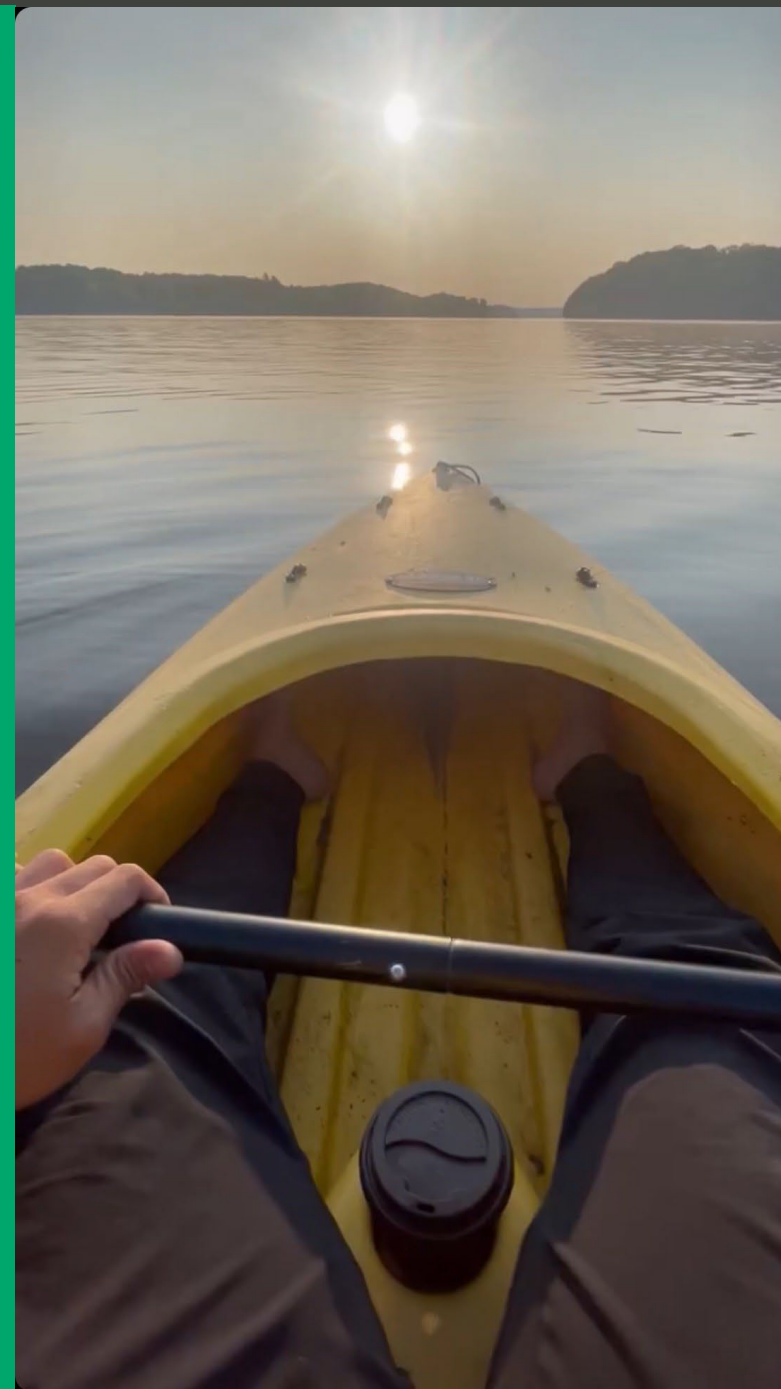


RFP for Non-Motorized Watercraft Rental Service

Virtual Information Meeting

March 14, 2024 at 11 a.m.

This presentation is intended for information purposes only. Proponents must review the RFP document and Addenda documents in its entirety.



Welcome to WebEx!



All participants have been muted for this call



Use the chat feature to ask questions. There will be opportunities for questions during the session at which point you may unmute yourself as well.



Select Active Speaker View – this will allow you to see who is presenting and speaking



Computer audio issues? Use your phone for audio using the call-in details in the meeting invite.

Agenda

- Welcome and Introductions
- Overview of the RFP Opportunity
- City's Objectives
- About the Locations
- About the RFP Document and Addenda
- Evaluation Stages and Scoring
- Technical Proposal Content
- Timeline and Upcoming Key Dates
- Submission Process and Tool
- Questions and Answer



Welcome and Introductions

- Welcome
- Sign In for Attendees
- Introduction
- Purpose of Information Meeting:
To provide an overview of the RFP opportunity and process as information for Proponents. It is optional.



Overview of the RFP Opportunity

- City of Toronto is seeking Licensees for the provision of Non-Motorized Watercraft Rental Service at Eight (8) City-Owned Waterfront Locations.
- Aim is for the Licence to begin on or about June 1, 2024. The licence agreement term is for four (4) years.
- The purpose of this RFP is to select qualified and experienced Proponent(s) to operate a small scale non-motorized watercrafts rental service along with storage space for paid use by the public for storage of personal watercrafts.



City's Objectives

- To provide high-quality water-based recreational opportunities for the public across Toronto's waterfront
- Secure aesthetically pleasing businesses complementary to the surrounding park lands.



About the Locations

- The Operating Season shall run June 1st to September 30th in each year of the Agreement. At a minimum, each individual Proponent shall remain open between the hours of 10 AM and 6 PM seven days per week, including holidays, (weather permitting).
- Setting up can be done one week prior to the opening & clear out should be done one week after the last operating day
- Twenty-five (25%) percent of total storage space should be dedicated for public rental for storage of similar watercrafts.



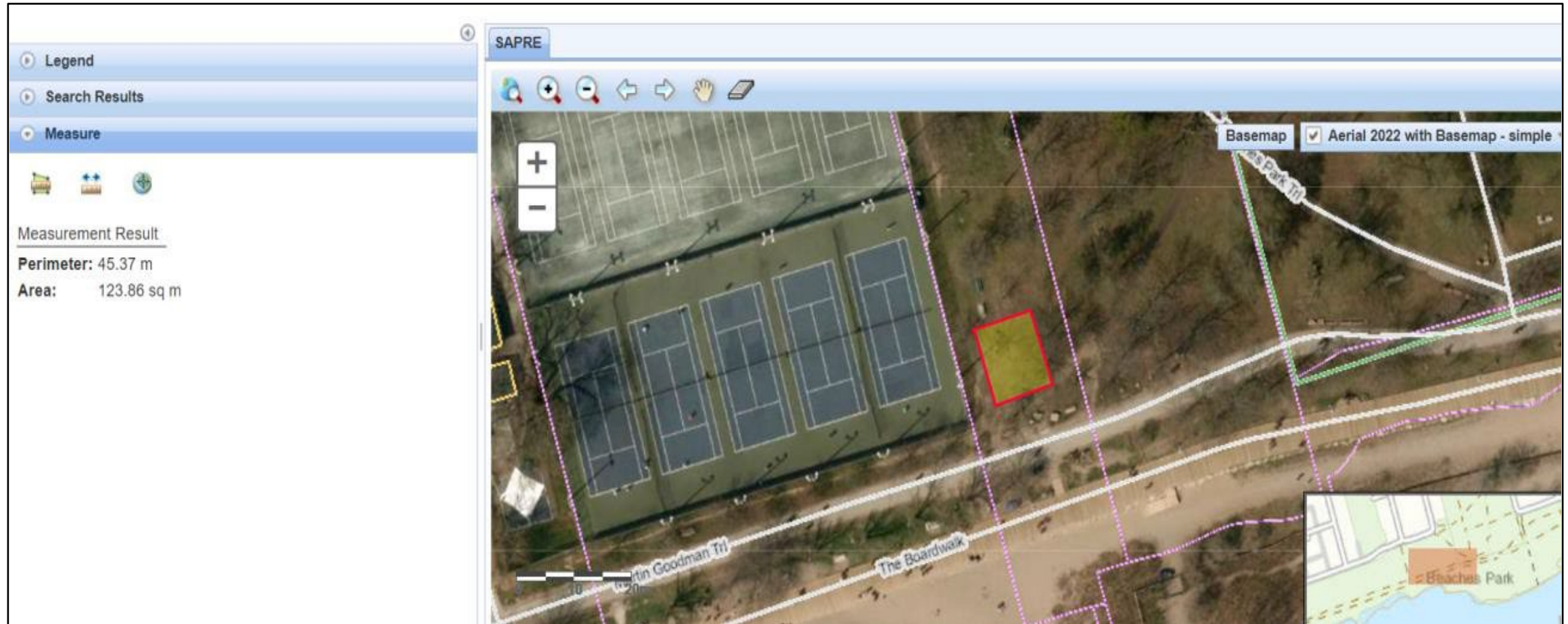
About the Locations

- List of Locations:
- **Eastern Beaches #1 – (Kew Beach)**
- **Eastern Beaches #2 – (Donald Summerville)**
- **Cherry Beach - (East Parking Lot)**
- **Toronto Island – (near Algonquin Bridge Rd.)**
- **Western Beaches – (Budapest Park - Parking Lot)**
- **Sir Casimir Gzowski Park – (West Parking Lot)**
- **Scarborough Bluffs (Eastern portion of the beach)**
- **Marie Curtis Park (West Side Parking Lot)**



#1 - Eastern Beach (Kew Beach)

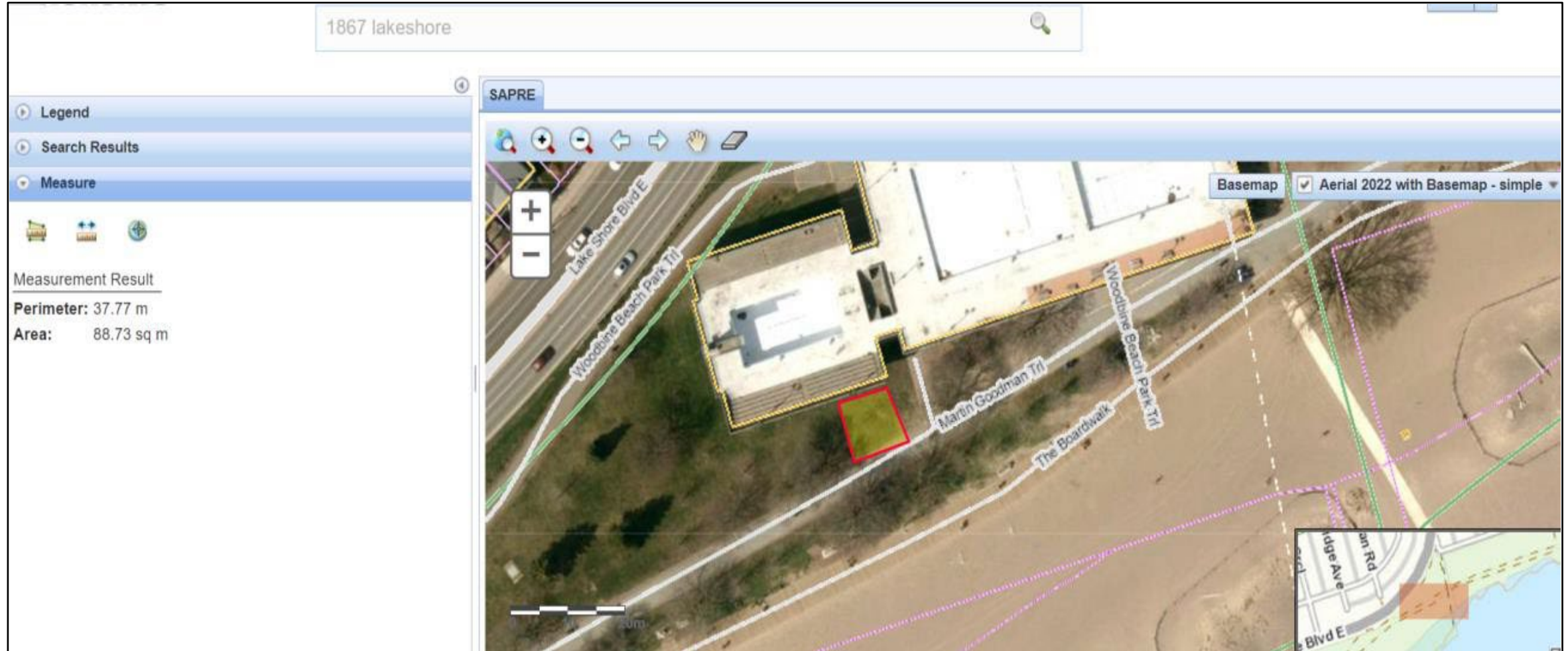
Address: 2075 Queen Street E (between Kenilworth Ave.
& Lee Ave.) Toronto, ON M4L 1B8
Approximate Square Footage: 100 sq. m.



#2 - Eastern Beach (Donald Summerville)

Address: 1867 Lake Shore Blvd E, Toronto, ON M1P 4N7

Approximate Square Footage: 100 sq. m.



#2 - Cherry Beach - (East Parking Lot)

Address: 275 Unwin Avenue, Toronto, Ontario M5H 2N2

Approximate Square Footage: 100 sq. m.

cherry beach

SAPRE

Legend

Search Results

Measure

Measurement Result

Perimeter: 36.87 m

Area: 83.51 sq m

Basemap Aerial 2022 with Basemap - simple

Scale bar: 0 to 10 meters

#4 - Toronto Island – (near Algonquin Bridge Rd.)

Address: Toronto Island Park

Approximate Square Footage: 100 sq. m.

13 Algonquin Bridge Rd

SAPRE

Legend

Search Results

Measure

Measurement Result

Perimeter: 33.68 m

Area: 67.94 sq m

Basemap Aerial 2022

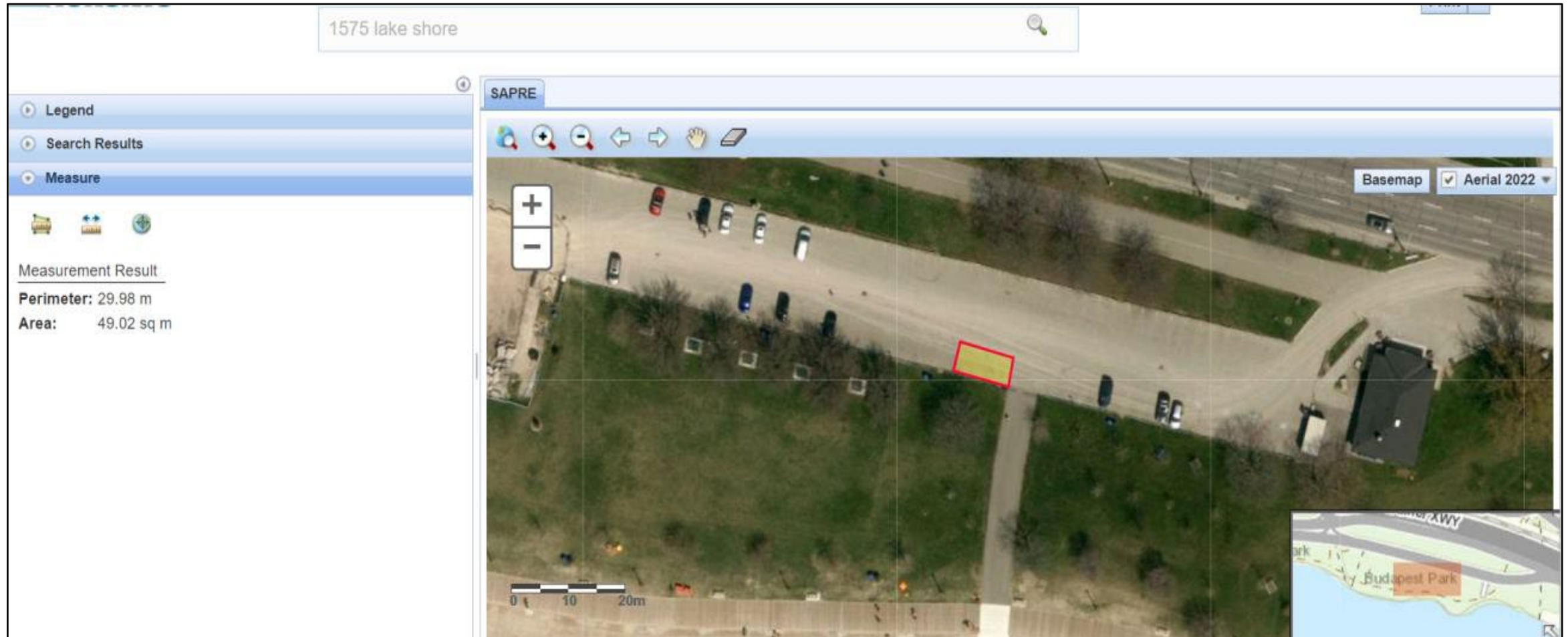
0 5 10m

qu
nd

#5 - Western Beaches – Budapest Park Parking Lot

Address: 1575 Lake Shore Blvd W, Toronto, ON M6K 3C1

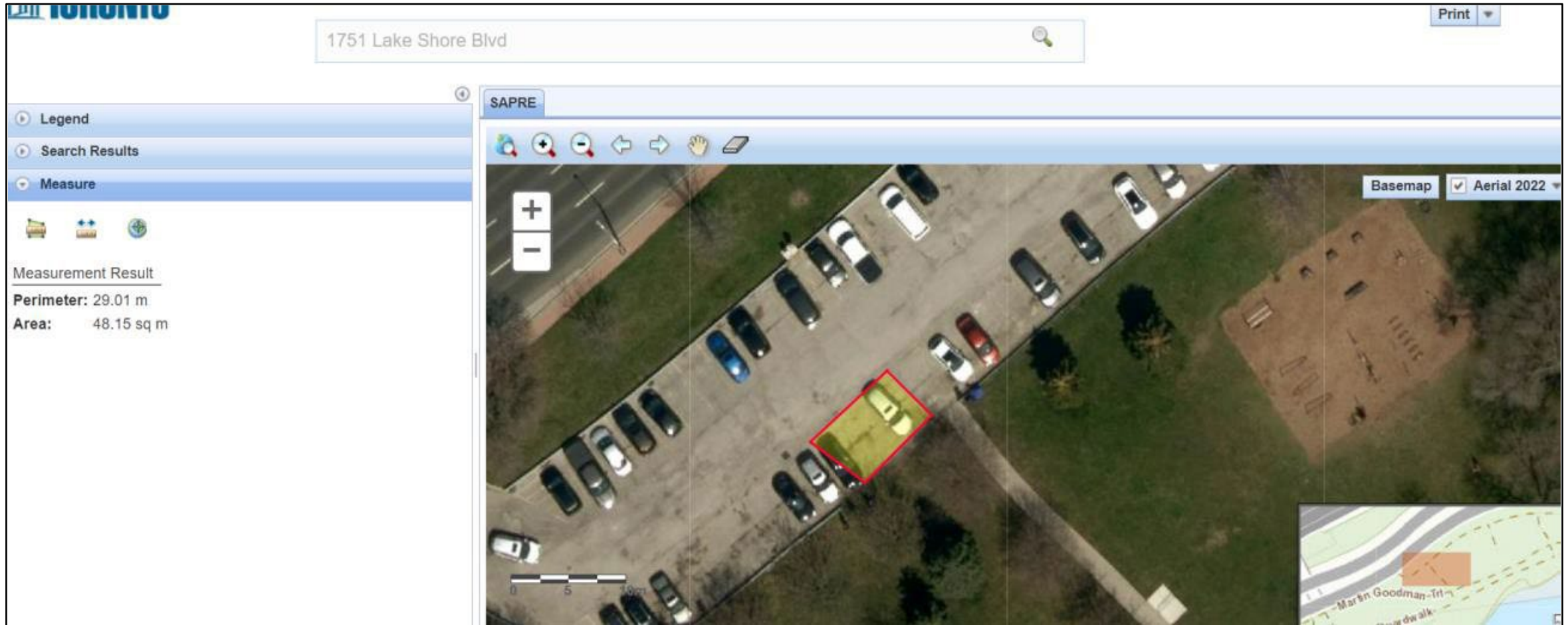
Approximate Square Footage: 100 sq. m.



#6 - Sir Casimir Gzowski Park – West Parking Lot

Address: 1751 Lake Shore Blvd W, Toronto, ON M6S 5A3

Approximate Square Footage: 100 sq. m.



#7 - Scarborough Bluffs – Eastern Portion

Address: 1 Brimley Rd. S, Bluffers Pk Rd, Scarborough, ON

Approximate Square Footage: 100 sq. m.



#8 - Marie Curtis Park (West Side Parking Lot)

Address: 2 Forty Second St, Etobicoke, ON M8W 3P2

Approximate Square Footage: 100 sq. m.



About the RFP Document and Addenda

- The RFP Document, Addenda, and all relevant information related to this RFP will be posted on:
[Business Opportunities for Parks, Forestry & Recreation – City of Toronto](https://www.toronto.ca/business-economy/doing-business-with-the-city/advance-notice-of-opportunities/)
(<https://www.toronto.ca/business-economy/doing-business-with-the-city/advance-notice-of-opportunities/>)

RFP is organized in the following manner:

- Section 1: RFP Overview
- Section 2: RFP Process and Submission Instructions
- Section 3: Mandatory Deliverables
- Section 4: Instructions for Forms and Proposal
- Section 5: Instructions for Financial Proposal
- Appendix A: RFP Terms and Conditions
- Appendix B: Agreement Terms and Conditions
- Appendix C: Submission Forms
- Appendix D: Licensed Areas

Evaluation Stages and Scoring

- This is an abbreviated table. Proponents should review the full Table 2 and the associated information in Sections 2.12 and 2.13, along with Section 3 of the RFP document to help prepare their proposal.
- Proposals must meet all Mandatory Requirements to be considered.

Stage 1: Mandatory Submission Requirements			
Compliance with Mandatory Submission Requirements as indicated in Stage 1	Yes/No		
Stage 2a: Evaluation – Qualifications and Organizational Capacity			
Experience and Qualification of Proponent	10	5	N/A
Organizational Capacity		5	N/A
Stage 2b: Evaluation - Technical Proposal			
Service Provision	50	30	N/A
Customer Service		5	N/A
Safety		5	N/A
Business Strategy		4	N/A
Marketing and Sales Strategy		3	N/A
Site Restoration		3	N/A
Total Technical Score		50	50
Stage 2c: Evaluation – Financial Proposal			
Proposed Licence Fee to the City (minimum licensee fee based on Appraisal)	40	40	N/A

Note: Stage 2b Total Score updated per Addendum 1

Technical Proposal Content

Service Provision

- Craft Type and Size of Fleet, Operating Concept and Hours of Operation
 - Proponent to provide description of type of craft and numbers. Outline an operating concept demonstrating the proposed operation, the style and the physical nature of its construction, and how it will aesthetically fit within a park setting
- Plan for Storage Service
 - Should include location, and back-up plan should there be an issue with the location. Must also be aesthetically pleasing with the surrounding park lands
- Rental Fee Structure
 - Consistent with industry standards, fair market value, sustainable for the proponent and future users
- Service Standards
 - Standards must be clearly identified and practiced by staff and equipment must adhere to satisfactory technical and industry standards

Customer Service

- Staff Training
 - Must demonstrate how staff are fully capable in providing excellent customer service
- Complaint Handling
 - Experience in customer-facing roles. A clear avenue for complaints will be made available to the public
- Communication
 - Proponent must provide an easy and customer friendly way on how to relay messages from the users to the business owner
- Booking Structure
 - Clearly outlined in the Proponent's website or social media account including the hours of operation and fee structure.

Technical Proposal Content

Safety

- Safety Mechanisms
 - Proponent must identify safety mechanisms in place during hours of operation
- Inspection and Maintenance
 - Schedule of daily inspection and maintenance must be provided that clearly demonstrates safety protocols
- Policies and Procedures
 - Safety procedures will be posted in conspicuous places, translated in the official languages and employees' languages, and be available in accessible formats.
- Safety Standards for watercraft
 - Proponent must provide certified safety standards for the type of watercraft they will be using for their business.

Business Strategy

- Risk and Mitigation
 - Clearly provide a risk management control procedure
- Sustainability
 - Business must adhere to current environmental standards
- Innovation
 - The proposal shall demonstrate continuous improvement in providing the service through innovation.
- Performance Measurement Tools
 - The performance measurement tools must clearly indicate the parameters which performance is measured against.

Technical Proposal Content

Marketing and Sales Strategy

- Website
 - User friendly website that clearly provides information regarding the business to ensure the business' profitability and long-term viability
- Social Media
 - Social media accounts are encouraged in order to provide easy communication to the public
- Marketing Plan
 - proposal shall provide a marketing plan that provides best opportunity to be successful (includes methods of publicity)

Site Restoration

- Site Setup and Wrap up Plan
 - Proponent shall provide a clear site setup plan which includes a wrap up procedure at end of every season both of which shall be satisfactory to the City

Timeline and Upcoming Key Dates

Date	Event
March 5, 2024	Issue date of RFP
March 14, 2024 at 11:00 am EST	Pre-Proposal Virtual Information Meeting - Optional
7 Business Days before Submission Deadline	Deadline for questions to be sent to procurement contact
5 Business Days before Submission Deadline	Deadline for issuing final Addenda
April 8, 2024 at 12:00 Noon Eastern Time (ET)	Submission Deadline
3 Business Days from receipt of Rectification Notice	Rectification Period
May 2024	Anticipated Evaluation Period Completion
Within 120 days of Submission Deadline	Proposal Validity Period
May to June, 2024	Anticipated Contract Award Period
June 2024	Service/Contract Start Date/Period

Submission Process and Tool

- Submission is to be completed on Medallia Agile Research tool.
- Proponents must complete both links. One is for Forms A, B, and C, and one is for Form D.
- Content can be found in Appendix C of the RFP as reference.

This is a preview, NO results will be recorded.

RFP for Non-Motorized Watercraft Rental Service(2024-PFR RFP-01)
Appendix C - Part 1 of 2:

- Form A - Submission Form
- Form B - Qualification and Capacity Form
- Form C - Technical Proposal

Proponents are asked to submit their proposal as per the submission instructions in **Section 2.8** of the RFP document. In order for the submission to be considered complete, Proponents must complete both Part 1 and Part 2 Appendix C forms, which are two separate Checkmarket links, by the Submission Deadline. A copy of the content for the forms can be found in Appendix C of the RFP document package.

If at any time you need to pause the submission with the intention of completing the submission later, please note and save your link. City of Toronto staff is unable to see or provide the link for continuing the submission. If the link is lost, the Proponent have to restart their submission. The Submission Deadline will not be changed as a result of technical issues.

[Start](#)

This is a preview, NO results will be recorded.

RFP for Non-Motorized Watercraft Rental Service(2024-PFR RFP-01)
Appendix C Part 2 of 2:

- Form D Financial Proposal

Proponents are asked to submit their proposal as per the submissions instructions in **Section 2.8** of the RFP document. In order for the submission to be considered complete, Proponents must complete both Part 1 and Part 2 of Appendix C forms, which are two separate Checkmarket links, by Submission Deadline. A copy of the content for the forms can be found in Appendix C of the RFP document package.

****Please ensure you have completed Appendix C Part 1 (Forms A, B, C) prior to proceeding to Part D: Financial Proposal.**

If at any time you need to pause the submission with the intention of completing the submission later, please note and save your link. City of Toronto staff is unable to see or provide the link for continuing the submission. If the link is lost, the Proponent have to restart their submission. The Submission Deadline will not be changed as a result of technical issues.

[Start](#)

Submission Process and Tool – Tips for Success

Before you start:

- Proponents are encouraged to review Appendix C and prepare answers before attempting to complete the submission forms.
- Ensure you have the following PDF files ready for upload:
 - Letter of Introduction
 - Certificate(s) of Incorporation or Official Records
 - Letter(s) from the Bank
 - Completed Reference Forms from your References (2 required, blank copies found on the City of Toronto website).
 - Information about Key Staff
 - Policies and Procedures related to Equity
 - Technical Proposal

Submission Process and Tool – Tips for Success

- If you pause the submission, please remember your link. City of Toronto staff do not have access to the link for your paused submission.
- If you lose your link, you have to restart your submission.
- Start working on preparation for your submission as early as possible. Do not wait work on it until the last moment.
- Proponents are encouraged to submit their submissions in advance of the Submission Deadline such that any technical issues can be resolved before the Submission Deadline.

Submission Process and Tool – Pause Function

To Pause the Submission, click on **Pause** at the bottom of the page.

This is a preview, NO results will be recorded.

Form A: RFP Proposal Submission Form

*** Proponent Information**

Please fill out the following information, naming one individual to be the Proponent's contact for the RFP process and for any clarifications or communication that might be necessary.

Full Legal Name of Proponent (must match Certificate of Incorporation):	<input type="text"/>
Any other relevant name under which Proponent carries on business (write N/A if not applicable):	<input type="text"/>
Street Address:	<input type="text"/>
City, Province/State:	<input type="text"/>
Postal Code:	<input type="text"/>
Phone Number:	<input type="text"/>
Company Website (if any):	<input type="text"/>
Proponent Contact Name and Title:	<input type="text"/>
Proponent Contact Phone:	<input type="text"/>
Proponent Contact Email:	<input type="text"/>
If Proponent is considered a Joint Venture in accordance with Definition in Appendix A.3, please state the members (if not, please indicate "N/A"):	<input type="text"/>

16% complete

BackNext >Pause

Continue Survey Later

You have paused. You can continue at any time by following the URL below:

URL:

<https://cotsurvey.chkmkt.com/surveys/take/?e=370431&l=en&h=7A6348DE319109E&v=1>

Copy and save this URL. When you wish to resume, paste it into the address bar of your browser.

Back

Sample Only

**Note: Remember your link to return to your paused submission.

Submission Process and Tool – Answers Required

All questions with an * asterisk requires an answer before proceeding to the next page

This is a preview, NO results will be recorded.

*Note: Proponents are reminded to submit the financial proposal in the separate link. Financial proposal information should only appear in this section. If financial proposal information is included in other sections, the submission may be disqualified for evaluation

*** Proponent Information:**

Proponent Name:

Contact Name:

Contact Phone #:

Contact Email:

*** Component A: Licence Fee:**
Please state the proposed Annual Licence Fee for Year 1, in Canadian Dollar (CAD).

Please note that Licence Fee will be subject to Cost of Living Adjustment of 2% increase each year. As a requirement stated in Section 3.3, the annual Licence Fee is to be at least \$8,000, annually.

100% complete

Submission Process and Tool – Successful Completion

- Each submission link features a thank you page at the end of the submission:

Thank you for Submitting Part 1 of 2 of Appendix C Form for your RFP Submission.
Please proceed now to Part 2 of 2 of Appendix C: Form D Financial Proposal to complete your RFP Submission:
<https://cotsurvey.chkmkt.com/?e=370437&d=l&h=1438B9B1494957F&l=en>

This is a preview, NO results will be recorded.

Thank you very much for completing Appendix C Part 2 of 2 Form D: Financial Form.

Upon successful completion, if your submission is received within the Submission Deadline, you will receive a confirmation email from PFRRFP@toronto.ca within 2 business days. If a confirmation was not received, please contact PFRRFP@toronto.ca to follow up.

This is a preview, NO results will be recorded.

- A confirmation will be sent by PFRRFP@toronto.ca after the PFR staff have reviewed and checked that the submission contents have been successfully received.

Questions and Answer

- Note that not all questions may be answered in this information session. All questions should be submitted formally by email to PFRRFP@Toronto.ca and will be addressed via an Addendum to the RFP.