



**Materials Management Department
901-B Texas Street
Denton, Texas 76209**

**SCOPE OF WORK
Exhibit 3**

RFP 6343

**TENNIS INSTRUCTORS
FOR THE CITY OF DENTON**

RFP # 6343
Scope of Work / Supply of Service
EXHIBIT 3

The scope of work shall be finalized upon the selection of the Firm. The respondent's submission shall have accurately described your understanding of the objectives and scope of the requested products and services and provided an outline of your process to implement the requirements of the Scope of Work and Services. It is anticipated that the scope of work will include, at a minimum, the following:

Scope of Work and Services

1. Scope of Work and Services

The scope of work shall be finalized upon the selection of the Firm. The proposal submission shall have accurately described your understanding of the objectives and scope of the requested products and services and provided an outline of your process to implement the requirements of the Scope of Work and Services. It is anticipated that the scope proposal submission will include, at a minimum, the following:

A. Technical Responsibilities and Requirements

Background

City of Denton is accepting proposals from those interested in providing tennis instruction at the Goldfield Tennis Center. The intent is that the Proposer will provide competent tennis instruction for all ages and levels of play, and enthusiastically encourage tennis participation by planning activities to promote the sport and fellowship in the community. The Proposer will also prepare and organize tennis clinics, tennis academy, private instruction, USTA and/or recreational adult and youth leagues, beginner to advanced tennis lessons, cardio tennis, home school tennis instruction, recruit and host various tennis tournaments, summer tennis camps, and a variety of other tennis programs. In addition, the Proposer will assist in marketing the tennis center programs to the local school districts and other organizations by providing demonstrations and informational materials and working with the school district tennis coaches. The Goldfield Tennis Center includes nine (9) hard-surfaced lighted courts, a pro-shop with restrooms, and ball machine rentals. The facility is open year-round.

B. General Responsibilities and Requirements

1. The Proposer shall provide competent tennis instruction for all ages and levels of play at a reasonable fee. Tennis programs should include, but not limited to adult and youth: classes, camps, clinics, leagues, tournaments, mixers, private lessons, and special events.
2. The Proposer shall organize, promote, recruit and conduct local and United States Tennis Association (USTA) sanctioned tennis tournaments.

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B. General Responsibilities and Requirements

- C. The Proposer will provide patrons of the City of Denton with excellent customer service and a positive tennis experience. Patrons will be treated courteously and respectfully. The Proposer shall be patient and polite when dealing with patrons regardless of the circumstances.
- D. The Proposer must submit a schedule of tennis programs and fees at specified deadlines as set by the department's Marketing Manager. All tennis programs will be listed in our PLAY Guide and online. Any changes to the fee schedule must be submitted to the Tennis Supervisor for review prior to being implemented.
- E. The City of Denton shall collect, register and retain a percentage of all fees that are related to tennis instruction, lessons, drills, clinics, tournaments, and/or any other tennis instructional activities being organized by the Proposer. All fees for all tennis related activities and merchandise at the Goldfield Tennis Center and all other tennis courts owned by the City will be collected by City of Denton. No fees can be collected by the Proposer at any time. The Proposer will be paid once per month. Payment will be remitted to the Proposer, net 30 days from receipt of invoice.
- F. The City of Denton requires a nonresident fee be collected from all participants that reside outside the City limits of the City of Denton. All nonresident fees collected will be retained by the City.
- G. All court rental fees and annual tennis rental pass fees collected, with the exception of ball machine rentals, will be retained by the City of Denton. The Proposer must have at least two courts available for rental during peak rental times, with the exception of large tournaments which require the use of all courts.
- H. Pro Shop services will be the responsibility of the City of Denton. The City will incur all costs associated with the pro shop and will retain all revenues collected from these services.
- I. The Proposer must be a member of the United States Tennis Association (USTA), and must be certified as a United States Professional Tennis Association (USPTA) Professional 1 or Master Professional or a United States Professional Tennis Registry (USPTR) Professional. If the Proposer plans to use assistants, or subcontractors as instructors, 50% must be certified at a minimum level USPTA Professional 3. All others must be competent to perform instruction. At least 50% of instructional services must be personally administered by the Proposer.
- J. It will be the responsibility of the Proposer to supply necessary labor for all tennis programs.

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B. General Responsibilities and Requirements

- K. The Proposer and any assistants, sub-contractors or support personnel shall complete a national background history check with the City of Denton prior to instructing. City of Denton shall retain the right to prohibit anyone from working at the Goldfield Tennis Center based on the results of the background check.
- L. No signs, advertising materials, posters, or other such material shall be posted on City of Denton property without written permission from the Tennis Supervisor.

C. MAINTENANCE, EQUIPMENT AND GENERAL OPERATIONS OF THE TENNIS CENTER

- 1. The Proposer shall be responsible for notifying City of Denton of any maintenance related concerns that do not meet or satisfy the standards adopted and/or applied by the United States Tennis Association.
- 2. The City of Denton shall maintain the Goldfield Tennis Center, which includes the tennis courts, windscreens, fencing, restrooms, landscaping and irrigation. No adjustments allowed to irrigation without approval of the Tennis Supervisor.
- 3. The Proposer will be responsible for providing all necessary supplies that are needed as part of the program being organized that the City does not have in inventory. The Proposer will be allowed to use City of Denton tennis equipment, such as ball machines, ball hoppers, and tennis rackets.
- 4. The Proposer will be responsible for paying for a portion of the staff costs associated with the daily operations at the Goldfield Tennis Center.
- 5. The Goldfield Tennis Center is currently open Monday through Saturday. The City of Denton reserves the right to close the courts for maintenance. The City has the right to change the hours of operation. The Proposer has the right to submit a written request to the City to change hours to better meet the needs of our citizens.
- 6. The City of Denton may close the facility during inclement weather or when the temperature is below 38 degrees Fahrenheit.

D. INSURANCE

Respondent shall provide, upon award, a certificate of insurance evidencing their insurance coverage's and amounts per Insurance and Workers' Compensation Requirements ~ Attachment A.

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E. CONTRACTS

The successful awarded vendor will be required to sign an original contract. A simple contract is provided in Attachment I – Sample Contract. Respondents shall review the document and note exceptions in the proposal.

F. ANTICIPATED PROBLEMS AND PROPOSED SOLUTIONS

Respondent shall offer written observations, based upon previous experiences in public projects of this magnitude, addressing any anticipated problems and offer proposed solutions to those problems.