

REQUEST FOR QUALIFICATIONS & PROPOSALS



MUNICIPALITY OF MT. LEBANON TENNIS CENTER OPERATIONS

The Municipality of Mt. Lebanon, Allegheny County, Pennsylvania, is accepting proposals for a contract to perform certain work for the Municipality related to operations and management of the Tennis Center. Attached is information relating to submitting a proposal including specific requirements, the organization of the proposal, and proposal evaluation criteria.

Mt. Lebanon owns the Mt. Lebanon Tennis Center which features 15 Har-Tru tennis courts (10 are lighted), a hitting wall, a 2,500 square-foot building with a community meeting room, offices, and retail space. During the winter, infrastructure is in place to cover six of the courts with air structures (bubbles) to provide indoor tennis operations. Included in the footprint of the Tennis Center are four Platform Tennis Courts with a warming hut. The Tennis Center operates year-round. The municipality is seeking a contractor to oversee tennis operations including daily court use and scheduling, instruction and programming, as well as minor maintenance. Facility, major court maintenance and capital improvement projects to be handled by the Municipality.

All responses to this RFP must be received in a sealed envelope and clearly marked “Mt. Lebanon Tennis Center Operations Proposal” by 11:00 AM on **January 11, 2024**, to be eligible for consideration. Proposals shall be submitted to:

Mt. Lebanon Recreation Department
ATTN: David Donnellan
900 Cedar Boulevard – 2nd Floor
Pittsburgh, PA 15228

The proposal for services and revenue sharing arrangement, see Section VIII) should be submitted as a hard copy. Please submit ten (10) copies of the RFP response with your submission. An additional copy of all application materials submitted as PDFs on a flash drive should also be provided. E-mail submissions will not be accepted.

Additional information on the Tennis Center Facility can be found on the municipal website, <https://mtlebanon.org/parks-recreation/facilities/tennis-center/>. Questions may be e-mailed to: ddonnellan@mtlebanon.org.

REQUEST FOR QUALIFICATIONS & PROPOSAL



**OPERATIONS & MANAGEMENT SERVICES
MT. LEBANON TENNIS CENTER**

December 1, 2023

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I. General Description

The Municipality of Mt. Lebanon is releasing this RFP with the intent to award a single contract for management and operations of the municipal tennis center facility. The municipality is seeking a highly qualified, experienced individual or tennis management company to offer, manage, and maintain a professional tennis program utilizing municipally-owned facilities.

Mt. Lebanon Municipality owns the Mt. Lebanon Tennis Center which features 15 Har-Tru tennis courts (10 are lighted), a hitting wall, a 2,500 square-foot building with a community meeting room, offices, and retail space. During the winter, infrastructure is in place to cover six of the courts with air structures (bubbles) to provide indoor tennis operations. Included in the footprint of the Tennis Center are four Platform Tennis Courts with a warming hut. The Tennis Center operates year-round.

The Mt. Lebanon Recreation Department currently offers a wide variety of recreational opportunities at the tennis center. Mt. Lebanon offers organized youth and adult recreational tennis clinics throughout the year; a contractor offers a more advanced instructional program. We have a staff of tennis professionals who are available for private lessons. Both online and in-person reservations can be made at the courts for walk up and pay-in-advance general court use. A seasonal pass is also offered for unlimited play throughout the spring and summer months. Various USTA and PTL teams are hosted throughout the summer, and several USTA junior and an annual professional tournament are hosted at the center.

Currently, through a partnership with Indoor Tennis for Mt. Lebanon, 6 indoor courts are available from October through April for indoor play. It is expected that year-round play will continue to be provided under the contractual agreement between the Municipality and the Contractor.

Mt. Lebanon is located in Allegheny County, Pennsylvania about six miles south of the City of Pittsburgh and is a suburban community of 34,075 residents according to the 2020 census data. Housing units consist of approximately 70% single-family residences and 30% multi-family residences.

Any contract resulting from this RFP will be awarded to the respondent whose proposal, as determined by the municipality, best meets the requirements set forth in this RFP including the Scope of Work and other sections of this document. The award selection is based on a consideration of a combination of technical and revenue factors to determine the proposal deemed most advantageous and of greatest value to the municipality. The contract term shall be for one (1) year with four (4) one-year options to renew, at the sole and absolute discretion of the municipality. The contract is subject to annual evaluation and certification that the contractor has met all requirements.

The municipality is seeking a consultant who will have experience with Tennis Center Operations and Management to enhance the offerings at the existing Tennis Center facility.

II. Background Materials

The municipal website <https://mtlebanon.org/> should be reviewed by the respondent to provide additional background information on the municipality and Tennis Center programs and operations.

III. Scope of Service

The municipality is seeking to retain and appoint a contractor as the exclusive agent for the purpose of managing and operating the Tennis Center. These management duties shall include, but not be limited to: supervising, directing, and controlling the scheduling, operations, and staffing of the facility. The municipality will also fund and administer contracts for capital improvement projects at the facility. It is expected that the contractor will work with municipal staff on devising maintenance plans and recommending capital improvements to the facility. During this contract, the Contractor shall perform the following functions:

1. Manage, operate and provide certain services at the Mt. Lebanon Tennis Center that are at least similar in quantity and quality to the services found at other municipal tennis facilities of similar type in Western Pennsylvania. This specifically includes providing accommodation and access to the general public at chargeable rates set forth in collaboration with the Mt. Lebanon Recreation Department.
 - a. The contractor shall be responsible for conducting day-to-day operations and management of the Mt. Lebanon Tennis Center. The contractor shall use the Center for the operation of a public tennis center and other activities associated with or incidental to the operation of the facility. Responses to this proposal should detail additional services the Contractor intends to provide.
 - i. Overall creation and direction of successful social, instructional and competitive tennis programming for all ages. Instructional opportunities also exist at the platform tennis courts; however, the municipality will retain scheduling responsibility for this asset.
 - ii. Provide, manage and supervise reservations and walk-up use of the tennis courts by residents and the surrounding community.
 - iii. Plan and manage USTA youth tennis tournaments and the annual professional tennis tournament.
 - iv. Manage activities and court schedules to provide balanced offerings and opportunities that are appealing to residents. Provide and manage a user-friendly online and in-person reservation and court registration software system.
 - v. Plan and implement special events to stimulate interest in and use of tennis facilities.
 - vi. Ensure that the facility is in a safe condition and provide for the safety of all visitors to the tennis center.
 - b. The municipality employs maintenance personnel who may assist with conducting routine maintenance of the facility. At a minimum, the contractor shall be responsible for the following daily procedures:
 - i. Brush Har-Tru courts after play

- ii. Controlling watering of the courts as necessary
 - iii. Sweeping lines after brushing courts
 - iv. The contractor is expected to assist with the annual installation of the bubbles in order to continue to provide an Indoor Tennis season. This includes erecting the bubbles in the fall and deconstructing the bubbles in the spring. The municipality retains an outside consultant that assists with coordinating the bubble installations and removals.
- c. The contractor, in consultation with the Mt. Lebanon Recreation Department, shall have the authority to operate and manage the Mt. Lebanon Tennis Center, including the right to:
- i. Implement policies and procedures to perform operations and management functions
 - ii. Determine fee structures and membership rates (if applicable). Proposed fee structures and membership rates should be included as part of the RFP response.
 - iii. Hire and supervise staffing to include tennis professionals, reception staff and maintenance personnel. The response to the RFP should include the proposed levels of staffing the firm will provide. At a minimum, the contractor will provide the following staffing:
 - 1. The contractor shall provide at least one tennis professional to serve as the Head Pro who has membership in good standing with an accredited professional tennis organization. It shall be the sole responsibility of the contractor to assure that the behavior of all employees of the contractor is professional and courteous to the public.
 - 2. Work with municipal staff of the Recreation Department, including but not limited to: coordinating a master calendar for the racquet center facility, scheduling tournaments, instruction time, and rentable open court time, establishing fees for court rental and other programs, promoting special events and other activities at the Tennis Center.
 - a. Additional work with municipal staff will include, as needed, preparation and submission of maintenance requests and capital project requests.
 - b. Assistance in preparation and submission of applicable grant applications for funding to enhance the Tennis Center facilities. Contractor will assist in grant administration and compliance activities if grants from outside agencies are awarded during the life of this contract.
 - 3. The contractor shall staff and operate the Pro Shop for the selling of equipment related to the game of tennis and ancillary services such as racquet stringing as deemed appropriate.
 - 4. The contractor shall develop and implement a marketing plan to promote the Tennis Center and racquet-related activities in the community.
 - 5. The contractor shall report total revenues from all sources related to the Mt. Lebanon Tennis Center to the Recreation Department on a monthly basis in a form acceptable to the Recreation Director and Finance Director. Responses to this proposal should include a detailed breakdown of proposed revenue sharing between the contractor and municipality.
 - a. It shall be the sole responsibility of the contractor to pay any applicable taxes on revenues received or on the sale of goods, services, or merchandise.

6. The contractor and all employees of the contractor or sub-contractors shall at all times maintain any and all necessary licenses and permits for business operations, clearances, or others as required by the Commonwealth of Pennsylvania and Allegheny County. For avoidance of doubt, all personnel working at the tennis center are required to have a Pennsylvania State Police clearance, Child Abuse History clearance and an FBI clearance. Additionally, the contractor shall maintain general liability and comprehensive (damage) insurance in the amount of at least \$1,000,000 per occurrence/\$2,000,000 aggregate covering use and operation of the tennis center and list the municipality as additionally insured. Employees of the contractor shall also be covered by standard workers' compensation insurance purchased and maintained by the contractor.
7. The Municipality shall be responsible for remedial capital improvements as mutually agreed upon by the Municipality and the contractor. The Municipality develops an annual Capital Improvement Program and an annual budget on a calendar year basis. The Firm shall provide the Municipality with the necessary information for all capital repairs and improvements in a timely fashion at deadlines according to Municipal procedures for development and review of these documents.
8. The Contractor shall be responsible for paying for utilities related to the operations of the Mt. Lebanon Tennis Center.
9. Representatives from the Contractor shall attend any Municipal meetings as required by the Municipal Manager.

IV. Proposal Submission

All responses to this RFQ/P must be received in a sealed envelope and clearly marked "Mt. Lebanon Tennis Center Operations Proposal" by 11:00 AM on **January 11, 2024**, to be eligible for consideration. Proposals shall be submitted to:

Mt. Lebanon Recreation Department
ATTN: David Donnellan
900 Cedar Boulevard – 2nd Floor
Pittsburgh, PA 15228

The proposal should include a breakdown of the proposed revenue sharing plan. Please submit ten (10) hard copies of the RFP response and one (1) additional PDF copy on a flash drive. Proposals submitted by email will not be accepted.

V. Limitations of Liability

The Municipality of Mt. Lebanon assumes no liability or responsibility for costs incurred by proposers in responding to this RFQ/P or in responding to any future requests for interviews, additional data, etc.

VI. Materials

The successful bidder will be responsible for providing tennis balls and all other equipment necessary for teaching, as well as any other operational and office supplies such as paper, computers and software.

The municipality will provide replacement tennis nets, court maintenance tools, cleaning and restroom products, Har-Tru and maintenance related equipment.

VII. Proposal Preparation

In order to facilitate a consistent evaluation of the proposals, the respondent is advised to be concise and follow the outline identified in Section VIII in responding. Proposals that do not follow the outline or contain the required information may be considered to be incomplete or unresponsive proposals.

VIII. Format for Proposals

Proposals are requested to be concise and should include, in order, the following:

A. Letter of Transmittal;

B. Executive Summary;

Provide a brief summary describing the proposer's ability to perform the work requested, a history of the proposer's background and experience providing services, the qualifications of the proposer's personnel to be assigned to this project, and any other information called for by this scope of services which the proposer deems relevant, including restating any exceptions to this request for proposal. This summary should be brief and concise to apprise the reader of the basic services offered, experience and qualifications of the proposer, staff, subcontractors, and/or suppliers.

C. Brief organizational profile, including background and experience of the firm.

D. Previous management operations summaries, including reference contact information, that are similar in scope to the scope of services described herein which demonstrate pertinent firm and key personnel experience. Examples may be submitted as supporting documentation.

E. Proposed approach to the scope of services detailed in Section III of this document.

F. Project management including:

- i. Organizational chart including key staff to be assigned from both the respondent and any subcontractors;
- ii. Location of main office from which the management operations will be performed;
- iii. Summary/matrix of key personnel's relevant experience;

- G. Appendices: Résumés of person(s) who will be performing the work from both the respondent and any subcontractors;
- H. Detailed breakdown of proposed revenue sharing between the contractor and municipality .
- I. Other submittals:

Additionally, documents attached as appendices to this RFP shall be fully executed and returned with the proposal as follows:

- Nondiscrimination certification (for proposing consultant/firm);

The municipality intends to enter into a contractual agreement to perform the duties as described in this RFQ/P as well as other duties that may arise in reviewing responses to these proposals or as identified by the Mt. Lebanon Recreation Department. The final contract will be the result of negotiations and discussions between the municipality and the contractor and may include items not specifically listed in this document.

IX. Signature/Certification

The proposal shall be signed by an official authorized to bind the offer and shall contain a statement to the effect that the proposal will remain effective for review and approval for ninety (90) days from the deadline for submitting proposals.

X. Right to Reject Proposals and Waive Informalities

The municipality reserves the right to reject any and all proposals, to waive any irregularities or information in any RFQ/P response, and to accept/reject any item or combination of items. The contract is subject to approval by the Mt. Lebanon Commission and is effective only upon its approval.

XI. Proposal Evaluation and Selection

Review Process

Upon receipt of the proposals the selection committee will review all submissions and make recommendations to the Mt. Lebanon Commission, the governing body of the municipality.

The selection committee may recommend a “short list” of persons/firms to be interviewed.

The municipality reserves the right to reject any and all proposals and the right at its discretion to accept the proposal most favorable to its interests.

The municipality reserves the right to request additional information about any respondent as it may require.

Proposals must remain open as an irrevocable offer to provide service as described in the RFP for a period of 90 days after January 11, 2024.

The final decision regarding this proposal rests with the Mt. Lebanon Commission.

The award decision is expected to be made on or before March 26, 2024.

The Municipality may add to, modify or change the process at any time in its discretion.

Nothing contained in this RFP will be deemed to (i) create any right (whether property or other) in any party to have a contract awarded or (ii) create or require any standard for award other than what the Municipality deems to be in its best interest. The award of a contract will be made in the discretion of the Municipality, and may be made on factors other than cost.

Notwithstanding anything to the contrary contained herein, no bidder, whether successful or not, will acquire any legally binding rights against any party including the Municipality unless and until the bidder and the Municipality formally execute an agreement that is satisfactory to the Municipality, in its discretion. The submission of a bid, including the execution of the agreement that is part of this package, will not guarantee a contract award, nor will it guarantee that the Municipality will not request modifications or deletion of terms before entering into the contract.

Criteria for Evaluation

While the successful firm must submit a competitive fee structure, price alone will not be the sole criteria in selection. The Project Consultant will be selected based on the following criteria:

- Qualifications of the firm based on previous relevant experience;
- Demonstrated understanding of the project;
- Approach to the project;
- Quality of work determined from both samples of work submitted for similar projects and from the proposal itself;
- Qualifications of the person(s) to be involved;

- Revenue sharing arrangement;
- Items identified in Section VIII Format for Proposals.

Prior to making a recommendation to the Commission, the selection committee will open the separate envelope containing the bids. The selection committee reserves the right to hold a second interview with firms to discuss the bid price and negotiate with prospective consultants prior to making a recommendation to the commission.

- No questions related to the request for proposal will be responded to orally. All questions or requests shall be e-mailed to:

David Donnellan
Recreation Director
Municipality of Mt. Lebanon
ddonnellan@mtlebanon.org

Deadline for e-mailed questions: 4:00pm January 4, 2024.

Questions received will be compiled and a response will be issued in the form of an addendum that will be posted on the municipal website, www.mtlebanon.org no later than 5:00 pm January 5, 2024. The addendum will also be e-mailed upon request any time after the date that it is posted on the website.

Tentative Schedule

The municipality will offer an optional pre-bid walkthrough of the Tennis Center Facility on January 3, 2024 at 2:00 p.m.

Item	Date
Post/mail RFQ/P	December 1, 2023
Pre-bid walk-through of facility	January 3, 2024
Questions due	January 4, 2024
Answers to Questions Posted	January 5, 2024
Deadline for RFQ/P submittals	January 11, 2024
Review/select firms for interviews	January 22, 2024
Interviews	January 29, 2024
Recommendation presented to Commission	February 13, 2024
Contact award	February 27, 2024

APPENDIX A
Request for Proposals
Municipality of Mt. Lebanon Comprehensive Plan Update

NONDISCRIMINATION

Nondiscrimination and equal opportunity are the policy of the Commonwealth and Municipality of Mt. Lebanon in all its decisions, programs, and activities. The purpose is to achieve the aims of the United States and Pennsylvania Constitutions. Executive Order 1972-1, the Pennsylvania Human Relations Act, Act of October 27, 1955, (P.L. 744), as amended (43 P.S. 951, et. seq.) and (43 P.S. & 153), assure that all persons are accorded equal employment opportunity without regard to race, color, religious creed, handicap, ancestry, national origin, age, or sex.

During the term of this contract, the contractor agrees as follows:

- (a) Contractor shall not discriminate against any employee, applicant for employment, independent contractor or any other person because of race, color, religious creed, ancestry, national origin, age, sex or handicap. Contractor shall take affirmative action to insure that applicants are employed, and that employees or agents are treated during employment, without regard to their race, color, religious creed, ancestry, national origin, age, sex or handicap. Such affirmative action shall include, but is not limited to the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training. Contractor shall post in conspicuous places, available to employees, agents, applicants for employment, and other persons, a notice to be provided by the contracting agency setting forth the provision of this nondiscrimination certification.
- (b) Contractor shall, in advertisements or requests for employment placed by it or on its behalf, state all qualified applicants will receive consideration for employment without regard to race, color, religious creed, handicap, ancestry, national origin, age, or sex.
- (c) Contractor shall send each labor union or workers' representative with whom it has a collective bargaining agreement or other contract or understanding, a notice advising said labor union or workers' representative of its commitment to this nondiscrimination certification. Similar notice shall be sent to every other source of recruitment regularly utilized by bidder.
- (d) It shall be no defense to a finding of noncompliance with this nondiscrimination certification that contractor has delegated some of its employment practices to any union, training program or other source of recruitment which prevents it from meeting its obligations. However, if the evidence indicates that the contractor was not on notice of the third-party discrimination or made a good faith effort to correct it, such factor shall be considered in mitigation in determining appropriate sanctions.

- (e) Where the practices of a union or of any training program or other source of recruitment will result in the exclusion of minority group persons, so that contractor will be unable to meet its obligation under this nondiscrimination certification, contractor shall then employ and fill vacancies through other nondiscriminatory employment procedures.
- (f) Contractor shall comply with all state and federal laws prohibiting discrimination in hiring or employment opportunities. In the event of contractor's noncompliance with the nondiscrimination certification or with any such laws, this contract may be terminated or suspended, in whole or part, and contractor may be declared temporarily ineligible for further Municipality of Mt. Lebanon contracts, and other sanctions may be imposed and remedies invoked.
- (g) Contractor shall furnish all necessary employment documents and records to, and permit access to its books, records, and accounts by, the Municipality of Mt. Lebanon Manager for purposes of investigation to ascertain compliance with the provisions of this certification. If contractor does not possess documents or records reflecting the necessary information requested, it shall furnish such information forms supplied by the Municipality of Mt. Lebanon Manager.
- (h) Contractor shall actively recruit minority and women subcontractors or subcontractors with substantial minority representation among their employees.
- (i) Contractor shall include the provisions of this nondiscrimination certification in every subcontract, so that such provisions will be binding upon each subcontractor.
- (j) Contractor's obligations under this clause are limited to the contractor's facilities within Pennsylvania, or where the contract is for purchase of goods manufactured outside of Pennsylvania, the facilities at which such goods are actually produced.

SIGNATURE OF CONTRACTOR

DATE

TITLE