

REQUEST FOR PROPOSALS
PASSENGER (P.O.V.) FERRY OPERATOR
For the
CITY OF GLEN COVE, NEW YORK
November 2017



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I. PURPOSE

The City of Glen Cove is confident of the demand in the area for an alternate commuting option to Manhattan and Glen Cove is seeking a passenger ferry operator that will provide a regular commuter service between Glen Cove and with no fewer than two stops on the East River of Manhattan (with one in Midtown near 34th Street and another Downtown near Wall Street and Pier 11). The service must be reliable, tickets must be competitively priced, and plans for maintaining the service over the long term must be presented.

Market studies support the fact that Glen Cove is an ideal Long Island location for alternative service to Manhattan, as evidenced in the attached appendix with a commuter ferry survey and Ferry Market Analysis. The findings of the market analysis indicate that there is currently strong transit supported market for such a ferry service in Glen Cove and the surrounding communities. The study also found that there is a lack of direct and reliable transportation options for daily commuters traveling to midtown and downtown Manhattan from Nassau County, and that a ferry service would be faster, more convenient and comfortable than competing modes of transportation, and that a ferry service in Glen Cove is capable of being financially sustainable over the long term. The City was deemed a viable location for ferry service by the Long Island Sound Waterborne Transportation Plan of November 2005. In 2014, a Ferry Market Analysis was also conducted. Both of these reports are provided in Appendices.

The City of Glen Cove was pleased and proud to launch a temporary ferry service in response to the anticipated MTA/LIRR “summer of hell” track repair project. The LIRR approached the City of Glen Cove to run an interim ferry service as part of their contingency plan to offset commuter delays from July 10, 2017 through August 31, 2017. Although the ferry schedule provided by the LIRR was very limited, the response was extremely positive by virtually all riders, with survey results touting accolades of their experience. Some commuters were quoted as saying, “this was the summer of heaven” and “the ferry was like taking a pleasure cruise to work every day.”

II. INTRODUCTION AND GENERAL INFORMATION

WELCOME TO THE CITY OF GLEN COVE:

Glen Cove ~ *the Gem of the Gold Coast* ~ is situated on the North Shore of Long Island, overlooking Long Island Sound. Glen Cove is a family-friendly community with a storied-past and bright future. In 2016, Glen Cove was ranked 21 in the “100 Safest Cities in America” study (<http://www.safewise.com/safest-cities-america>) and one of only two cities located on Long Island, New York. Glen Cove has evolved from a portside hamlet, to the home of the grand estates of J.P. Morgan and F.W. Woolworth, to today’s diverse suburban community of over 27,000 people nestled on quiet tree-lined streets.

Glen Cove has a long maritime history and was a key ferry port for Manhattan commuters dating back as far as 1855!



With the support of U.S. Senator Chuck Schumer, NYS Governor Cuomo, NYC Mayor DiBlasio, Glen Cove Mayor Reginal Spinello, and numerous other local officials, Glen Cove has continued to pursue a commuter ferry service. Glen Cove applied for and has received funding from both the American Recovery and Reinvestment Act (ARRA) and Restore New York Communities Initiative, as well as various ferry related awards from the Federal Government, to construct a new ferry terminal and boat basin. In consideration of the multiple construction projects, Glen Cove had been forced to take a pause on moving forward with the commuter ferry service. As both the ferry terminal boat basin and building are complete, the timing to re-release the RFP is now as the City of Glen Cove has also broken ground on the sale of the Garvies Point Waterfront Redevelopment Project on December 6, 2016 and construction on the project is underway.

Presently, the City is also surrounded by 3 LIRR stations as well as express bus service; NICE Bus and Loop Bus are all available. The City plans to implement multi-modal transportation connections to future ferry service.

The New York Times Real Estate section did a feature article on 9/27/17 entitled: “Glen Cove, N.Y.: An Old Gem Poised for a Comeback” (see attached article). Glen Cove is celebrating its rich and colorful history and its bright future as 2018 marks the 350th Anniversary milestone of its founding in 1668. Residents and surrounding communities will participate in multi-faceted engagement in historic, educational, social and cultural events and activities.

There is a tremendous optimism and an appreciation of the City’s growth and evolution through the centuries and its more recent renewal on multiple fronts. The downtown commercial area is a walkable space of 2.6 acres with a healthy mix of retail stores and restaurants, and ample free parking in a quaint, small town setting. The City of Glen Cove works closely with the Business Improvement District (B.I.D.) and Chamber of Commerce in planning spirited outdoor community events such as Downtown Sounds, Concerts in Morgan Park, car shows, parades, regional feasts and ongoing events embracing Glen Cove’s diversity.

The current Administration’s “Taking Care of Business” campaign continues to accelerate in light of significant progress in multiple residential and mixed-use projects. Over 76 new businesses have opened and a dozen franchises investing and expanding in Glen Cove in recent years with a robust pipeline of more to come.

The community offers direct access to the Long Island Sound waterfront via a pedestrian/bicycle esplanade with access to walkway parks, marinas, yacht clubs, public and private beaches, an 18-hole municipal golf course and a public boat ramp. Glen Cove, the only City on Long Island's North Shore, is home to a large consumer population that reflects the ethnic and economic diversity of the Metro-New York region. Glen Cove's many points of pride include its status as a self-contained municipality with its own Police Department, Emergency Medical Service, Harbor Patrol and Volunteer Fire Department. Glen Cove is currently pursuing the New York State Energy Research and Development Authority (NYSERDA) Clean Energy Community Certification through meeting four action items set forth by NYSERDA.

The City of Glen Cove and the Glen Cove Industrial Development Agency has worked with private redevelopers to carry out smart development in alignment with the Master Plan that will have significant impact on the City, particularly the downtown and waterfront areas. (See map of redevelopment projects in Glen Cove). The anticipated residential growth of these projects, as outlined below, directly support the City's primary goals of promoting economic development, increasing revenues and providing a variety of housing choices for the City and surrounding areas, while transforming a blighted and regionally significant waterfront into a vibrant mixed-use community. The City of Glen Cove made significant success in revitalization and environmental restoration of 1.1 mile of Glen Cove Creek that will serve as a home for the new ferry service. These projected outcomes have been validated by the designation of Glen Cove's downtown and waterfront area undergoing revitalization as a "Project and Site of Regional Significance" by the Long Island Regional Economic Development Council and the Long Island Regional Planning Council.

III. BACKGROUND

III.1 SITE CONDITIONS:

A) GLEN COVE FERRY BOAT BASIN:

The Glen Cove Ferry Terminal and Boat Basin project was completed in 2012 and the ferry terminal building was completed in 2016. The City worked collaboratively with a number of agencies both federal and those throughout New York State on this regionally significant project including, the Environmental Protection Agency (EPA), the Army Corps of Engineers, the Federal Highway Administration (FHWA), the Governor's Office, the New York State Department of Transportation (NYSDOT), the New York State Department of Environmental Conservation (NYSDEC), the New York Metropolitan Transportation Council (NYMTC) and Nassau County Planning. Groundbreaking for the Glen Cove Ferry Terminal Boat Basin took place in July 2010 and construction was completed in 2012.

The Glen Cove Ferry Terminal is located at 73 Garvies Point Road, Glen Cove, NY, 11542. The Nautical GPS location is as follows: 40⁰ 51' 29" .66N – 73⁰ 38' 37" .64W

Docking and Berth Description

The Ferry Terminal and landing was designed to accommodate two passenger carrying ferries (with either Bow/Stern loading or side loading) of up to one hundred (100) foot in length simultaneously, or a private vessel of up to one hundred and fifty (150) feet in length, and with a maximum beam of thirty-five (35) feet.

- a) There are berths of one hundred and six (106') and one hundred and thirteen (113') feet with each having a maximum beam of thirty-five (35') and with a maximum draft of 6.8 feet.
- b) The deck is also designed to accommodate either two passenger carrying ferries for up to 225 passengers, or one private vessel or yacht of up to one hundred and fifty (150') feet, both with a maximum beam of thirty-five (35') feet and a maximum draft of 6.8 feet.
- c) The landing is a concrete and steel floating type dock and is equipped with water and electrical (with 50/100 amp service) connections for passenger ferries and thirty-five ten bollards for mooring and tying up.
- d) All ramps and gangways leading from the terminal and on the dock are fully compliant with all current ADA requirements for the transportation of individuals on passenger vessels as set forth in 49 CFR Section 38.

B) GLEN COVE FERRY TERMINAL BUILDING:

The Glen Cove Ferry Terminal Building was designed in 2007 under prior Administrations. Today (almost 10 years in the making), Mayor Reginald Spinello and his Administration were proud to deliver a finished product in July 2016.



The construction of the Glen Cove Ferry Terminal building is now complete and operational and is centrally positioned within the Garvies Point waterfront project. Located at 73 Garvies Point Road within the City of Glen Cove, the Facility will provide the docking facility and passenger terminal for two commuter passenger ferries. The ferry facility consists of a 2,700 sq. ft. ferry terminal building with the associated support and mechanical spaces, with a surrounding parking lot of approximately 100 spaces and a floating, steel and concrete dock that can accommodate vessels up to one hundred and fifty feet in length and with two berths of 106' and 113' respectively. The exterior enclosure consists of pre-cast stone panelling, aluminum and glass curtain walls and entry storefront systems, and a fluid applied resin roofing system. The building includes interior toilets, a mechanical/water room and an electrical room. The general Project limits are a 1.5 acre site bounded by Garvies Point Road to the north, Glen Cove Creek to the south, Glen Cove Anglers Club to the East and a vacant parcel to the west slated for future waterfront development. The Glen Cove Ferry Terminal Building has approximately 2,700 SF ground floor space, consisting of seating area, ticketing, and a men's, women's and handicap restroom, with plenty of open space for catering and special events. The second floor (above the restroom and "back of house" areas) is accessible through the Janitor's Closet via ship's ladder

for tenant fit-out and includes approximately 800 SF of usable space. The Seating and Ticketing Area feature approx. 27' ceilings. Interior finishes include painted drywall, porcelain tile, terrazzo, and painted exposed structural steel. Exterior finishes include EIFS, metal panels and glass curtain wall. The building is handicap accessible.

The Glen Cove Ferry Terminal is centrally positioned within the Garvies Point waterfront project and promoted to include ferry as a key amenity. See *Vessel Accommodation Conditions* (above) for further information. The Glen Cove Downtown is .7 miles from the Glen Cove Ferry Terminal, 6.3 miles from the Long Island Expressway (LIE) and 1 mile from the Glen Cove LIRR station. The ferry terminal is accessible by car via Garvies Point Road. The Glen Cove Ferry Terminal and ramps leading to the ferry are fully ADA compliant. There are currently no facilities to re-fuel the vessels at the Ferry Terminal.

Garvies Point Waterfront Redevelopment – This highly anticipated \$1 billion redevelopment project offers a dynamic vision with many economic, environmental and public recreational benefits for Glen Cove and the surrounding North Shore region. It will transform 52 acres of post-industrial blighted waterfront into a sustainable, mixed-use community, including approximately 1,100 residential units with 10% workforce housing, 75,000 square feet of office, commercial and retail space, including a restaurant, as well as 28 acres of open space. This project broke ground on December 6, 2016 and the developer, RXR, has already launched a widespread public relations/marketing campaign on the Garvies Point development, featuring the ferry terminal as one of the key amenities of the Garvies Point project (see link):

http://garviespoint.com/?utm_campaign=Garvies%20Point%20at%20a%20Glance&utm_source=hs_email&utm_medium=email&utm_content=57273201&_hsenc=p2ANqtz--5gtR8rdep5O7I2hV516UiXII497sAW71RbwE5A7I0Sl6ZWKoJ65XUxhj16IM2qK-8_o56omLCogc4vl0WVFs12xo9hA&_hsmi=57273201

In May 2016, RXR opened a 2,000 square foot Welcome Center and sales office at the entrance to the Garvies Point Waterfront site with a model of the development project as well as a 3-D model condominium unit with a virtual view of waterfront amenities.

RXR Glen Cove Village Square LLC is a mixed use development project in the heart of our downtown and a centerpiece in the revitalization of Downtown Glen Cove. The project will attract tourists, diners, shoppers, and the developer is dedicating 16,000s/f of open plaza space for the City's public use to continue with the tradition of Downtown Sounds, holiday celebrations, parades/events, etc. The project consists of: 42 studios; 76 1BR; 28 2BR over 17,000 s/f retail). Demolition was completed September 2017 and approximately 18-24 months for completion

The Villas of Glen Cove will feature 176 luxury condominiums at a key gateway Glen Cove. This project, through the vision of developer Dan Livingston will revitalize over three acres of blighted land by building beautiful 1, 2 and 3 bedroom residences that will feature a variety of special amenities. The Glen Cove Planning Board granted approval for this development in April, 2016. Demolition commenced September 2017 and should be completed by end of November 2017. Project construction is anticipated to take 24 months for build-out.

The Avalon (North and South) answering the needs of professionals, millennials and young families, the two Avalon apartment complexes are located on Pratt Blvd. and Glen Street and

offer walkability to downtown Glen Cove and easy access to Glen Cove's waterfront. The management consistently reports occupancy rates of 97%-98%.

Landing Cove – 72 luxury condominiums for active adult population (55+) answering the needs of our active aging population. Featuring near-by access to golf, beaches, parks, tennis and fine dining on the North Shore's Gold Coast. The Glen Cove Ferry is featured as an amenity in the marketing of this project.

The Glen Cove Mansion – Subdivision of property by the new hotel owners will make way for 20 luxury townhouses with 40 single family homes of approximately 3,000 sq. ft. on 22 acres of a 50+ acre Mansion located in the famed Gold Coast area of Glen Cove.

Shuttle service from the above developments to the Glen Cove ferry is anticipated. Glen Cove offers access to New York City via three Long Island Rail Road (LIRR) stations, and nearby Long Island Expressway and Route 25A, as well as local and express bus service. Commuters face an often frustrating commute due to the fact that the LIRR is not a direct service from Glen Cove and requires a change at the Jamaica Station (except for one (1) morning and one (1) evening train) with frequent delays and cancellations. The Glen Cove station is on the Oyster Bay Branch, (un electrified with usage of dual-mode locomotives), an underutilized line of the railroad with longer trips, when compared to other lines that serve Nassau County. Bus and automobile transportation to Manhattan is also challenging due to heavy traffic on the LIE and Northern State Parkways during rush-hour. Express bus options have been in place, but have proven to be unreliable and suffer the same traffic challenges.

Major roadway servicing the waterfront will be reconstructed as part of the overall waterfront redevelopment project.

C) PARKING

The city estimates 268 spaces for ferry commuters available at startup of service.

The ferry terminal site currently has +/- 100 available parking spaces onsite, including 5 ADA parking stalls with an ADA compliant ramp. According to a parking assessment completed in 2017 (see Appendix I), the capacity of this lot can accommodate approximately 130 vehicles if valet parking is utilized. In addition, the City plans to implement a parking program (through daily permits, stickers, signage, and/or otherwise), which would allocate approximately 138 additional parking spaces for ferry riders within convenient walking distance along Garvies Point Road (86 spaces), and in pocket parking (52 spaces) locations near the Waterfront, during Monday-Friday 6am-10am (excluding holidays). With valet service, this would equate to a total of approximately **268 spaces**. The City is also open to exploring the use of parking lifters on the ferry terminal site with a potential net gain of approximately 80 spaces.

This plan will provide adequate parking for Phase I (first three years of service operations) while initial ferry operations are being established, and actual ferry ridership numbers become known. As a point of reference, the parking assessment (see Appendix I) assumed 447 daily commuters/boardings with 3 morning departures of on passenger ferries capable of carrying up to 225 passengers. Using a ratio of 0.56 cars per boarding (this is average peak parking demand of the 3 commuter rail stations within City limits); this would require approximately **250 spaces**. This peak parking demand approximation is *exceeded* by the above Phase I plan, with room for

contingency. The 0.56 ratio also anticipates that a large number of ferry riders will be residents of the Garvies Point redevelopment project as described previously, located within walking distance of the terminal. As another example, during the MTA-run summer 2017 ferry commuter service that operated out of the Glen Cove Ferry Terminal, an approximate ratio of 0.50 per boarding was observed, which equates to 224 spaces.

Recognizing the prospects of the commuter ferry service increasing in frequency and capacity over time, and the potential for additional ferry destinations, the parking assessment includes a section on Phase II (3+ years) strategies to further increase available ferry parking, based on then-parking demand. These strategies include, but are not limited to, sharing or leasing parking spaces on nearby (within ¼ mile) commercial properties, constructing a parking deck or structure onsite or on a nearby property, operation of a pilot shuttle bus parking program from other areas in Glen Cove, and public/private partnership agreements. Glen Cove is committed to a successful ferry operation, and will ensure that sufficient parking is provided.

D) CITY OF GLEN COVE SERVICES

As a self-contained City, Glen Cove prides itself for having its own Police Department, Volunteer Fire Department, Fire Department Dispatch, Emergency Medical Services, Harbor Patrol, Auxillary Police, Office of Emergency Management and Northwell Community Hospital (formerly known as LIJ-North Shore Hospital)

III.2 SUMMARY: 2014 FERRY MARKET ANALYSIS AND FERRY SURVEY SNAPSHOT: located in Appendices.

IV. PROJECT GOALS

The City of Glen Cove is seeking a qualified service provider to operate a premier passenger only commuter type ferry service between the Glen Cove Ferry Terminal located at 73 Garvies Point Road in the City of Glen Cove to Manhattan, and to maximize the use of Glen Cove's new ferry infrastructure. Premier service shall ensure ADA compliant vessels with handicap bathroom(s), seating and stroller/baggage accommodations. Optional goals shall include off peak commuter service, high speed vessels, Wi-Fi, climate control and on-board concession for coffee, beverages, snacks, newspaper. Operator to outline plans for maintenance and fueling of vessels off-site and maintenance of landing and terminal. There has been a public outcry for local area residents and visitors to have recreational leisure excursions from the Ferry Terminal during off peak and weekends. Respondents are strongly encouraged to include their level of interest and plan to offer leisure services. The City is desirous to explore a variety of waterborne vessel activities for recreational as well as tourism opportunities promoting Glen Cove as a historical, recreational and entertainment destination location.

V. REQUEST FOR PROPOSALS: OBJECTIVES

A) Establish a commuter passenger ferry service:

1. The City of Glen Cove is soliciting Proposals from interested ferry operators to provide commuter ferry service from the Glen Cove Ferry Terminal, which is located at 73 Garvies Point Road in the City of Glen Cove, to at least two stops in Manhattan, and from Monday through Friday. The commute should consist of two stops on the East River in Manhattan, with

one stop in Midtown near 35th Street and one stop downtown near Wall Street and Pier 11. A minimum of three morning rush-hour departures and three evening rush-hour return trips to Glen Cove is expected. Optional leisure excursions during the off-peak commuter schedule and weekends will be considered and are encouraged. The operator chosen to work with the City shall demonstrate ability to secure the provision of adequate dock-space both midtown and downtown locations.

2. Bidder to provide only vessels certified by the U.S. Coast Guard as passenger ferries, and operated by U.S. Coast Guard certified, licensed crew that meet all existing State and Federal regulations for passenger ferry operation.

3. The service must be reliable; tickets must be competitively priced, and plans for maintaining the service for a minimum of three (3) years, with automatic renewal provision based on performance.

4. Establish an effective terminal management system – Preference will be given to operators who contemplate as many aspects of managing the dock and terminal as possible. Glen Cove is interested in a turnkey solution for the operation of this asset. Ticketing, embarking/disembarking, wayfinding, and convenience of the customer are paramount considerations.

5. Develop and manage supporting activities – Glen Cove is seeking an operator who will make commuting with the ferry enticing for passengers with amenities, convenience, and reliability. This may include concessions or other perks either in the terminal, on board the ferry, or both. Likewise, Glen Cove is interested in an operator who will maximize value of the service and use of the asset with charter and excursion offerings.

B) Leisure/Recreational Services

1. Describe your interest and ability to provide leisure and recreational off-peak service, such as picnic or dinner cruises; Fall Foliage tours; service to Yankee and Mets games, Rye Playland or similar venues. Partnership with subcontractor is permissible with Ferry Operator organization taking lead role with the City of Glen Cove.

The organization whose proposal is selected through the process outlined herein will be awarded exclusive right to operate a commuter ferry service from the Glen Cove ferry terminal to Manhattan pending execution of a contract with the City of Glen Cove (see section VIII: Selection Process).

VI. PROCUREMENT PROCESS & SCHEDULE

VI.1 General Information

The selection of Proposals for ferry operator services is deemed to be a “professional service”, and therefore is not subject to the bidding provisions of the General Municipal Law Section 103. The City has structured a procurement process that seeks to obtain the desired results described above, while establishing a competitive process to assure that each person and/or firm is provided an equal opportunity to submit a Proposal in response to the RFP. Proposals will be evaluated in accordance with the criteria set forth in Section VII of this RFP, which will be applied in the same manner to each Proposal received. All Proposals will be reviewed and

evaluated by the City’s Selection Committee and its legal and/or financial advisors (collectively, the "Review Team"). The Proposals will be reviewed to determine if the Bidder has met the minimum professional, administrative and financial criteria described in this RFP. Under no circumstances will a member of the Review Team review responses to an RFP for a contract or position for which he/she or his/her firm submitted a response. Based upon the totality of the information contained in the Proposal, including information about the reputation and experience of each Bidder, the City will (in its sole judgment) determine which Bidders are qualified. Each Bidder that meets the requirements of the RFP (in the sole discretion of the City of Glen Cove Selection Committee) will be designated as a Qualified Bidder, and will be considered for selection by the City.

The RFP process commences with the issuance of this RFP. The steps involved in the process and the anticipated completion dates are set forth in VI.2 “Procurement Schedule”. The City reserves the right, among other things, to amend, modify or alter the Procurement Schedule upon notice to all potential Bidders who have provided contact information to the City upon receipt of this RFP. All communications concerning this RFP or the RFP process shall be directed to the City’s designated contact person, in writing or email:

Designated Contact Person:

Barbara A. Peebles, Deputy Mayor &
 Executive Director of the Industrial Development Agency
 City of Glen Cove
 City Hall ~ 9 Glen Street
 Glen Cove NY 11542
Bpeebles@cityofglencoveny.org
 Fax: (516) 759-8389

Proposals must be submitted to, and be received by, the Designated Contact Person of the City of Glen Cove, via mail or hand delivery, by the Due Date. Proposals will not be accepted by facsimile transmission or e-mail.

Subsequent to issuance of this RFP, the City (through the issuance of addenda to all firms that have received a copy of the RFP) may modify, supplement or amend the provisions of this RFP in order to respond to inquiries received from prospective Bidders or as otherwise deemed necessary or appropriate by (and in the sole judgment of) the City.

VI.2 PROCUREMENT SCHEDULE

<u>ACTIVITY</u>	<u>DATE</u>
1. Issuance of Request for Proposals.....	November 21, 2017
2. Optional pre-bid walk through.....	December 7, 2017 (11AM EST)
Location: <i>Glen Cove Ferry Terminal Bldg., 73 Garvies Pt. Rd., Glen Cove, NY 11542</i>	
3. Deadline for bidders to submit questions.....	December 20, 2017 (4PM EST)
4. Response to bidder questions.....	January 5, 2018 (4PM EST)
5. Due Date for Receipt of Proposals.....	February 23, 2018 (4PM EST)
6. Review and Recommendations of Review Team*.....	March 2018
5. Interviews*.....	April 2018
6. Anticipated Date for Award of Contract.*.....	May 2018

Dates for items marked with “*” are approximate; subject to change upon the needs of the City.

VI.3 Conditions Applicable to RFP.

Upon submission of a Proposal in response to this RFP, the Bidder acknowledges and consents to the following conditions relative to the submission and review and consideration of its Proposal:

- A. Operator to obtain all necessary permits for docking and use of pier and terminal facilities at Manhattan destinations. All costs incurred by the Bidder in connection with responding to this RFP shall be borne solely by the Bidder,
- B. The City reserves the right (in its sole judgment) to reject for any reason any and all responses and components thereof and to eliminate any and all Bidders responding to this RFP from further consideration for this procurement.
- C. The City reserves the right (in its sole judgment) to reject any Bidder that submits incomplete responses to this RFP, or Proposals that are not responsive to the requirements of this RFP.
- D. The City reserves the right to supplement, amend or otherwise modify the RFP through issuance of addenda to all prospective Bidders who have received a copy of this RFP, and who have provided their contact information to the City.
- E. The City may request additional information from Bidders, including requiring Bidders to send representatives to the City for interviews.
- F. Any Proposals not received by the City by the Due Date will be rejected.
- G. Neither the City, nor its respective staff, consultants nor advisors shall be liable for any claims or damages resulting from the solicitation or preparation of the Proposal, nor there any reimbursement to Bidders for the cost of preparing and submitting a Proposal or for participating in this procurement process.

VI.4 Rights of City.

The City reserves, holds and may exercise, at its sole discretion, the following rights and options with regard to this RFP and the procurement process in accordance with the provisions of applicable law:

- A) To determine that any Proposal received complies or fails to comply with the terms of this RFP.
- B) To waive any technical non-conformance with the terms of this RFP.
- C) To change or alter the schedule for any events called for in this RFP upon the issuance of notice to all prospective Bidders who have received a copy of this RFP.

D) To conduct investigations of any or all of the Bidders, as the City deems necessary or convenient, to clarify the information provided as part of the Proposal and to request additional information to support the information included in any Proposal.

E) To suspend or terminate the procurement process described in this RFP at any time (in its sole discretion). If terminated, the City may determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Bidders.

The City shall be under no obligation to complete all or any portion of the procurement process described in this RFP.

VI.5 Addenda or Amendments to RFP.

During the period provided for the preparation of responses to the RFP, the City may issue addenda, amendments or answers to written inquiries. Those addenda will be provided by the City to all respondents who have provided the City with their contact information, and will constitute a part of the RFP. All responses to the RFP shall be prepared with full consideration of the addenda issued prior to the submission due date.

VI.6 Cost of Preparing Proposals.

Each Proposal and all information required to be submitted pursuant to the RFP shall be prepared at the sole cost and expense of the Bidder. There shall be no claims whatsoever against the City, its staff or consultants for reimbursement for the payment of costs or expenses incurred in the preparation of the Proposal or other information required by the RFP, including the costs of obtaining any necessary permits.

VII. SUBMISSION REQUIREMENTS

VII.1 Proposal Format.

Responses shall cover all information requested in section VII (outlined below) to be answered in this RFP. Responses which, in the judgment of the City, fail to meet the requirements of the RFP or which are in any way conditional, incomplete, obscure, contain deletions from requested information, or contain errors may be rejected.

A. Itinerary

The proposal must include a detailed itinerary for a commuter ferry service that includes, at a minimum:

1. Three (3) departures from Glen Cove in the morning during prime commute hours (6AM – 8AM).
2. Two (2) stops on the East River in Manhattan, with one stop in Midtown near 34th Street and, one stop Downtown near Wall Street and Pier 11; and
3. Three (3) departures from each of the Manhattan stops in the evening during prime commute hours (5PM – 7PM).

B. Operational Plan

The proposal must include an operations plan to implement the itinerary developed to satisfy section V. of this document. This must include the following:

- The proposed route of the ferries;
- Specifications on the ferries to be used in the service, including PAX count, LOA, beam, draft, cruising speed, and onboard amenities;
- Embarking/disembarking passengers plan (Bow/Stern or side loading);
- Ticket prices and infrastructure for ticketing;
- A staffing plan that includes: a master mariner and sufficient crew properly licensed by the U.S. Coast Guard to carry fare paying passengers in open waters, and back end staff to handle ticketing and administration;
- Monitoring service levels and method to handle customer feedback/address issues;
- Regulatory compliance demonstrating compliance with:
- Terminal/Vessel Security Plan as required by Federal Regulations, including 33 CFR 105.205 *et seq.*
- A plan for complying with relevant regulations relating to scheduled safety and security inspections of the vessel;
- Regulatory compliance with Clean Water Act.
- Proof of vessel certification and/or classification as may be required by Federal or State regulations.
- Handling of service disruptions; and
- Plans for handling emergency situations.

C. Operations Timeline.

Please note that extra points will be added to proposer's score for expedient ramp-up timing of commuter service.

The proposal must include a detailed timeline for implementation of the service. This timeline must clearly display when the commuter service would launch, and the timing of any changes to operations (for example, the addition of charter or excursion services, or adding stops to the itinerary). This timeline must cover the period from January 2019 to December 2021, and must clearly identify when the ferry service would commence. Proposals must indicate a commuter service start date following award of contract, preferably no later than fall 2018, with recreational programs able to start anytime following award of contract.

D. Operating Budget

The proposal must include an operating budget, covering the period from January 2019 to December 2021 that contemplates the projected costs and revenues associated with the ferry service. A narrative financial plan that describes the budget must be included. Submission of a minimum two (2) years audited financial statements (3 years preferred). Bidder should define how much of their annual budget is contingent upon subsidy and, if so, define the anticipated source of the subsidy. The amount of subsidy required to maintain commuter ferry service, based on an annual basis for three (3) years should be enumerated. Other services such as concession, event venue, and leisure excursions are strongly encouraged and open to discussion and further arrangements.

E. Organizational Details/Insurance Requirements

The proposal must include the following details regarding the respondent's organization:

- A formal letter, on company letterhead, expressing interest in operating the service outlined in the respondent's proposal;
- The name and contact information - including mailing address, telephone number, and email address – for the respondent's authorized point of contact for this RFP;
- An overview of the respondent's organization, including key persons, partners, and a general description of the organization. Resumes and credentials of the organization's principals must be appended to the proposal;
- A description of relevant corporate partnerships and any corporate relationships applicable to this proposal;
- Disclosure of any conflict(s) of interest;
- A description of the organization's ferry operating experience, including three (3) client references;
- Financial statements for the respondent organization and any partner entities germane to the proposal (Reference D: Two years audited financial statements (3 years preferred));
- A demonstration of the ability to meet all State, Federal and local regulatory requirements including safety and security plans (including those enumerated in section VII.I B(g) of this document); and
- A demonstration of the ability to meet all insurance provisions and requirements of both The City of New York and The City of Glen Cove for operating a docking, a passenger ferry, including Comprehensive General Liability Insurance, including Premises and Operations Liability, Contractor's Protective Liability and Completed Operations and Product Liability, as well as such marine insurance for the vessels, such as Hull and Machinery Protection and Indemnity, pollution liability, and statutory coverage for any and all Longshoremen or Harbor Workers, and with sufficient policy limits to satisfy The City of Glen Cove and The City of New York. This list is not intended to be exhaustive. Insurance shall name the City of Glen Cove, Glen Cove Industrial Development Agency and Glen Cove Community Development Agency as additional insured (even for firefighting, abandon ship drills, etc.). Liability insurance with minimum policy limits of ten million dollars (\$10,000,000) for personal injuries and twenty million (\$20,000,000) for property damage is also required.. In accordance with the Laws of the State of New York, Workers' Compensation Insurance must cover all contractors and employees of ferry operation.
- Safety Procedures/Plans including copies of the Fleet/Vessel Operating Manuals, including those for fire, abandoning ship and pollution spills.
- Site and building maintenance or bond for damages if they occur
- ADA compliance

F. Marketing Plan

The proposal must include a detailed plan to market the service. This plan must include messaging that the respondent would use to market its service to the public. Marketing materials for similar offerings by the respondent may be appended to the proposal.

G. Signed Responses

All responses must be signed by an authorized representative of the respondent company. This representative must be capable of making decisions regarding the respondent's participation as the ferry operator for the City of Glen Cove.

H. Incomplete Submissions

Any submission that does not expressly address each of the items in this section of this document will not be considered.

I. Questions

All questions related to this RFP are to be addressed in writing - no phone calls – to:

**Barbara Peebles, Deputy Mayor
City of Glen Cove
City Hall - 9 Glen Street
Glen Cove, NY 11542**

or via fax: (516) 759-8389 or email to **BPeebles@cityofglencoveny.org**. Information obtained from any other source should not be considered reliable or official. Questions must be received by December 20, 2017 (4PM EST). Answers to questions will be made publicly available on January 5, 2018 (4PM EST).

J. RFP Submission Closing Date

Eight (8) hard copies of the proposal along with an electronic format (flash drive) shall be submitted and received on or before February 23, 2018 (4PM EST) to the following recipient:

**Barbara Peebles, Deputy Mayor
City of Glen Cove
City Hall ~ 9 Glen Street
Glen Cove, NY 11542**

Responses and their envelopes should be clearly marked with the name and address of the respondent and the project title: **Glen Cove P.O.V. Ferry Operator**

VIII. SELECTION PROCESS

Proposals will be evaluated for their completeness, competitiveness, and innovative approach to the service. Preference will be given to responses that offer a reasonably-priced, sustainable service, and make the best use of Glen Cove facilities.

Selection Committee

The selection committee will be comprised of Glen Cove Mayor and Deputy Mayor; Glen Cove Industrial Development Agency, Glen Cove Community Development Agency, City Attorney, Maritime Counsel for Glen Cove, Chief Harbor Master, DPW Director, City Controller .

Selection Rubric

After verifying that all elements from Section VII of this document are present, the selection committee will score responses using the rubric displayed below. The committee will select the respondent with the highest overall score.

Selection Rubric	Points
Itinerary – Respondents will be scored based upon ability to secure dock space at the midtown 34 th St. and downtown Pier 11 Manhattan terminals, as well as identifying an itinerary/schedule that is most desirable for commuters.	25
Ticket Pricing - Respondents will be scored based on competitive ticket pricing and financial incentives for commuter passengers.	10
Connectivity - Respondents will be scored based on multi-modal connectivity, and the respondent organization’s demonstrated cooperation with other transportation organizations (i.e. more points will be awarded if a respondent can demonstrate ticket reciprocity with other transportation options, especially in the event of a service failure).	10
Operational Plan - Respondents will be scored based how well the operational plan addresses the logistics of the service, including ticketing, embarking/disembarking, navigation, etc.	10
Commuter Services - Respondents will be scored based on what services are offered to commuters in their proposal (i.e. respondents with a functional website, text alerts, phone apps, and customer service infrastructure will be awarded more points).	10
Resiliency of Service - Respondents will be scored based on the emergency plans identified in their proposal, the presence of a BCP, and the plan submitted for handling service disruptions.	5
Marketing Plan - Respondents will be scored based on the quality of their marketing plan and its alignment with the goals of the service and Glen Cove	5
Additional Services - Respondents will be scored based on how well proposed additional services - including the use of the terminal as a venue, excursion and charters, etc. – make use of the infrastructure at the Glen Cove Ferry Terminal, during off-peak. These services may be offered via partnership with commuter organization, provided commuter organization takes lead.	15
Amenities - Respondents will be scored based on amenities offered, either at the terminal or on board the ferry, including but not limited to: valet parking on-site, Wi-Fi, refreshments, etc.	10
Leisure - Ability to implement leisure services, utilizing the facility to enhance and create vibrancy on the waterfront.	10 bonus points

Contract

Following selection of the winning proposal, a contract between Glen Cove and the respondent will be drafted, accepted, and signed by both parties as soon as practicable following approval by the City of Glen Cove. The term of this contract will be three (3) years, extended automatically up to three (3) years if service levels established in the contract are met. Should Glen Cove and the selected operator not execute a contract on a timely basis, due to any delay by the selected respondent, Glen Cove retains the right to contract instead with its second choice respondent.

Timeline

The selection process will follow the timeline indicated below:

RFP Release	November 21, 2017
Optional pre-bid walk through	December 7, 2017 (11AM - EST) Location: Glen Cove Ferry Terminal Bldg., 73 Garvies Point Rd., Glen Cove, NY 11542
Questions Received	December 20, 2017 (4PM EST)
Answers to Questions Posted	January 5, 2018 (4PM EST)

RFP Submissions Due	February 23, 2018 (4PM EST)
Review/Recommendations by Selection Committee	March 2018
Interviews	April 2018
Anticipated Contract Award Date	May 2018
Contract Signed	To be determined

Partnerships

Partnerships between firms are permitted. However, a single entity must lead the effort as respondent to this RFP.

The City of Glen Cove is an Equal Opportunity Employer.

IX. APPENDIX

Proposers are encouraged to review appendices which are available online by typing the following the FTP site link in Internet Explorer: <ftp://96.57.19.234> and entering the following information: **Username: Ferry (no password required).**

- GLEN COVE FERRY MARKET ANALYSIS (2014 DATA; SUBJECT TO REVISED FARE DATA)
- GLEN COVE HARBOR PATROL SECURITY ASSESSMENT
- COMMUTER FERRY SURVEY SNAPSHOT (2015 & 2017)
- GARVIES POINT SITE PLAN
- LI SOUND WATERBORNE TRANSPORTATION PLAN – NOVEMBER 2005
- VISUALS/MAPS
- CFR SAFETY/SECURITY REGULATIONS
- US-EPA CLEAN WATER ACT REGULATIONS
- PARKING STUDY
- US ARMY CORPS OF ENGINEERS WATER DEPTH FINDINGS REPORT
- <http://www.nan.usace.army.mil/Missions/Navigation/Controlling-Depth-Reports/>
- DEVELOPMENT/TRANSIT MAP
- SUMMER FERRY ARTICLES /PRESS
- HOSPITAL DRILL