



Request for Proposals

Outdoor Recreation Programs 2018-2020

Issue Date

13 October 2017

Closing Date and Time

3 November, 2017, 3:00 p.m. Pacific Time

Closing Location

RDN Recreation and Parks Department
Oceanside Place
830 W. Island Highway
Parksville, BC V9P 2X4
250-248-3252

Contact

Chrissie Finnie
Recreation & Parks Programmer
250-248-4744, x3607
cfinnie@rdn.bc.ca

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1.0 Introduction

The Regional District of Nanaimo (the RDN) invites Proposals from qualified service providers for the delivery of outdoor recreation programs to be delivered within its Regional and Community Parks. The RDN aims to have a number of programs for varied park users throughout the region for a three year term with services beginning May 1, 2018- December 31, 2020 inclusive.

1.1 Background Information

RDN Recreation and Parks is a department of the Regional District of Nanaimo. The department is funded through a combination of property taxes, government grants and revenues derived from the sale of services.

Recreation and Parks Operating Philosophy

- We strive for **quality and excellence** in all that we do - making optimal use of all available resources, accountable and a model of good government and public service.
 - Individually, we reach for the highest levels of **professionalism** possible - being knowledgeable, evaluating and improving our services and ourselves continually.
 - We understand the importance of team and **teamwork** to our collective productivity, enjoying each other's talents and contributions and treating one another with respect.
 - Above all, we are committed to **customer service** - courteous, considerate, friendly, flexible and responsive at all times.
-

2.0 Scope of Work, Schedules, Contractor Requirements and Evaluation Criteria

2.1 Definitions

Throughout this request for Proposal the following definitions apply:

“RDN” or “Regional District” means the Regional District of Nanaimo.

“Proponent” means a qualified instructor or business that submits a proposal in response to this Request for Proposal

“Proposal” means a submission in response to this Request for Proposal

“RFP” means Request for Proposal

“Services” means the works requested to be performed as per this RFP

“Employee” means an employee, a subcontractor and its employees, volunteers or any other person under the Contractor’s control and supervision or for which it is responsible in law.

2.2 Scope of Services

The Proponent will be required to provide the following services:

1. Provide outdoor recreation programming in Regional District of Nanaimo regional and community parks in the form of;
 - a. interpretive tours or outdoor lessons for families, youth and adults
 - b. on demand group tours or outdoor lessons for school age children and youth based on the BC Ministry of Education Curriculum
 - c. day programs/camps for children and youth 3-16 years
 - d. hiking and/or outdoor fitness programs for youth and adults
2. Work collaboratively with RDN personnel to deliver programs in accordance to RDN Policies and Procedures.
3. Hire, train and supervise all employees.
4. Ensure employees have current first aid (Emergency First Aid or Standard First Aid or Emergency Childcare First Aid) and CPR B or C.
5. Ensure adequate first aid supplies are on site during all program times.
6. Cover the costs of supplies needed for program instruction.
7. Provide adequate supervision of all participants as outlined in the proposal.

The Regional District of Nanaimo agrees to coordinate advertising, class registrations/cancellations, the collection of revenues and minor administrative duties associated with the program. An overview of RDN Recreation is available at www.rdn.bc.ca/recreation and an interactive “Parks and Trails Finder” that shows parks and trails in the RDN is available at <http://www.rdn.bc.ca/parks-services> .

2.3 Annual Schedule

The following schedule will be required for each year of the agreement. The Proponent will submit the following information in writing to the Recreation Programmer:

1. Program descriptions and dates:
 - a. Spring/Summer Active Living Guide = December 1
 - b. Fall/Winter Active Living Guide = June 1
2. Confirmation that all employees meet the criteria outlined in (a) Experience and Qualifications and (b) Criminal Record Checks must be received one month prior to commencing service
3. Copy of WCB coverage within one month prior to commencing service
4. Copy of Insurance within one month prior to commencing service
5. Annual planning and review meetings with Recreation Programmer prior to Active Living Guide deadlines (as in 1. above).

2.4 Contractor Requirements

Insurance

The Proponent shall maintain and provide evidence of a commercial general liability policy including non-owned automobile coverage, providing coverage for injury to property and persons including death, in an amount of not less than \$3,000,000, per occurrence. The Regional District of Nanaimo shall be named as an 'additional insured'.

Registration with Workers' Compensation Board

The Proponent will provide to the Regional District evidence satisfactory to the Regional District that the Proponent has paid and satisfied any and all assessments payable under the *Workers Compensation Act* or any regulation thereunder with respect to the Services to be provided under this Agreement.

Criminal Record Checks

Proponents and their employees require criminal record checks. Proponents shall at all times during the term of this Agreement comply with the Criminal Records Review Act (British Columbia). The Proponent shall ensure that all its employees under this Agreement undergo a criminal records check not more than **12 months** prior to commencing services.

Experience and Qualifications

A Proponent must meet the following minimum requirements to be considered for evaluation pursuant to this RFP:

1. Has provided outdoor recreation programming within the past three years in similar circumstances.
2. Demonstrates an understanding of programming outdoor recreation for various ages.
3. Has necessary training, qualifications and experience, and ensures any staff hired to perform the service, are also qualified and experienced.
4. Has the required staffing and equipment to address the scope of the services.
5. Demonstrates a commitment to providing quality and excellence in service delivery, communicating professionally, and working in a collaborative manner.

2.5 Evaluation Criteria

Proposals that comply with the mandatory requirements will be evaluated on the basis of the following criteria using the scoring grid outlined in Appendix B.

Shortlisted Proponents may be required to attend a brief interview.

Notwithstanding the above noted criteria, the RDN reserves the right to accept any or none of the proposals submitted in response to this RFP and will evaluate proposals based on the best value offered to the RDN and not necessarily the lowest price.

The acceptance of any proposal is subject to funds being legally available to complete this transaction or approval by the RDN's Board or the RDN officer or employee having authority to accept the proposal.

While previous experience with the RDN is not required and does not in any way confer an advantage, the RDN's previous experience with the Proponent may also be taken into consideration in its evaluation of Proposals. The RDN reserves the right to rely upon its records, references and recollection in this regard. The RDN may also obtain references other than those provided by the Proponent and may use these references in determining the best value.

The RDN reserves the right to enter into negotiations with one or more Proponents concerning the terms and conditions of services to be provided, and expressly reserves the right through such negotiations to request changes, alterations, additions or deletions from the terms of any Proposal received.

By submitting a proposal, the Proponent acknowledged the RDN's rights under this clause, and without limiting any other provision of the RFP, absolutely waives any right of action against the RDN for the RDN's failure to accept the Proponents proposal.

3.0 RFP Instructions and Requirements

3.1 Submission Contents

Proponents must meet the following mandatory requirements to be considered for further evaluation:

1. A cover letter shall be provided with the proposal clearly stating the understanding of the services to be provided. The letter must include the name(s) of the person(s) who will be authorized to make representations for the proponent, their title(s) and telephone number(s). The person signing the covering letter must be authorized to bind the proposer.
2. Proponents must respond to **all** the items listed below in the order they are presented:
 - a. **Company Profile and Contact:** A brief profile indicating the scope of practice and the range of activities performed. Identify the Proponent's contact person, mailing address, phone number and email address.
 - b. **Qualifications and Experience:** List the Proponent's current and past training, qualifications and experience. Describe your familiarity and experience with recreation services and philosophies. If additional staff will be hired, describe recruitment and staff qualifications and experience.
 - c. **Service Delivery Approach:** Proposals must show a clear understanding of the work to be performed. This would include creative approaches that introduce and maintain participant interest in the program and develop skills that will support lifelong healthy living.

- d. **Staffing Structure:** The number of instructors available, and the instructor to participant ratios (and age groupings if applicable).
- e. **Fee Proposal:** Proponents will be paid 70% of the **net** revenue or a flat rate. Net revenues will be calculated as Registration fees (with adjustments for refunds/withdrawals) less facility rentals (if applicable). Proposals must include the fees charged to each participant and any costs associated with the service (e.g. facilities, equipment, wages, taxes, etc).
- f. **References:** Three professional references from the last three years. Include a contact name, telephone number and email address for each reference.

3.2 Submission Process

Three (3) copies of the proposal must be submitted in a sealed envelope, clearly marked 'RFP for Outdoor Recreation', by mail or in person at RDN Recreation and Parks Dept., Oceanside Place, 830 W. Island Highway, Parksville, B.C. V9P 2X4, Attention: Anne-Marie Harvey, Department Secretary, by no later than 3:00 p.m., Pacific Time, November 3, 2017.

All inquiries regarding this RFP must be sent by email to Chrissie Finnie, RDN Recreation and Parks Programmer, cfinnie@rdn.bc.ca no later than 3:00pm October 30th, 2017.

Submissions may be withdrawn before the deadline upon email notice to Anne-Marie. Proposals withdrawn may be replaced by alternative proposals providing emailed notice of intent is delivered to Anne-Marie at least 24 hours before the closing date of this RFP. After the closing date, proposals become irrevocable and the property of the RDN. All proposals remain in effect for a period of ninety (90) days after the closing date.

The RDN reserves the right to modify the terms of this RFP at any time at its sole discretion, and may prior to closing date issue clarifications resulting from questions from proponents. Any such modifications will be communicated through formal addenda posted on the RDN website www.rdn.bc.ca under the heading of this RFP.

All addenda will be incorporated into and become part of the RFP Document. No amendment of any kind is effective unless it is contained in written addendum issued by the RDN. Upon submitting a Proposal, Proponents will be deemed to have received notice of all addenda posted on the RDN website.

3.3 Notification of Results

All proponents will be contacted with the results of the selection process within two (2) weeks of the closing date. Verbal notice of approval will be given to the successful Proponent followed by the signing of the Recreation Contractor Services Agreement.

3.4 Successful Proponent

Upon receipt of award, the successful proponent will be prepared to start work on the outdoor recreation program planning. This RFP and the winning proposal will form part of the contract between successful proponent and the RDN.

The successful proponent will not assign any portion of their proposal or contract arising from the proposal to another individual or company, without the express written consent of the RDN.

3.5 Key Dates

October 13 2017	Issue date
November 3 2017	Closing date
November 24 2017	Notice of award issued by

4.0 General Terms and Conditions

4.1 Term of Engagement

It is the intention of the Regional District to enter into a three year agreement with the successful Proponent to provide services beginning May 1, 2018- December 31, 2020 inclusive.

4.2 Conflict of Interest and Solicitation

Proponents must ensure that they are not in a position that may be perceived as a conflict of interest. Proposals will not be evaluated if the proponent's current or past corporate or other interests are, in the reasonable opinion of the RDN, deemed or perceived to be a conflict of interest in connection with this RFP or the activities or mandate of the RDN. If any director, employee, agent or other representative of a proponent makes any representation or solicitation to an RDN Board member, officer or employee with respect to a proposal submitted in response to this RFP, before or after submission, the RDN shall be entitled to reject the proposal.

4.3 Proponent's Expenses and Cancellation

Proponents are solely responsible for their own expenses in preparing a proposal and for subsequent negotiations with the RDN if any. The RDN reserves the right to cancel this RFP at any time and for any reason, and will not be responsible for any loss, damage, cost or expense incurred or suffered by any proponent as a result of that cancellation.

**Appendix A:
REGIONAL DISTRICT OF
NANAIMO**

RFP – Outdoor Recreation Programs

ACKNOWLEDGEMENT OF RECEIPT FORM

Return form by fax, or email information no later than to:

Anne-Marie Harvey
FAX: (250) 248-3294
Email: recparks@rdn.bc.ca

Company Name:			
Address:			
Phone:		Fax:	
Contact:			
Signature:			

We have received a copy of the above-noted RFP and:

_____ we will be submitting a proposal

_____ we will not be submitting a proposal

Appendix B:

EVALUATION GRID FOR OUTDOOR RECREATION

PROPONENT _____

DATE: _____

Criteria	Max. Score	Proponent's score	Comments
<p>Mandatory Criteria</p> <ul style="list-style-type: none"> Cover letter completed and signed by person authorized to bind the Proponent to statements made in the submission. Sealed package containing two copies of the proposal. Proposal must be received at the closing location by the specified closing date and time. 			<p>CIRCLE ONE: Y / N</p> <p>CIRCLE ONE: Y / N</p> <p>CIRCLE ONE: Y / N</p>
<p>Point-Rated Criteria</p>			
<p>1. Company Profile and Contact</p> <ul style="list-style-type: none"> Identifies scope of practice and the range of activities performed. Demonstrates credibility, professionalism and reliability. Proof of WCB coverage Proof of Insurance with minimum \$3,000,000.00 liability Written confirmation of intent to obtain a Criminal Record Check 	<p>10</p>		
<p>2. Qualifications and Experience</p> <ul style="list-style-type: none"> Has provided relevant services within the past three years. Demonstrates an understanding of providing relevant services to the target population. Has necessary training, qualifications and experience, and demonstrates additional staff is qualified and experienced. Has the required resources to address the scope of the services. Demonstrates commitment to providing quality and excellence, communicating professionally and working collaboratively. Confirms current first aid (Emergency First Aid or Standard First Aid or Emergency Childcare First Aid) and CPR B or C certifications 	<p>30</p>		

<ul style="list-style-type: none"> • Other required or beneficial certification for the service 			
3. Service Delivery Approach <ul style="list-style-type: none"> • Outlines a clear description of the work to be performed. • Suitable, age-appropriate, creative approaches to providing service • Supports the development of skills that will support lifelong active healthy lifestyles. 	25		
4. Staffing Structure <ul style="list-style-type: none"> • Identifies the number of instructors available • Identifies the instructor to participant ratios (and age groupings if applicable). 	10		
5. Fee Proposal <ul style="list-style-type: none"> • Identifies proposed fees charged to each participant and any costs associated with the service (e.g. facilities, equipment, wages, taxes, etc.) for 1-3 years. • Makes optimal use of all available resources allowing for the lowest price for the customer • Competitive and appropriate fees for economics of Regional District of Nanaimo communities. 	15		
6. References <ul style="list-style-type: none"> • Three references within the last three years 	10		