



CORPORATION OF THE CITY OF ENDERBY

REQUEST FOR PROPOSAL

Management and Operation of Riverside RV Park and Campground

OPPORTUNITY

The City of Enderby (“the City”) is seeking proposals from qualified contractors for the management and operation of the Riverside RV Park and Campground (“the Campground”). Housing is available on-site for the contractor’s use related to the management of the Campground.

The term of the agreement shall be from April 1, 2025 to November 1, 2026. The agreement may be renewed by mutual agreement of the parties.

BACKGROUND

The Campground is located at 112 Kildonan Avenue, Enderby BC, in close proximity to the Shuswap River and within walking distance of downtown Enderby. The Campground provides:

- 67 campsites offering a range of servicing options suitable for recreational vehicles, campers, and tents
- Washroom / shower building
- Covered gathering and kitchen area
- Shop
- Office attached to a two-bedroom one-bath house.
- Sani-Dump
- Firewood, ice, and small item sales from the Office

The Campground operates throughout the year. The regular season is from May 1 to after the Thanksgiving weekend. Winter camping is available from October 1 to April 30 with only 15 full hook-up sites available.

More details on the campground can be found at <https://enderbycamping.com/>

PROPOSAL SUBMISSION

The City will receive proposals for the management and operation of the Campground in accordance with the below instructions.

All proposals must be delivered to the City by Friday, January 24, 2025 at 3:00pm. Emailed submissions are acceptable.

All proposals must be clearly marked with the name and address of the Proponent and the title "Riverside RV Park and Campground". Proposals are to be submitted to:

City of Enderby
619 Cliff Ave (PO Box 400)
Enderby BC, V0E 1V0

Email: info@cityofenderby.com

SERVICE EXPECTATIONS

The Proponent will be responsible for the day-to-day operations, including but not limited to:

1. Providing a safe and enjoyable camping experience for all customers and visitors, which includes excellent customer service and effective conflict resolution.
2. Managing the reservation system, including the assignment of campsites to users of the campground.
3. Communicating effectively with the public, City staff and contractors and responding to enquiries in a timely manner.
4. Collecting, recording and depositing all revenue generated from the Campground into the City's account.
5. Managing inventory, including firewood and bags of ice.
6. Ensuring visitors are respecting the rules and policies of the Campground.
7. Maintaining, repairing and enhancing the assets of the Campground, including grounds, trees, buildings, structures, infrastructure, signage, equipment, walkways, sani-dump, garbage receptacles, internal roadways and the office/manager living accommodation.
8. Providing a first response to emergencies and taking measures to minimize risk and damage to the Campground and its assets and the users of the Campground.
9. Hiring, dismissing, training and supervising employees and volunteers and ensuring that the quality of work delivered meets services quality standards.
10. Promoting the Campground through marketing and managing the website and social media accounts of the Campground.
11. Maintaining, improving and increasing usage, revenue and overall community value of the Campground.
12. Work with the City to develop the annual operating budget and provide strategic planning input.

The Management and Operation Contract is included in Appendix B. If there are any provisions of the contract which the Proponent does not accept, these provisions and reasons must be stated in the proposal.

The Proponent must have a valid Class 5 driver's license along with a dependable vehicle. The Proponent must also have the ability to obtain and maintain an acceptable Police Information Check.

COSTS

The Proponent is responsible for all labour required to perform day-to-day management and operational tasks at the Campground, including minor repairs. Any staff hired are employees of the Proponent, and the Proponent is responsible for the payment of all remuneration, including but not limited to employment insurance, Canada Pension Plan, WorkSafeBC premiums, income tax deductions and expenses.

The City will be responsible for the following:

1. Reimbursement of the material costs of approved minor repairs.
2. All material and labour costs associated with major repairs and capital projects.
3. Costs associated with specialized contractor services, such as plumbers, electricians and arborists.

PROPOSAL CONTENT

All proponents must use the application on Appendix A. This includes:

1. Proponent Information – complete contact information for the Proponent.
2. Service Plan – provide a description of qualifications and how the Proponent plans to meet the requirements of the contract. Note that the service demands on time commitment is cyclical and the Proponent must demonstrate how it plans to manage this.
3. Prior Experience and References – include at least two references who have knowledge of prior related work.
4. Financial Proposal – provide an annual amount for the management and operation that excludes the value of the house and utilities.

Proponents may provide additional information pertinent to the proposal.

MANDATORY CRITERIA

All Proposals must demonstrate the Proponent's ability and reliability in meeting the terms of the RFP.

Any Proposal that cannot demonstrate the ability to meet the mandatory criteria will not be evaluated.

EVALUATION CRITERIA

The criteria to be used in evaluating the proposals are:

1. Service Plan (40%)
2. Qualifications and experience (30%)
3. Financial proposal (30%)

Proposals not meeting a minimum score of 70% in each of the above criteria will not be considered further. Proposals that specify contract exceptions that are unacceptable to the City will not be considered further.

The City intends to evaluate proposals based on the best overall value to the City, which may include non-financial, qualitative, values.

INQUIRIES

Please direct all inquiries to:

Tate Bengtson, Chief Administrative Officer
250-838-7230
tbengtson@cityofenderby.com

TERMS AND CONDITIONS

The following terms and conditions apply to this RFP:

1. Verbal discussion, instructions or explanations between the City staff members, agents, employees, or representatives and a Proponent shall not become a part of or otherwise modify the RFP unless expressly confirmed in writing through an RFP addendum.
2. Responses to inquiries may be posted to the City's website for the general knowledge of all Proponents, at the City's sole discretion.
3. The City may accept or reject any or all Proposals for any reason, and may negotiate with a potentially successful Proponent.
4. The City may reissue, amend, cancel, or extend this RFP at its sole discretion, and reserves the right to defer, cancel, or phase awarding of the work.
5. As part of its evaluation process, the City may request further information from a Proponent.
6. Under no circumstances shall this RFP be understood as a commitment for work, a contract, or a tender. The City is not responsible for costs incurred by the Proponent in preparing a Proposal.
7. The City does not, by issuing this RFP, incur any duty of care or contractual obligation to any interested party.
8. Proponents are strictly prohibited from engaging in any form of lobbying in relation to the RFP or with a view to influencing the outcome of this process.
9. Proponents agree to advise the City immediately of any real, perceived, or potential conflict of interest with an employee or officer of the City, including an elected official.
10. The City is subject to the provisions of the Freedom of Information and Protection of Privacy Act and all information submitted to the City become records in its care and custody for the purposes of the Act.
11. All Proponents and the City acknowledge that all Proposals are supplied in confidence and may reveal technical business information of a third party. Only the aggregate of the weighted score and the total cost for each Proposal will be made publicly available as a proposal summary.
12. The City will debrief a Proponent on the detailed score for their Proposal upon request.

13. All Proponents and any other persons who, through this process, gain access to confidential or sensitive information of the City are required to keep all such information confidential. This requirement will persist after the RFP process has concluded. Such information must not be disclosed without written authorization from the City.

APPENDIX A

CORPORATION OF THE CITY OF ENDERBY

REQUEST FOR PROPOSAL – Management and Operation of Riverside RV Park and Campground

Proponent Information

Individual/Company Name:			
Address:			
Phone:		Email:	
GST #:		WCB #:	
Contact Name:		Title:	

Service Plan

Describe how you plan to manage and operate the Campground. Your answer must demonstrate an understanding of the role and responsibilities and how the requirements and time commitments will be met. (Attach additional pages if needed.)

How many years of experience do you have managing and operating similar facilities?

Prior Experience & References (provide attachment if more room is needed)

1. Name of Organization: _____
Address: _____
Name of contact person: _____ Phone #: _____
Number of Years worked with this reference: _____
Describe the services: _____

2. Name of Organization: _____
Address: _____
Name of contact person: _____ Phone #: _____
Number of Years worked with this reference: _____
Describe the services: _____

Contract Exceptions

If there are any provisions of the attached Contract to which you cannot agree, please list the provisions, the reasons for the exception, and alternate provisions that would be acceptable.

