

CITY OF HOPKINSVILLE
REQUEST FOR PROPOSAL
TIE BREAKER FAMILY AQUATIC CENTER
OPERATION AND MANAGEMENT

The City of Hopkinsville seeks proposals from qualified businesses to provide aquatic facility operation and management, excluding concessions, during the 2023 season, for Tie Breaker Family Aquatic Center, located at 9503 Eagle Way Bypass, Hopkinsville, KY. This enterprise will involve cooperation with various agencies including city, county, state and federal government, and full compliance with their standards and requirements, as they relate to the contract.

Proposals will be received at the Hopkinsville Municipal Center, 715 S Virginia Street, P.O. Box 707, Hopkinsville, KY 42241, until 2:00 p.m. local time, Wednesday, November 16, 2022 at which time the proposals will be opened and read aloud publicly in room 214, second floor at the same address. Information may be obtained by contacting the Office of the Parks & Recreation Department, at 2600 Thomas Street, Hopkinsville, KY 42240. Telephone (270) 887-4290.

Each proposal should be enclosed in a second envelope and both envelopes clearly marked: **“RFP, Tie Breaker Family Aquatic Center Operation and Management”**

The City of Hopkinsville reserves the right to reject any and all bids or proposals.

WENDELL LYNCH
MAYOR
CITY OF HOPKINSVILLE

PLEASE RUN ONE TIME:
BILL TO THE CITY OF HOPKINSVILLE, P.O. BOX 707, HOPKINSVILLE KY 42241

CITY OF HOPKINSVILLE

REQUEST FOR PROPOSAL

TIE BREAKER FAMILY AQUATIC CENTER OPERATION AND MANAGEMENT

1.0 INTRODUCTION

The City of Hopkinsville seeks proposals from qualified businesses to provide aquatic facility operation and management, during the 2023 season, for the Tie Breaker Family Aquatic Center, located at 9503 Eagle Way Bypass, Hopkinsville, KY.

This enterprise may involve cooperation with various agencies of the city, county, state and federal government, and full compliance with their standards and requirements, as they relate to the contract.

2.0 SCOPE OF WORK

The City of Hopkinsville seeks a qualified business to provide aquatic operation and management during the 2023 season, of the Tie Breaker Family Aquatic Center, located in Hopkinsville, Christian County, Kentucky. All local, state, and federal taxes apply; and are the responsibility of the successful respondent. The successful firm must have experience in the operation and management of a similar aquatic facility or facilities; and provide references. The center must be operated in compliance with the regulations of the Christian County Health Department, the Kentucky Department of Agriculture (agency responsible for safety inspections of waterslides), and the U.S. Consumer Product Safety Commission. Also, for IRS purposes, the bidder must state whether they classify and hire workers as employees or contract workers. Portions of a feasibility statement prepared to project the financial viability of the aquatic center are available upon request.

Specific requirements include the following:

Hiring, Training and Orientation- It is projected that the required staff will include thirty (30) or more employees. These include, but are not limited to, managers, assistants, lifeguards, maintenance workers, and admission/ticket personnel. An employee recruitment plan, describing from where and how qualified personnel will be retained throughout the operational season, is required. All staff must be licensed and/or certified for any and all assigned duties in the facility, which have

licensing/certification requirements. **At least one local management team member must be, and must maintain during the term of any contract, current Certified Pool Operator, or Aquatic Facility Operator certification.** Lifeguards must be certified and a minimum 16 years of age. All aquatic personnel must be Red Cross trained and certified. Prior to starting work at TBFAC, each lifeguard must present a current certificate. A minimum of 11 certified lifeguards must be on duty at all times, during operating hours. allowing for additional staff to cover lunch, restroom, and other breaks; plus a manager on duty (either Manager or Assistant Manager, or two Co-manager model), and one or two cashiers, depending upon admissions traffic

1. Training – The contractor will provide an employment and training manual, outlining the responsibilities and duties of the various positions within the facility and company.
2. Operating Season – the annual water park operating season is daily from Memorial Day weekend through Labor Day weekend. The annual number of park open dates ranges from 80-85, depending on the calendar year. When Christian County schools reopen, usually in early to mid-August, TBFAC goes to a weekend and Labor Day only schedule. With many lifeguards attending out-of-town universities or colleges, these employees are frequently unavailable to work the remainder of the season, leading to staff shortages. Please include your company plan to prevent and address potential shortages of lifeguards.
3. Budgeting – The facility will operate within a line-item budget, which includes fees, charges, other income, operation and maintenance expenses. The budget will be prepared using the City of Hopkinsville’s chart of accounts (available from Chief Financial Officer) and will be subject to audit by the City of Hopkinsville.
4. Financial Management – Hardware and software will be provided by the owner to satisfy cash/fiscal management requirements and to facilitate a comprehensive accounting of all funds.
5. Reporting – Contractor will be responsible for preparing and submitting weekly, chemical, attendance and incident reports to the City, with comprehensive and accurate recording and reporting. This information will be routinely reviewed by the City.
6. Safety – The entrance gate and patron admission to the center will be controlled and operated in a fair, consistent, and orderly manner at all times. Provide security services as needed to maintain the security of the premises and the safety of the employees and patrons. An Emergency Management/Public Information Plan is required and must be presented to and approved by the City of Hopkinsville. The manner in which potential disruptive patron behavior will be managed must be included in the plan.

7. Equipment and Supplies – Before the opening of the season, the owner will provide the contractor with required life-safety equipment and supplies. Replenishment and replacement of this equipment and these supplies, including all necessary janitorial, sanitation supplies, will be the responsibility of the City of Hopkinsville. The contractor will be responsible for providing all necessary chemicals and first-aid kit/supplies.
8. Insurance – The contractor will be required to provide a current certificate of insurance, naming the City of Hopkinsville as additionally insured, with the following limits:
Commercial General Liability-\$4,000,000
Motor Vehicle Liability- combined single limit of \$500,000
Workers' Compensation Coverage
9. Marketing/Advertising – Marketing of Tie Breaker Family Aquatic Center will be under a separate contract, with a firm specializing in advertising and marketing.
10. Concessions – Tie Breaker Family Aquatic Center includes a food and beverages concession, The Snack Attack; which will be under a separate contract, with an enterprise specializing in food and beverage concessions and management.
11. Staff Time and Attendance Reporting, Payroll – Bidder shall provide a comprehensive description of how all Tie Breaker Family Aquatic Center staff members in their employ report to work, including log in and log out procedures. Include a description of how these employees may call in sick or request schedule changes. The City discourages “trading” of days between staff members, favoring such requests being made as soon as practicable through facility managers. The City requires a payroll schedule for all staff members hired by the successful bidder. Include a description of how payroll disputes between employees and the successful bidder are to be resolved.
12. Term – This will be a one (1) year contract- 1st year base, with 4 option years. The contract may be terminated by either party, upon 30 day written notice, effective the 1st day of the year subsequent to the letter of termination.

3.0

PROPOSAL SUBMISSION REQUIREMENTS

3.1 Letter of Interest

Submit a letter of interest and other material relevant to the project scope.

3.2 Relevant Experience

Submit a list and description of aquatic facility locations previously and/or currently operated by your firm. This list should be complete with the names, addresses, telephone numbers, and email addresses (if available) of the clients and the clients' point of contact. Include the estimated daily attendance and gross ticket sales from each location, in your proposal. A narrative and chart of your company's growth or decline over the past 5 years should also be included in this information.

3.3 Staffing

Considering that, in our experience, staffing during operational hours requires a manager, one or two cashiers, and 11 lifeguards, provide a list of the job positions which you anticipate will be required to fulfill a contract, under your proposal. Include an organizational chart, showing the line and staff relationship for those individuals. The use of subcontractors will not be allowed.

Bidder shall provide a complete description of any and all uniforms and equipment which will be provided to staff, at no cost to the staff member. Bidder may provide a supplemental list of equipment and uniforms made available to staff from purchase from the bidder.

3.4 Proposal Rationale

Describe how the rationale and methodology in your proposal will address the City of Hopkinsville's desire to achieve maximum positive results (attendance, safety, customer service, sales, and return customers) for the scope of work outlined for this service.

3.5 Financials

To assist us in evaluating your viability and potential performance in fulfilling a contract, please include a current and previous year business financial report (profit and loss statement) with your proposal.

Also, provide Contract cost breakdown included in your response.

- A. Labor
- B. Training and certification
- C. Uniforms and equipment
- D. Chemicals

3.6 Additional Information

Include any additional information that you consider helpful to the City in determining how your firm best meets the desired outcomes described in this request. This request is intended to serve as a starting point for contract negotiation. It is understood that inclusion of any fees and/or charges schedule is not intended to determine any contract amount, prior to negotiation and contractual agreement.

3.7 Legal Issues

You must disclose all legal issues to which you and/or your company is/was a party for the past five (5) calendar years. Disclosure includes the results of all litigation, disputes, judgments and matters of binding contract arbitration, in which performance was at issue. Performance includes, but is not limited to the following: tenure with respective clients, health department inspection reports, adequate staffing (qualifications and experience of personnel). The City of Hopkinsville reserves the right to exercise due diligence in the review of these matters. Failure to make full disclosure may result in disqualification from the selection process.

4.0 Selection Criteria

Responses to this Request for Proposal will be evaluated on the following criteria:

- A) Successful experience in the management of similar aquatic facilities (45%)
- B) Staff recruitment, qualifications and experience. (35%)
- C) Quality of the information and references provided within the proposal. (15%)
- D) Fees/charges rationale. (5%)

Note: After the submittal date and during the evaluation process, inquiries from bidders will not be accepted.

5.0 Submittal Information

5.1 Submittal Date/Time

November 16, 2022, 2:00 P.M. CST; and will be publicly opened and read aloud in City Council Chambers

5.2 Submittal Address

Procurement Office
City of Hopkinsville
715 S Virginia Street,
Hopkinsville, Kentucky 42241

5.3 Quantity of Proposals

Five (5) copies should be submitted by the date and time listed in 5.1 above. Submittals received after that date and time will not be opened or considered. *The City of Hopkinsville reserves the right to reject any and all submittals and to waive any informality, within any submittal, if that action is deemed to be in the best interest of the City of Hopkinsville.*

The proposal should be submitted in a sealed envelope, clearly marked:

“RFP, Tie Breaker Family Aquatic Center Operation and Management”

5.4 Review of Proposals

The submittals will be evaluated by staff of the City of Hopkinsville and/or others. The cost of preparation of the submittal from any and all firms does not bind or obligate the City of Hopkinsville to award a contract or to reimburse any of the costs associated with the preparation or submission of materials. You may be required to make a formal presentation on your *Proposal* to the City Council.

5.5 Information about this Request

If you have questions regarding this request, or wish to tour the facility (recommended), contact Tab Brockman, Superintendent of Parks and Recreation, City of Hopkinsville, at 270-887-4290, email tab.brockman@hopkinsvilleky.us. Questions and requests for additional information must be made in writing, preferably via email. Responses to any and all questions and inquiries will be copied and shared, via email, with all prospective bidders.