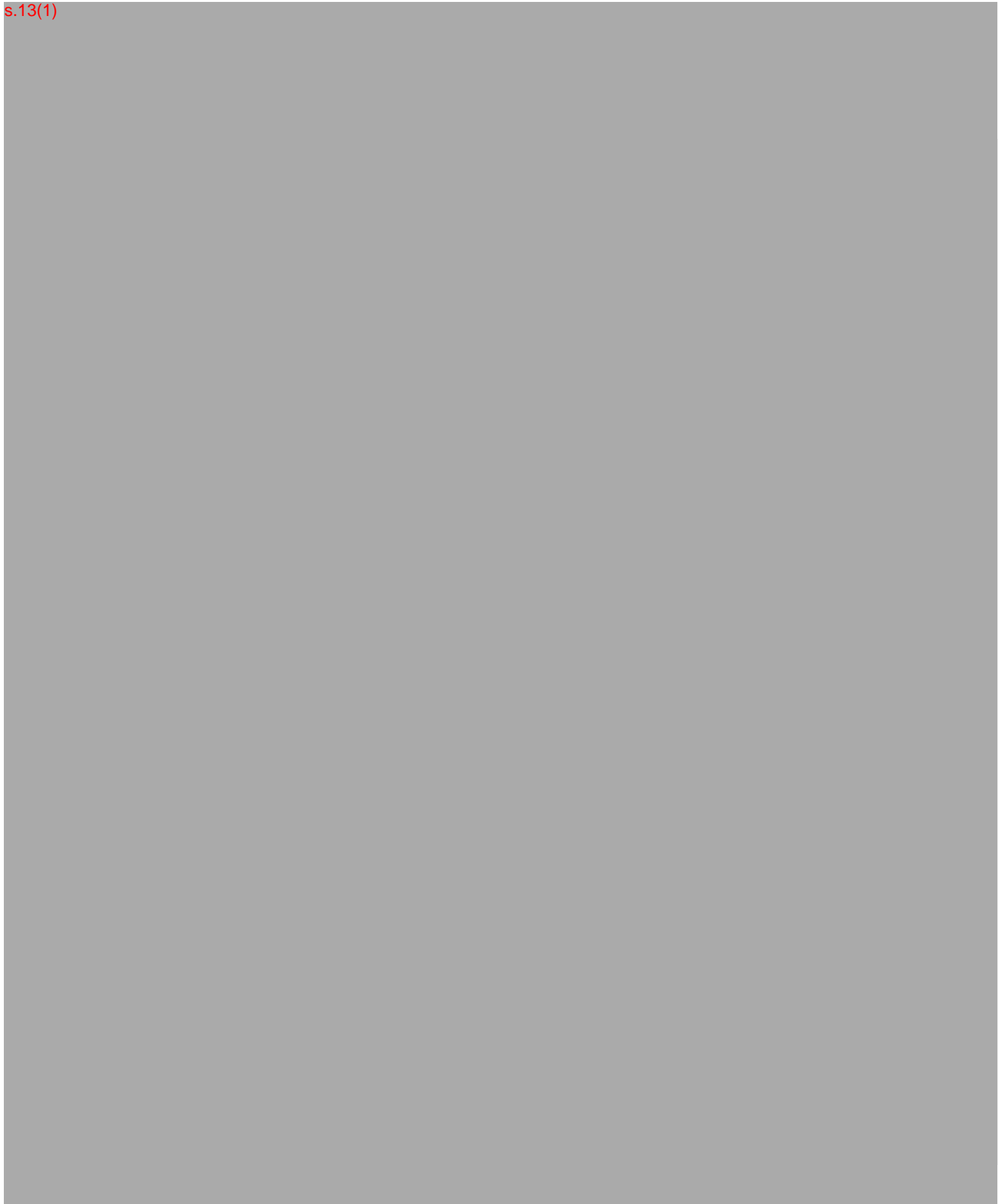












From: "Pickens, Rick" <rick.pickens@vancouver.ca>
To: "Quayle, Bruce" <bruce.quayle@vancouver.ca>
CC: "Li, Jessica" <jessica.li@vancouver.ca>
"Collins, Tim" <Tim.Collins@vancouver.ca>
"McDonald, Erica" <erica.mcdonald@vancouver.ca>

Date: 2/25/2020 4:37:14 PM

Subject: FW: Sending: Stanley Park Tennis Courts 1 to 6 (01323393-3).doc

Attachments: Stanley Park Tennis Courts 1 to 6 (01323393-3).doc

Resending with the attachment.

From: Pickens, Rick
Sent: February-25-20 2:37 PM
To: Quayle, Bruce
Cc: Li, Jessica; Collins, Tim; McDonald, Erica
Subject: RE: Sending: Stanley Park Tennis Courts 1 to 6 (01323393-3).doc

Hi Bruce,

See attached copy for the minor changes I made to the contract Section 8.

Are we concerned with the fidelity exposure, theft of the court fees by Tennis BC employee? Let me know.

Rick Pickens

PH: 604-871-6067 Fax: 604-871-6116

rick.pickens@vancouver.ca

From: Quayle, Bruce
Sent: February-20-20 10:32 AM
To: Pickens, Rick
Cc: Li, Jessica; Collins, Tim; McDonald, Erica
Subject: Sending: Stanley Park Tennis Courts 1 to 6 (01323393-3).doc

Hi Rick,

Here is a rough draft of an contract we are working on for tennis court management, operations and services for certain pay courts in Stanley Park. Would you be able to review the insurance provisions for us and provide us with your recommendations for any appropriate changes thereto for insurance coverage requirements. Those provisions are set out in section 8.0.

Thanks,
Bruce

