

# HEE HEE ILLAHEE RV RESORT



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## Hee Hee Illahee RV Resort Contract Manager Request for Proposal No. 2017-04

Issue Date: November 8, 2017

Final date and time for receipt of proposals:  
Three complete copies of each proposal must be received by:  
4:30p.m. Pacific Coast time on December 15, 2017

## 1. Background

The Siletz Tribal Business Corporation's (STBC) purpose is to help secure the future for members of the Confederated Tribes of Siletz Indians by investing in and managing profitable business enterprises and properties. To this end, STBC owns the Hee Hee Illahee RV Resort (the "Resort"), which is a Good Sam Preferred 10/10\*/10, 139 pad RV Resort located at 4751 Astoria Street NE, Salem, OR 97305 just off Highway I-5. STBC is seeking proposals from interested individuals and/or entities to provide contract management services for the Resort for a two-year term of: **January 1, 2018 – December 31, 2019.**

## 2. The RFP Process Creates No Obligation

This Request for Proposal (RFP) is not an offer to contract made by STBC. In that regard, STBC explicitly reserves the absolute discretion to, among other things:

- Reject any proposal for any reason and with no obligation, financial or otherwise;
- Require clarification where a proposal is unclear;

Further, STBC is under **no obligation** to proceed through contract negotiation or any other stage, or to undertake any other duties. STBC (and any of its employees or agents) does not guarantee that the RFP process will continue, or that this RFP process will result in a contract with STBC.

## 3. Contact with STBC Regarding this RFP

This RFP represents the only source for bid submittal for the Hee Hee Contract Manager. All questions and inquiries related to this RFP shall be directed to:

Siletz Tribal Business Corporation  
Attention: Michael Phillips  
2120 NW 44<sup>th</sup> Street, Suite D  
Lincoln City, OR 97367  
Phone: (541) 994-2142  
Fax: (541) 994-8973  
[manager@stbcorp.net](mailto:manager@stbcorp.net)

#### 4. Final Date and Time for Receipt of Proposals

STBC will only accept sealed proposals that are clearly marked on the outside of the envelope with the name and address of the respondent and the words “**Hee Hee Illahee RV Resort Contract Manager, RFP 2017-04**” at the office of **STBC, 2120 NW 44<sup>th</sup> Street, Suite D, Lincoln City, OR 97367** until: **4:30pm PST, Friday, December 15, 2017**. STBC will not accept faxed or late proposals.

Proposals will not be opened publicly.

#### 5. Proposal Requirements

To be deemed eligible for review, each proposal must meet the following basic requirements:

- Must be timely submitted;
- Must be signed by the respondent’s authorized representative;
- Must be complete at the time of submission; and,
- Must contain firm fee amount.

#### 6. Proposal Expense and STBC Liability Release

Respondents are solely responsible for all the expenses they may incur in connection with preparing a proposal and any subsequent discussions or contract negotiations (if any) with STBC. In rejecting any or all proposals, and/or in ending any contract negotiation, STBC has no liability to any respondent for any claims or damages whatsoever. Each respondent expressly releases and discharges STBC from any such liability.

#### 7. Tribal Preference

In considering proposals and awarding the contract, STBC will give a tribal preference as follows: first to enrolled Siletz tribal members; and secondly to enrolled members of other federally recognized Indian Tribes.

#### 8. STBC Has No Liability for Errors

While STBC has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in this RFP is supplied solely as a guideline for respondents. STBC does not guarantee the accuracy of such information, nor is it necessarily comprehensive or exhaustive. Accordingly, STBC does not assume any liability or legal obligation in connection with the information contained in this RFP. Nothing in this RFP is intended to relieve respondents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

#### 9. Respondent’s Acceptance of All Terms and Conditions

By submitting a proposal, a respondent indicates its complete understanding of, and expressly agrees to, all the terms and conditions of this RFP, and warrants that all information contained in its proposal is true and accurate.

#### 10. STBC May Modify Terms of RFP

STBC reserves the right to modify the terms of the RFP at any time within its sole discretion.

## 11. Confidentiality

Any information pertaining to STBC that a respondent obtains as a result of participation in this RFP, including without limitation this document, is confidential and shall not be disclosed or used for any purpose other than the submission of proposals without the express written authorization of STBC.

## 12. Selected Contract Clauses

Any management contract resulting from this RFP process shall contain provisions, among other provisions, related to the following topics:

- **Maintain Continuous Presence at the Resort.** The Resort manager shall be required to be at the Resort at all hours of the day and night, or to have an authorized representative do so.
- **Maintain the Resort's Current Good Sam Rating.** The Resort manager shall be required to ensure that the Resort at all times maintains its current Good Sam Rating of 10/10\*/10.
- **Business License Requirements.** The Resort manager shall be required to secure all applicable business licenses and permits.
- **Insurance.** The Resort manager shall be required to procure and maintain continuously, at its own expense, a general liability insurance policy with a minimum limit of \$1,000,000 per occurrence.
- **A Minimum Monthly Revenue Amount.** The Resort manager shall be required on a monthly basis to meet a minimum monthly revenue amount based on historical figures, the failure of which could result in termination of the contract.
- **Incentive Pay.** The Resort manager shall have the opportunity to earn additional compensation based on achieving certain defined revenue targets above the minimum monthly revenue amount.
- **Indemnity.** The Resort manager shall be required to defend, indemnify and hold harmless STBC, its Board of Directors, employees, representatives and agents from and against all claims and liabilities whatsoever and all associated costs and resulting from the performance or non-performance of the contract.
- **Marketing:** The resort manager shall be required to market the Resort through social media and email and provide marketing plan to STBC on an annual basis. STBC will have final authority to sign all contracts.
- **Governing Law.** The laws of the Confederated Tribes of Siletz Indians shall apply to all disputes arising from the contract.
- **Technology.** The resort manager is responsible to maintain the network infrastructure, telephones, computers and reservation system at the Resort in coordination with owner. The Owner is responsible for costs associated with the network infrastructure to include all repairs/upgrades or other work performed to maintain the resort IT. Resort manager will be responsible for working with IT vendors provided by owner directly for problem solving. Resort manager will also be responsible to update Resort website and reservation system software as needed in coordination with owner.
- **Supplies:** Owner shall provide Operating Fund for incidentals and supplies for management of the Resort.

- **Landscaping.** Owner is responsible for landscaping. Contract Manager is responsible to ensure quality service is being provided by landscaping company utilized by owner.
- **Dispute Resolution.** All disputes shall be brought in the Siletz Tribal Court for final resolution.
- **Security.** Contract Manager is responsible to provide security for the Resort.
- **Tribal Preference.** Any employees or subcontractors hired by Contractor for resort work/operations must provide proof of tribal preference in hiring.

### 13. Summary of Qualifications

STBC is seeking candidates who have experience managing RV Resorts or similar entities such as hotels or campgrounds, using an on-line reservation system, able to perform routine repairs, able to perform landscape and maintenance services, have basic financial record-keeping and computer skills, and who are willing and want to live at the Resort and provide exceptional customer service.

### 14. Contents of Submission

In responding to the RFP, respondents should be aware that the fee amount is a key consideration for STBC. However, it is not the only consideration, as the other factors below will influence STBC's evaluation as well. In that regard, respondents must submit a proposal that provides the following information:

1. Describe the reason for your interest in this contract;
2. Describe your experience in RV Resort or hospitality management, with references;
3. Describe your management style;
4. Describe your experience with on-line reservation systems;
5. Describe whether you possess any of the following certifications: Oregon Q Care Certificate, propane service, basic first aid training;
6. Confirm that you have a valid driver's license with no restrictions;
7. Describe your plan to ensure that there would be a continuous management presence at the Resort at all times;
8. Provide the monthly fee you would require to manage the Resort, based on the conditions described below; and,
9. Describe your tribal affiliation, if any, and supply supporting documentation.

### 15. Proposal Scope

Respondents should base their proposals on the following description of the scope of the Resort manager's duties:

- Manager will operate the Resort in a competent and successful manner;
- Manager, or manager staff, shall live at the Resort in a neat and clean recreational vehicle;
- Manager shall perform the following duties:
  - Take reservations (in person, over the phone and on-line);
  - Process guests and collect fees in a timely manner;
  - Maintain accurate and timely financial records, including monthly and annual statements showing all occupancy rates, and revenues and expenses, and make

- deposits, provide receipts for any petty cash utilization and adhere to the Siletz Tribal Business Corporation DBA Hee Hee Illahee RV Resort Policies and Procedures Manual;
- Provide security for the Resort and its patrons, and provide monthly reports of such activity;
  - Collect on a daily basis all garbage, refuse and debris;
  - Keep office, clubhouse, bathrooms and laundry rooms in a clean and tidy condition;
  - Maintain, and perform minor repairs to, pool and hot tub;
  - Maintain reasonable and customary office hours to promote use of the Resort;
  - Provide exceptional customer service, and provide written customer comments;
  - Maintain a professional appearance during office hours;
  - Perform routine property maintenance, including to perimeter fence, and provide monthly reports of such activity;
  - Utilize online reservation system including credit card module
  - Enforce the Resort's rules and regulations;
  - Inspect the property on a daily basis;
  - Handle "after hours" emergencies;
  - Resort manager must utilize their own vehicle to make deposits at bank, pick up supplies etc. including insurance coverage;
  - Document all receipts and maintain Operating Fund provided by owner for incidentals and supplies.
  - All other duties associated with managing the Resort.
  - Ensures pool and spa maintenance, supplies and chemicals are kept to code at all times.
  - Monitor landscaping, IT, insect, propane and all other vendors providing services to the resort and report performance and/or issues to owner.
  - Contractor shall be responsible for marketing the Resort including updating website, utilizing social media, attending RV Resort shows if applicable and interacting with all marketing vendors under contract with owner.

**Owner Responsibilities:**

- Landscaping Service
- Supplies (Office & Resort)
- Capital expenditures to include long-term maintenance

**Compensation:**

- In addition to a monthly fee payment, Manager will receive as part of its management fee two RV pads and utility service (water, sewer, electricity, cable, internet and garbage). Contract Manager will be responsible for payment of taxes on two RV pads and utility services listed above as compensation.

15. Schedule "A" – Site Map

