



REQUEST FOR PROPOSAL

Management and Operation of Riverside RV Park and Campground

DESCRIPTION OF THE OPPORTUNITY

SUMMARY

The City of Enderby is seeking proposals from qualified contractors for the management and operation of the Riverside RV Park and Campground.

The term of the agreement is from April 1, 2025 to December 31, 2030. The contract may be extended on a year-to-year basis after the initial term if both parties agree.

A later start date may be possible to accommodate.

An on-site house with utilities is included for the contractor's use.

Proposals will be accepted until Friday, March 7, 2025.

BACKGROUND

The Campground is located at 112 Kildonan Avenue, Enderby BC. 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
- 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, with peak season in July and August. 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/>

SERVICE EXPECTATIONS

The Contractor will be responsible for the day-to-day operations and management of the Campground, including:

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.
3. Communicating effectively with the public, City staff and contractors and responding to customer inquiries in a timely manner.
4. Collecting, recording and depositing all revenue.
5. Managing inventory, including ordering and selling firewood and ice.
6. Ensuring customers and visitors are respecting the rules and policies of the Campground.
7. Maintaining, repairing and improving 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 to minimize risk and damage to the Campground and its customers and visitors.
9. Hiring, dismissing, training and supervising employees and volunteers.
10. Ensuring that the quality of work always meets service quality standards.
11. Promoting the Campground through marketing and managing the website and social media accounts of the Campground.
12. Working with the City to develop the annual operating budget and provide strategic planning input.

A full description of the service expectations is provided in Schedule "A" of the attached Contract.

COSTS

The Contractor is responsible for all labour required for day-to-day management and operational tasks at the Campground.

Any staff hired are employees of the Contractor, and the Contractor is responsible for the paying wages and related expenses.

The City will be responsible for the following:

1. Reimbursing the Contractor for the material costs of approved minor repairs.
2. Paying directly for all material and labour costs associated with major repairs and capital projects.
3. Paying directly for costs associated with specialized contractor services, such as plumbers, electricians and arborists.

INSTRUCTIONS FOR COMPLETING YOUR PROPOSAL

PROPOSAL CONTENT

All Contractors must use the form on Appendix A to complete their proposal. Contractors may provide additional information that helps explain their proposal.

EVALUATION CRITERIA

The criteria to be used in evaluating the proposals are:

1. Service Plan and Value-Added Services (40%)
2. Financial proposal (30%)
3. Experience (30%)

Proposals not meeting a minimum score of 70% in each of the above criteria will not be considered further.

The City intends to evaluate proposals based on the best overall value to the City, which may include values related to quality of service in addition to price.

Proposals that specify contract exceptions that are unacceptable to the City will not be considered further. Contractors are encouraged to contact the City to discuss a proposed contract exception prior to submitting their proposal.

PROPOSAL SUBMISSION

1. The City will receive proposals for the management and operation of the Campground in accordance with the below instructions. All proposals are subject to the terms and conditions expressed in this Request for Proposal, including Appendix B.
2. All proposals must be delivered to the City by Friday, March 7, 2025 at 3:00pm. Emailed submissions are acceptable. Proposals must be delivered to:

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

Email: info@cityofenderby.com

INQUIRIES

Please direct all inquiries to:

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

APPENDIX A

REQUEST FOR PROPOSAL FORM

Management and Operation of Riverside RV Park and Campground

Contractor Information

Name:			
Address:			
Phone:		Email:	

Service Plan

The Management and Operation Contract is included in Appendix B.

A typical week during the peak season would involve the following main tasks:

- Cleaning washrooms twice per day (approx. 4 hours per day)
- Site clean-up (approx. 2 hours per day)
- Garbage and recycling and public space clean-up (approximately 1 hour per day)
- Office (open 10am to 7pm, every day)
- Check the in the evening to ensure it is secure (normally needed on Fridays and Saturdays)
- General customer service, including inquiries and bookings
- Other related tasks

How would you propose to staff the campground during a peak season week in order to accomplish all of the tasks and provide good customer service?

Do you have, or are you able to obtain, the following? (if yes, check box)

- Class 5 driver's license and a dependable vehicle
- Police Information Check
- GST account
- WorksafeBC account
- Business license
- Liability insurance

Value-Added Services

Please list any additional information or skills/experience that you offer, which would provide additional value to the Campground.

Financial Proposal

The Contractor will manage and operate the RV Park for the annual price of

\$_____ plus GST

The annual price is paid on monthly or bi-weekly instalments that increases during the shoulder and peak seasons to reflect the Contractor’s workload and higher operating costs.

The value will be pro-rated based for 2025 based on start date.

The value will be increased by the inflation rate for each subsequent year. The Contractor may propose an alternate method for increasing the annual price.

The house and its utilities are included for the Contractor and should not form part of the Contractor’s financial proposal (e.g. rent and utilities are not charged for the Contractor’s use of the house while they are delivering the contract).

The Contractor may keep all container deposits collected from recycling receptacles.

For example, the 2024 value of the financial proposal was approximately \$71,300 plus GST.

Experience

1. Name of Organization: _____
Name of contact person: _____ Phone #: _____
What was the nature of your role?

2. Name of Organization: _____
Name of contact person: _____ Phone #: _____
What was the nature of your role?

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.

APPENDIX B

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 Contractor 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 Contractors, 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 Contractor.
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 Contractor.
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 Contractor 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. Contractors 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. Contractors 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 Contractors 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 Contractor on the detailed score for their Proposal upon request.
13. All Contractors 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.