

Town of Durham

REQUEST FOR BID PROPOSALS
MANAGEMENT AND OPERATIONS OF CHURCHILL SKATING RINK AT JACKSON'S LANDING

The Town of Durham hereby invites qualified vendors to submit sealed bid proposals for the management and operations of the Churchill Skating Rink at Jackson's Landing in Durham, New Hampshire. The Request for Proposal (RFP) documents and Proposal Forms may be downloaded from the Town of Durham's website at: ci.durham.nh.us, helpful resources, Bids and RFP's.

SUBMISSION OF PROPOSAL

Bid Proposals must be submitted in a sealed envelope, clearly marked with "**RFP: Management and Operations of Churchill Skating Rink at Jackson's Landing**" addressed to: **Town of Durham, C/O Stefanie Frazee, 2 Dover Road, Durham, NH 03824**. One original and seven copies of the sealed bid proposal must be submitted no later than 2:00 p.m. on Monday, July 14, 2014. The name of the proposer shall be clearly identified on the outside of the envelopes. No proposals submitted electronically will be accepted. The Town of Durham will award the contract to the most responsive proposer and reserves the right to reject any and all proposals and to make such award as it is deemed to be in the best interest of the Town.

Direct any questions regarding this proposal to: Stefanie Frazee, Durham Park & Recreation Director at 603.817.4074 or sfrazee@ci.durham.nh.us

Key Dates:

June 23, 2014 Requests for Proposals issued
July 2, 2014 Site Inspection
July 7, 2014 Deadline for Questions from Proposers
July 14, 2014 (2:00 p.m.) Proposal submission deadline
August 11, 2014 Tentative Contract Start Date

PURPOSE

This proposal is requested by the Town of Durham, New Hampshire as the project Owner in accordance with Section 5.13, Purchasing Procedures, of the Durham Town Charter and Section 10 of the Town's Purchasing Procedure, of the Durham Town Charter and Section 10 of the Town's Purchasing Policies and Procedures manual and rules promulgated thereunder and constitutes a firm and binding offer. The proposal submitted on behalf of the contracting vendor shall satisfy all elements of the management and operations of the Churchill Skating Rink at Jackson's Landing and the contents of this RFP. The determination of whether a proposal may be accepted or withdrawn is solely at the discretion of the Town Administrator.

The Town of Durham is soliciting proposals from interested and qualified ice skating rink operators to manage, operate and maintain the Churchill Skating Rink at Jackson's Landing. The services to be provided include management, maintenance, and operations of the facility in accordance with a formal management agreement. The successful proposer shall operate the ice skating rink, available for use by the general public, with sufficient personnel to maintain the building, equipment, collect fees, schedule ice time and ensure a continuous seasonal operation.

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DESCRIPTION OF THE TOWN

The Town of Durham is located in Southeastern New Hampshire, and consists of a total land area of 25.5 sq. miles, including 2.2 miles of water surface. Incorporated in 1732, Durham has a population of 14,638 (2010 census) and is home to the University of New Hampshire.

DESCRIPTION OF FACILITY AND OPERATIONS: The Churchill Rink at Jackson's Landing is a seasonal recreational skating facility, with the opportunity and ability to become a year-round operation. The facility includes a partially enclosed pavilion featuring one ice surface which is maintained from October through March.

FEATURES

One Ice Surface
Sound System
Concessions
Skate Rental
Skate Sharpening
Heated Locker Rooms (4)
Playground
Heated Office
Referee's Room
90-100 Parking Spaces
Waterfront property with access to boat landing, house, and dock
Hiking Trails

PROGRAMS

Public Skate Schedule:

Monday, Wednesday, Friday: 2:00 - 3:20pm
Tuesdays: 12:00 - 4:20pm
Thursdays: 12:00 - 1:50pm
Saturday: 2:00 - 3:45pm
Sundays: 12:00 - 1:45pm

Open Stick & Puck (unstructured hockey) Sunday - Friday: 11:00 - 11:50am

Adult Drop In:

Monday & Wednesday: 12:00 - 1:20 pm
Fridays: 12:00 - 1:20pm and 8:00 - 9:20pm
Sundays: 9:30 - 10:50am

Family Pond Hockey Saturday nights, 7:00 - 8:30 pm

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OPPORTUNITIES

Birthday Parties
Advertising
Off Season Sports Leagues
Group Discounts
Sponsorship Packages
Tournaments
Corporate Events
Artisan Shows

SERVICES REQUESTED AND TERMS

To meet the stated goals, interested parties must submit proposal that reflects the following general terms:

- A. The Rink Manager will be responsible for development of Business Plan and corresponding budget as well as periodic presentation of such to the Durham Park & Recreation Director and Committee.
- B. Season of Operation: Rink Manager must keep the rink open for the stated season, provided the rink is only closed when necessary for maintenance or for any other reason deemed appropriate by the sole determination of the Town of Durham.
- C. Rink Manager will handle all staffing responsibilities of the rink to include all site staff, payroll and insurances and any other fees directly related to rink personnel.
- D. Hours of Operation: Rink Manager may set hours of operation as it sees fit provided hours of operation are in compliance with local ordinances and the total number of operational hours weekly are at least as much as comparable to the operating hours of the past season.
- E. Ice Time Rates: \$205 per 50 minute hour
 1. Early
 2. Prime
 3. Late
- F. Admission fee for Public Skate
 1. Senior
 2. Child
 3. Adult
 4. Student
 5. Non Resident
 6. Skate Rental

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G. User Groups

1. Oyster River Youth Association – Hockey, Figure Skating & Learn to Skate
2. Kevin Dugas
3. Michael Moriarty
4. Oyster River High School
5. R. Brigham Pendleton
6. Robert Karelitz
7. Stephen Bergeron
8. York High School Girls Ice Hockey
9. York High School Boys Ice Hockey
10. Great Bay Figure Skating Club

Current Skating Schedule: Notwithstanding the above referenced anticipated schedule, the Rink Manager will be allowed to alter this schedule, contingent on the Town of Durham's approval, to reasonably accommodate the needs of the rink users. Notice of any changes in the scheduled ice time shall be provided to the user who was re-scheduled with as much notice as possible.

- H. Ice time scheduling is at the discretion of the Rink Manager. General Skating sessions must be provided several times per week, including daytime and weekend hours. The rink program must remain comprehensive in nature, offering a broad range of skating activities, in order to afford as many residents as possible the opportunity to participate in ice skating activities. Skating programs should include figure skating program, hockey program and recreational skating sessions.
- I. Building, Grounds and Equipment Maintenance: The rink manager will be solely responsible for routine maintenance, ice in and out operations and non-capital repairs associated with keeping the building, equipment, and the refrigeration system in good working condition and the facility in presentable and quality condition. Rink Manager will be restricted from making any permanent alterations to the facility without the written prior approval of the Town of Durham. Any capital repair/replacement required during the term of the contact period must be approved by the Town of Durham and upon approval, will be the responsibility of the Town. Proposals should clearly identify a maintenance regimen that can be tracked and documented. Proposer must document knowledge and expertise for maintenance of complex industrial refrigeration systems, physical plant and infrastructure.
- J. The Rink Manager is responsible for Cash Management, Invoicing and Collections.
- K. The Rink Manager is responsible for operating concessions, skate rental and skate sharpening operations.
- L. The Rink Manager is responsible for Public and User group notices, as necessary.
- M. Insurance : The successful proposer shall provide a Certificate of Insurance with Additional Insured status for the Town of Durham at the time of being awarded the contract and shall maintain continuously, at its own expense, for the duration of the contract, including any and all extensions. The contractor's insurance will provide primary, non-contributory and Waiver of Subrogation insurance clauses.

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- N. Inspection of Premises: The selected Rink Manager shall make the properties available to Town of Durham representatives for inspection at any time.
- O. Rink Manager will NOT be responsible for any building, mechanical or any other expense not directly associated with staffing.

INSTRUCTIONS TO PROPOSERS

- A. General: The proposer is expected to examine carefully the site of the proposed work, the RFP documents and all addenda and any applicable exhibits before submitting a proposal. Please be aware that the submission of a proposal will be interpreted by the Town of Durham that the proposer has examined the site and the documents and is familiar with the conditions, including the existing equipment, to be encountered in performing the work, the requirements of the RFP documents and any and all concerns by the proposer related to the full execution of the work as outlined in this proposal. No allowance will be made for any claim that the proposal is based on incomplete information as to the nature and character of the work to be performed. Proposals which fail to meet the requirements of this RFP document or which are incomplete, may be rejected.
- B. Site Inspection: A site inspection is highly recommended and is scheduled to take place on Wednesday, July 2nd at 10:00 AM at 9 Piscataqua Road, Durham, New Hampshire. Please inform the Parks & Recreation Director of your intentions to attend the site inspection no later than Friday, June 27th.
- C. Previous year's budget, expenses and revenue information are available Monday through Friday between the hours of 10:00 AM and 5:00PM at the Parks & Recreation Office, 2 Dover Rd. Durham, NH. Please call ahead.
- D. Proposer shall provide email address for issuance of corrections and/or bid addenda, if needed.
- E. RFP must be signed by person authorized to legally bind the bidder.
- F. Bids are to be made less Federal Excise Tax and no charge for handling.
- G. Bids that are incomplete or unsigned will not be considered.
- H. Any discrepancies and/or proposed changes to a submitted RFP must be detailed in writing and received by the Parks & Recreation Department at least three (3) working days prior to bid opening. Bidders shall be notified of any changes to the Contract Documents, in writing via email at least 48 hours prior to bid opening.

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- I. In no event shall a proposal be withdrawn unless the request for withdrawal is filed within five days of the date of bid opening and the bidder established that the bid contains a material mistake and that the mistake occurred despite the exercise of reasonable care.
- J. Bids will be made public at the time of the opening and may be reviewed, only after they have been properly recorded. Bid results will be given by telephone and shall be given by mail only if requested in writing and accompanied by a self-addressed, stamped business size envelope.
- K. Verbal agreements or instructions from any source are not authorized.
- L. If the contractor fails to furnish items and/or services in accordance with all requirements, the Town of Durham may repurchase similar items and/or services from any other source without competitive bidding and the original contractor may be liable to the Town for any excess costs.
- M. Toxic or Regulated Substances – In compliance with RSA 277-A, known as the Workers Right to Know Act, the contractor shall provide Material Safety Data Sheets with the delivery of any and all products covered by said law.
- N. Assignment Provision – The Contractor agrees to assign all causes or action that it may acquire under the antitrust laws of New Hampshire and the United States as the results of conspiracies, combinations or contracts in restraint of trade which affect the price of goods or services obtained by the Town.

TERMS OF PROPOSAL

Proposer is required to submit both a price proposal and a technical proposal.

- A. The price proposal may consist of a flat fee or a percentage of gross revenues from the operation of the ice rink, or a combination thereof. Gross revenues shall include ALL revenue received by the ice rink including but not limited to admission, concessions, skate rental skate sharpening and advertising. Describe separately any incentive plans for business growth.
- B. The technical proposal will consist of documentation of the proposer's experience, qualifications of key staff and proposals for the operation and maintenance of the ice skating facility.
- C. A formal written agreement will be entered into by the Town of Durham and the successful proposer within thirty (30) days of the selection of the successful proposer for a (one) 1 year period. An extension may be offered if it is determined by the Town of Durham to be in its best interest. This review should be done prior to the conclusion of the Month of February. The Town of Durham will reserve its right to cancel the contact with the selected proposer should a determination be made that the terms and conditions of the agreement are not being met.

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MINIMUM TECHNICAL PROPOSAL REQUIREMENTS

- A. Describe the organization's relevant background and experience in managing, administering, operating and maintaining ice rink facilities. The description should indicate the period of time in business under the organization's current name, whether the organization ever failed to complete any work awarded to it for ice rink management, and list at least (3) references, including names and telephone numbers of contact persons, from municipally or privately owned ice rinks for whom the proposer has performed services similar to those set forth in this RFP.
- B. Describe the experience of the manager, staff and other pertinent personnel in managing; operating and maintaining an ice rink, ice rink related equipment, including ice resurfacing machines and refrigeration systems.
- C. Describe how you propose to manage, operate and maintain the facility including usage of existing equipment at the facility.
- D. Describe marketing plan including how you will create a website presence, the use of social media and email marketing techniques.
- E. Describe your customer service philosophy and how you will incorporate it into your day to day operation and staff training.
- F. Describe how you will work in conjunction with the Town of Durham Park & Recreation Department to be a cooperative partner in the Town's overall recreational program.
- G. Describe new programs, initiatives and marketing strategies to expand user base including children's and senior citizen programming.
- H. Submit copies of your two most recent annual independent audited financial statements.

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ATTACHEMENT "A" PROPOSAL

OFFER

The undersigned hereby offers to sell to the Town of Durham the services indicated in the following page(s) of this proposal at the price(s) quoted in complete accordance with all conditions of this proposal.

NAME OF COMPANY (PROPOSER):

ADDRESS: _____

TELEPHONE: _____

NAME OF PRIMARY CONTACT: _____

EMAIL OF PRIMARY CONTACT: _____

The undersigned certifies under penalties of perjury that this bid proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club or other organization, entity, or group of individuals.

SIGNATURE OF PROPOSER: _____

TITLE OF SIGNATOR: _____

DATE: _____