

**REQUEST FOR PROPOSALS
FOR OUTFITTER SERVICES
FOR THE TOWN OF NARROWS**

June 7, 2024

I. General:

The Town of Narrows, Virginia (the "Town") is seeking proposals from qualified businesses, individuals, and organizations (the "Offeror") to provide outfitter services on a concessionaire basis at a newly renovated Town-owned facility at 134 Monroe Street, Narrows, VA 24124 (the "Facility"). The Facility is located along Wolf Creek and near the New River. The Facility is 1800 square feet and consists of a reception and retail area, office, large storage room, two dressing rooms, and accessible restrooms. The floor plan is attached to this Request for Proposal (the "RFP"). The Facility is ready for occupation after June 30, 2024. The potential for a contract of up to five (5) years is being sought.

Proposals must include the following documents: business plan, including marketing or advertising plan for the services; statement of qualifications; statement of financial capability; letters of reference; and statement of experience in providing similar services.

Proposals must be submitted to:

Town of Narrows
Attn: Terry Nicholson, Town Manager
210 Main Street
P.O. Box 440
Narrows, VA 24124

by **Friday, July 26, 2024, at 3:00 PM** Eastern Standard Time. Please mark on the envelope "Town of Narrows Outfitter Concessionaire RFP."

The Town is an Equal Opportunity Employer. Minority and Women owned firms are encouraged to submit proposals.

Selection of the successful Offeror will be performed in accordance with the Virginia Public Procurement Act. The Town reserves the right to accept or reject any or all proposals received as a result of this RFP and to waive any technicalities, informalities, and irregularities. Furthermore, the Town reserves the right to negotiate with any qualified Offeror or to modify or cancel in part or in its entirety the RFP, if it is in the best interest of the Town. This RFP does not commit the Town to award a contract, to pay any costs incurred in the preparation of a proposal to this RFP, or to procure or contract for services.

II. Scope of Services:

The Offeror must have a thorough knowledge of the area and available recreational resources in and around the Town and Giles County.

The proposal should include a description of what outfitter services will be offered immediately and a growth plan for what services might be offered or expanded in the future (the "Services"). The Services may include the following:

- A. Kayak, raft, & canoe rental and shuttle service on the New River and Wolf Creek utilizing the public access points of the New River Water Trail;
- B. New River and Wolf Creek tubing rental;
- C. New River tubing shuttle service utilizing existing access points or accesses worked out by concessionaire that will provide an appropriate customer experience (for example, Bluff City to Camp Success boat ramps);
- D. Standup Paddleboarding (Narrows Duckpond);
- E. Bike Rentals (Mountain Bikes and Road Bikes);
- F. Shuttle service for Route 61, New River, and Wolf Creek for bikers, kayakers, etc.;
- G. Combination trail and river trips. (Appalachian Trail, Mary Ingles Trail);
- H. Services related to fishing on the New River or Wolf Creek;
- I. Shuttle service for bikers and paddlers with their own equipment;
- J. Collaboration with local bike events (such as Burke's Garden Century Ride and Spring Up Wolf Creek);
- K. Outfitter services/rentals for fishing, rock climbing, or other outdoor activities;
- L. Ability to be flexible and offer other services, if the public demand makes it viable;
- M. Sale of concessions; provision of food trucks; and the sale or rental of items for use in the activities (e.g., dry bags, phone protectors, and sunscreen);
- N. Successful Offeror shall be responsible for daily custodial duties of the entire facility; and
- O. Successful Offeror must encourage an outdoor recreation community atmosphere and participate in, at a minimum, two yearly river and trail clean up events involving the community (Ramps and Roads, and ReNew the New).

III. General Requirements:

Offerors submitting proposals to this RFP for consideration must comply with the following:

- A. The Offeror must possess all applicable licensing and permits (local, state, & federal) to operate a successful outfitter business and provide a copy of each permit and license or show that the required licensing and permits will be obtained in order to operate during 2024 season and maintained each season thereafter for the term of the contract. It is the Offeror's responsibility to know what licensing and permits are required.
- B. The Offeror must provide a certificate of insurance with the proposal that names the Town as an additional insured. During the term of the contract, the Offeror shall be responsible for maintaining comprehensive general liability insurance with a limit of not less than Two Million (\$2,000,000.00) Dollars combined single limit covering all claims, including, but not limited to, property damage and personal injury, that may occur as a result of or may arise out of its use of the Facility or its provision of the Services. Such insurance shall be the primary insurance to any other insurance maintained by the Town. In addition, during the term of any contract awarded pursuant to this RFP, Offeror shall be responsible for having each customer or person who rents or uses any recreational equipment or otherwise participates in any recreational activity provided by the Offeror to execute an assumption of risk and waiver of liability agreement in a form provided by the Offeror and approved by the Town.
- C. The Offeror must provide proof of Workers' Compensation insurance with the proposal in amounts as required by law.
- D. The proposal must include a statement of the fee, rent, or payment (the "Fee") to be paid to the Town for the use of the Facility and privilege to provide the Services, including an explanation as to the basis or justification for the Fee.
- E. The proposal must include a business plan, including a plan for how the Services will be marketed or advertised; and documentation demonstrating the Offeror's financial capability to pay the Fee and provide the Services.
- F. The successful Offeror shall be responsible for all utility fees for the operation of the Facility; including, but not limited to, water, sewer, electric, telephone, and internet service.
- G. Supply all appropriate equipment and materials for successful and professional operation of the Services.

IV. Basis for Award:

- A. Proposals will be evaluated based upon the evaluation criteria contained in Section VI. of this RFP. Offerors must make written proposals which present the Offeror's qualifications and understanding of the Services to be provided. Offerors are asked to address each evaluation criterion and to be specific in presenting their qualifications. The proposal should provide all the information which you consider pertinent to your qualifications for the Services.
- B. If more than one submittal is deemed to be fully qualified, then negotiations shall be conducted with each of the Offerors selected. After negotiations, the Town shall select the Offeror which the Town determines made the best proposal and award the contract to that Offeror.

V. Instructions for Submitting Proposals:

A. Submission of Proposals:

- 1. The Town will NOT accept oral proposals or proposals received by telephone, fax machine, telegraph, email, or other electronic means. The proposal must be a hard copy.
- 2. All erasures, interpolations, and other changes in the proposal shall be signed or initialed by the Offeror.
- 3. The proposal must be signed in order to be considered. If the Offeror is a firm or corporation, the Offeror must print the name and title of the individual executing the proposal.
- 4. The proposal and any other documents required shall be enclosed in a sealed opaque envelope.
- 5. The envelope containing the proposal shall be sealed and marked in the lower left-hand corner with the number, title, hour, and due date of the proposal.
- 6. The time proposals are received shall be determined by stamp in the Town Office. Offerors are responsible for ensuring that their proposals are stamped by Town Office personnel by the deadline indicated.

B. Offeror's Representation:

1. Each Offeror, by submitting a proposal in response to this RFP, represents that the Offeror has read and understands the Services and has familiarized itself with all federal, state and local laws, ordinances, rules and regulations that in any manner may affect the provision of the Services.
2. The failure or omission of any Offeror to receive or examine any form, instrument, addendum or other documents, or to acquaint itself with conditions existing at the Facility or the recreational resources available in the area, shall in no way relieve any Offeror from any obligations with respect to its proposal or to the contract.

C. Modification of Proposal:

1. A proposal may be modified or withdrawn by the Offeror any time prior to the time and date set for the receipt of proposals. The Offeror shall notify the Town in writing of its intentions.
2. If a change in the proposal is requested, the modification must be so worded by the Offeror as to not reveal the original amount of the proposal.
3. Modified and withdrawn proposals may be resubmitted to the Town up to the time and date set for the receipt of proposals.
4. No proposal can be withdrawn after the time set for the receipt of proposals and for sixty (60) days thereafter.

D. Acceptance of Proposals:

1. All proposals received in the Town Office on time shall be accepted.
2. All late proposals shall be returned by the Town Office unopened to the sender.
3. Proposals shall be open to public inspection only after award of the contract.

VI. Evaluation Criteria:

Proposals shall be evaluated using the following criteria:

1. Expertise and past experience of the Offeror in providing services similar in size, scope and features as those required in this RFP.

2. Familiarity with Town of Narrows' and Giles County's natural resources (river, creek, trails, etc.).
3. Scope of available Services that the Offeror intends to provide.
4. Factors:
 - a. Proposed business and marketing plan;
 - b. Financial capability to implement the proposed plan;
 - c. Experience, capability, and qualifications;
 - d. Proposed Fee to the Town for use of the Facility and privilege to provide the Services, including the basis and justification for the proposed Fee.

VII. General Contract Terms and Conditions:

A. Taxes:

The Offeror shall be required to pay any business license fees or other federal, state, or local taxes or fees relating to the provision of the Services.

B. Award of Contract:

1. The Town reserves the right to reject any or all proposals.
2. The successful Offeror shall, within fifteen (15) calendar days after prescribed documents are presented for signature, execute and deliver to the Town the contract forms and any other forms, certificates, or bonds required by the RFP.
3. The contract documents shall be subject to any regulations governed by the law of the Commonwealth of Virginia.
4. Any contract resulting from this RFP is not assignable, except with the written approval of the Town.

C. Offeror Performance:

1. The Offeror agrees and covenants that its agents and employees shall comply with all Town, County, State and Federal laws, rules and regulations applicable to the business to be conducted under the contract.
2. The Offeror shall ensure that its employees shall observe and exercise all necessary caution and discretion so as to avoid injury to person or damage to property of any and all kinds, including damage to the natural environment by trash or waste.

3. The Offeror should be a good steward of the waterways and access points used during the performance of their services.
4. The Offeror shall be an independent contractor and shall not be an employee of the Town.

D. Project Funding; Notice:

1. Offeror acknowledges that the Facility may be funded in whole or in part by American Rescue Plan Act (ARPA) funding. Offeror agrees to comply with all federal, state, and local rules, laws, and regulations relating to the use of the ARPA funding. Furthermore, the Offeror agrees to comply with the provisions of the federal inserts and notices attached hereto as Subparts A-H.

E. Procurement Act Provisions:

1. The "Supplemental Terms and Conditions" attached to this RFP as "Attachment A" is incorporated herein and made a part of this RFP and shall be a part of any contract awarded pursuant to this RFP.

