



Solicitation Information

March 12, 2019

RFQ No. 7598680

Title: GOLF CART RENTAL AND RETAIL CONCESSIONS

Submission Deadline: Thursday, March 28, 2019 at 1:30 PM (Eastern Time)

PRE-BID/PROPOSAL CONFERENCE: Yes No

MANDATORY: Yes No

If yes, any Vendor who intends to submit a bid proposal in response to this Solicitation must have its designated representative attend the mandatory Pre-Bid/Proposal Conference. The representative must register at the Pre-Bid/Proposal Conference and disclose the identity of the Vendor who he/she represents. A vendor's failure to attend and register at the mandatory Pre-Bid Conference shall result in disqualification of the Vendor's bid proposals as non-responsive to the Solicitation.

DATE: Tuesday, March 19, 2019 at 1PM

LOCATION: Goddard Memorial State Park, 1095 Ives Road, Warwick, RI 02818/Meet at Golf Concession Stand

Questions concerning this solicitation must be received by the Division of Purchases at doa.purbidinfo@purchasing.ri.gov no later than **Wednesday, March 20, 2019 at 5PM**. Questions should be submitted in a *Microsoft Word* attachment. Please reference **RFQ No. 7598680** on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: Yes No

BOND REQUIRED: Yes No

David A. Cadoret, Chief Buyer

Note to Applicants:

- Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov
- Proposals received without a completed RIVIP Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION COVER FORM

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SCOPE OF SERVICES

SECTION 1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the **Department of Environmental Management, Division of Parks and Recreation**, is soliciting proposals from qualified firms with 3 - 5 years' experience to provide **Golf Cart Rentals and Concession Services at Goddard Memorial Golf Course** in accordance with the terms of this RFQ and the State's General Conditions of Purchase, which may be obtained at the Division of Purchases' website at www.purchasing.ri.gov.

The primary goals of the Division with respect to outsourcing the Golf Cart Rentals and Retail Concession operation is to develop a service-oriented operation, which places customer satisfaction, facility cleanliness, and revenue growth as its priorities.

SECTION 2. TERM

The term of any resultant agreement will commence on **Monday, April 1, 2019** and will continue until **Friday, December 31, 2021**, unless terminated, canceled or extended as otherwise provided.

The Division reserves the right to extend the period of any resultant Agreement on a yearly basis beyond the stated expiration date. Beyond the initial three (3) year period, an extension of the Agreement may be negotiated for an additional period, not to exceed two (2) one-year extensions.

SECTION 3. EXTENSION OR RENEWAL OPTION

The Division may, in its sole discretion, consent to an extension or renewal of the awarded contract, and the decision as to whether to consent to an extension or renewal and the length of such extension or renewal, if any, will depend upon an analysis of various factors, including but not limited to: the needs and goals of the RI State Park system, as determined by the Division; the ability and willingness of the Concessionaire to perform under the terms, conditions and provisions of the awarded contract; the Concessionaire's past record of performance, the past revenues paid to the Division; the nature and extent of Capital Improvements made by the Concessionaire; and other factors relevant to RI State Parks operations.

The extension or renewal of the awarded contract will be subject to consideration of changes in rules, policies, legal and operational requirements, adjustment of the bid amount to be paid as yearly rental fee.

The Division, in its sole discretion, reserves the right not to extend or renew the awarded contract beyond the initial term specified above.

SECTION 4. OPERATING RESPONSIBILITIES

A. Management

1. The Concessionaire will designate a Site Manager who has the authority to:
 - a. Operate and manage the day-to-day operations, including but not limited to: excellent customer service, providing and managing the rental of the golf cart fleet, providing golf lessons, purchase inventory and sell merchandise to golf course patrons and to the public.

- b. Employ staff to fulfill the contractual requirements.
- c. Act as a liaison between the Concessionaire and Division for all issues related to the Contract.
- d. The Concessionaire shall designate an “acting” Site Manager in the absence of the Site Manager.

B. Hours of Operation

- 1. The Concessionaire must provide the required services to the public, Monday through Sunday, from April 1 to November 30 (or the first snow fall of each year).
 - a. Concession Hours: 7:00 AM – Sunset
 - i First tee time is at 7:30 AM
 - ii Carts are not available two (2) hours before published sunset.
- 2. Concession hours must be posted in a location visible to the public and the concession must be opened for business during the hours posted.

C. Golf Carts

- 1. Golf Carts
 - a. The Concessionaire will be responsible for providing and maintaining an inventory of gasoline powered motorized golf carts. The golf carts supplied will conform to generally recognized standards of quality and in full compliance with all applicable federal, state and local regulations and requirements. The Concessionaire will set and retain any revenue derived from golf cart rentals and merchandise sales.
 - b. The Concessionaire must be able to provide an adequate number of golf carts to accommodate daily play and tournaments.
 - i A minimum of twenty-three (23) golf carts is required.
 - c. The Concessionaire will provide one (1) ADA accessible golf cart for rental to disabled patrons.
 - i If an ADA accessible golf cart is unavailable for rental by the Concessionaire and the Division has the ability to supply an ADA accessible golf cart, the Division reserves the right to allow the use of the golf cart at no charge or to charge a fee comparable to the Concessionaires rates. The fee, if charged, will be deposited as revenue with the golf round played.
 - d. Minimum age to rent golf carts is eighteen (18) years of age, with a valid driver’s license.

D. Retail/Merchandise

- 1. The Concessionaire shall provide a broad range of golf retail/merchandise items for sale. Items sold may not be deemed inappropriate, offensive or distasteful or be prohibited by the Division. Themes and artwork on souvenirs and clothing must be appropriate for the park setting. Products, goods, souvenirs, etc. will be professionally displayed in an orderly and attractive fashion. Products will be displayed in sections of the available retail space by specific groups (departments).

2. In order to properly match retail merchandise with visitors, the Concessionaire should monitor current retail trends to enhance its knowledge of the park's visitor base for this park. Considerations include:
 - a. Visitation Patterns
 - b. Appropriate "Impulse" Purchase Items
 - c. Seasonal Changes in Visitation and Market
 - d. Market Segments
 - e. Consumer Profiles for the greater Park Vicinity
 - f. Available Floor Space
3. The Concessionaire will provide the Division, at least thirty (30) days prior to any product sales for review and approval, a list confirming the retail items to be offered for sale and prices to be charged for each item, indicating any changes, if any. Any changes will be compared to the Concessionaire's proposal and will be subject to the approval of the Division.
 - a. The final approved retail items and pricing list will be attached to the signed Agreement as the Approved Retail/Merchandise List.
 - b. The Concessionaire may add or delete items within the Approved Retail/Merchandise List only with prior written approval by the Division.
 - c. When changes are approved, the new Approved Retail/Merchandise List will replace and supersede the previous Approved Retail/Merchandise List. Each of these actions may be taken without the requirement of a formal amendment to the signed Agreement.
4. The Concession must ensure that retail and merchandise pricing is fully labeled and easily understood by visitors.
5. Alcohol and tobacco sales are not permitted.
6. Food and other beverages are not allowed to be sold as a part of this concession. A separate food and beverage concession is being solicited and will be awarded for the same term of this concession.
7. Frozen beverages are not allowed to be sold as a part of this concession. A separate frozen beverage concession was previously awarded and will expire on October 31, 2021.
8. Advertising signs of any particular brand commodity is not allowed.
9. Vending machines are not allowed. A vending machine is any machine used to disperse a product to a consumer when a coin, bill, token or any other form of payment has been inserted or scanned.
10. Any merchandise sold with a State Park logo is subject to commission charges per item in addition to the required bid payments. These charges are to be 50% of the profit margin for each item sold. A running inventory of State Beach merchandise with wholesale and retail prices will be documented and monitored by the Regional Manager. It is the intention of the State to pursue trademark identification status for the State Beach logo in the future.

E. Rates

1. On an annual basis, no later than ninety days (90) prior to the start of the season, the Concessionaire shall provide to the Division a listing of rates that they will be using for all their services and facilities for the current year, as well as their discounting policies. Included in their rate submittal will be information regarding how the rates are not more than other recreational facilities in the area.
2. The Concessionaire is responsible for ensuring that its employees observe a strict impartiality as to rates and services in all circumstances. The Concessionaire shall comply with all Applicable Laws relating to nondiscrimination in providing visitor services to the public.
3. The Concessionaire shall establish refund policies that incorporate high quality visitor service standards and are provided in a fair and expeditious manner.
4. Rates charged shall be visible and easily understood in all locations and across all platforms that are represented by this Contract.

F. Facilities and Service Payment Methods

1. The Concessionaire shall provide cash register receipts for all retail sales transactions and shall post a notice to that effect in convenient view of visitors.
2. All cash registers should be equipped with sales totalizer counters for all sales categories in which the counters are locked in, constantly accumulating, and which cannot be reset.
3. Cash registers provide systems to document transaction counts and the Division reserves the right to request copies of the transaction documentation at any time.
4. All internet connected systems shall be PCI Compliance.

G. Customer Service Standards

1. The Concessionaire shall establish a clearly defined customer service standard. All actions by concession staff should reflect a desire to fulfill a high-level quality service obligation to visitors.
2. It is the responsibility of the Concessionaire to monitor and be responsive to feedback received from visitors. It is particularly important that complaints be dealt with expeditiously, and at the most local level possible.
3. The assigned on-site concession manager shall be responsible for handling ordinary complaints and demonstrate to the Park Manager that issues are being resolved in a timely and satisfactory manner.
4. Any visitor-related incidents that escalate to a need for a higher level of enforcement authority will be referred to the appropriate level of enforcement authority among park staff or referred to a responsive law enforcement agency as soon as it should become necessary.

H. Human Resources

1. Management Staff
 - a. On an annual basis the Concessionaire shall provide to Division a listing of the names, titles and contact information of the Contract Manager, Site Manager and all other management staff overseeing and assigned to the operation.

- b. On site management staff must possess a sufficient level of experience and professional expertise so as to ensure a high-quality operation.
2. Employee Identification
- a. The employees are required to be neat in appearance and appropriately attired with name badges or other suitable means of identification.
 - b. The Concessionaire shall develop procedures to ensure that once employees are terminated they no longer have access to the Premises or any form of identification.
3. Employee Code of Conduct/Customer Service
- a. Employees hired by the Concessionaire will be the first contact the public encounters when arriving at the respective Division locations. The employees directly represent the Concessionaire but also are reflection of the Division. As such, the Concessionaire will ensure that all employees refrain from offensive and inappropriate conduct or language and they will treat all patrons professionally, equally and courteously.
 - i. Employees will greet all patrons with a friendly acknowledgment of "Welcome to [insert state name of state beach]."
 - ii. Employees will not engage in ball playing, Frisbee throwing or any other form of action or conduct which would appear unprofessional.
 - b. If a complaint is filed by a customer concerning the Concessionaire's services, the Concessionaire or Concessionaire's employees will:
 - i. Apologize to the customer sincerely and clearly.
 - ii. Refund purchase fee, if applicable.
 - iii. If corrective action cannot be taken immediately, inform the customer what action will be taken and how those actions will rectify the problem
 - iv. Follow up with customer to ensure the complaint was handled satisfactorily.
 - c. The Concessionaire will provide continuing training and evaluation of all employees assigned to the Concessionaire's business operations under this Contract to ensure an appropriate level of proficiency, a public service attitude and a good understanding and use of the principles of hospitality.
4. Cell Phone Policy
- a. Staff may possess cellular phones or other wireless communication devices, provided such devices are not visible and the vibrate function is set to default.
 - b. Personal cell phones being used for personal calls should be used sparingly during the work day provided the conversations do not prevent employee from timely performing his/her normal duties.
5. Employee Hiring, Training and Licensing Procedures
- a. The Concessionaire must establish hiring procedures that include appropriate reference checks of applicants for employment. Background checks may be required. This factor must be advertised in all hiring announcements.

- b. The Concessionaire will comply with all federal, state and local laws related to minimum wage, social security, non-discrimination, unemployment compensation and worker's compensation.
- c. RI State residents will be given priority in the hiring process.
- d. The Concessionaire shall ensure that all employees meet all applicable local and State health standards and requirements.
- e. Employees driving concession vehicles shall have the valid operator's license for the size and class of vehicles driven.

I. Signage

1. The Concessionaire shall be permitted to develop signage to assist visitors in understanding services provided. Any signage shall be held to the same quality standards and propriety as Division maintains through the park.
2. The Concessionaire shall be responsible for clearly indicating prices via a menu or menu board.
3. Location of signage must be approved by the Division before posting.
4. There may arise temporary situations that call for a message to be conveyed to the public, without going to the expense of a professionally made sign. In such cases, a laminated computer-generated sign will usually suffice for temporary purposes. Concession staff must avoid signs taped to doors and windows, especially where a positive first impression to our visitors may be compromised.
5. The Division has the right to install signs within Concession Facilities, after consultation with the Concessionaire.
6. Kiosks and public information panels in the contract area shall be kept in a satisfactory manner, and current with the information posted. Objectionable material shall never be posted on such information devices. The Regional Manager shall reserve the right to remove items deemed inappropriate, unsightly, or out of date.

J. Required Notices

1. The Concessionaire must post the following notice at all cash registers and payment transaction locations:
2. This service is provided by INSERT Concessionaire NAME, a Concessionaire under contract with the Division. The Concessionaire is responsible for conducting operations. Please address any comments to:
 - a. INSERT PARK MANAGER:
 - b. INSERT PARK NAME
 - c. INSERT PARK ADDRESS
 - d. INSERT PARK MANAGER EMAIL

K. Advertising and Promotion

1. The Concessionaire must use a high level of professional discretion in all forms of advertising, marketing and promotions. The Concessionaires marketing and advertising should support the mission of Division and the specific purpose and unique qualities of

the park. Advertising and promotion must include language that states that the Concessionaire is operated under a contract with Division. The use of the park name, park logo, Division name, and Agency logo are by permission only. All advertising, promotions, and marketing efforts shall be in compliance with applicable laws, including civil rights standards.

L. Risk Management

1. The Concessionaire is responsible for providing a safe and healthy environment for its employees and visitors. To ensure that this occurs, the Concessionaire shall be responsible for ensuring that it has plans and processes in place to deal with the following risk management areas. The Division has the right at any time to review the process, procedures and compliance with these risk management areas.
 - a. Hazard Mitigation and Safety Inspections
 - b. Emergency Response Plan (e.g. Fire, Flood and Other Natural Disasters)
 - c. Security Procedures
2. Acknowledgement of Risk
 - a. The Concessionaire shall develop, for Division review, a "Visitors Acknowledgement of Risk and Liability" form to be signed by visitors when they use or participate in required or authorized services that involve a higher than standard degree of risk or liability.
3. Hazardous Materials Storage
 - a. Concessionaire staff may need to store small amounts of materials such as fuel for equipment, paints, pesticides, herbicides and cleaning/disinfecting products. Materials stored within the contract area must be stored in designated hazardous materials sheds or approved storage facilities. In all cases, care will be taken to store all potentially hazardous materials in an approved and properly ventilated facility.
4. Vehicle and Equipment Safety
 - a. Vehicles and Equipment will be in compliance with State and Federal safety standards. This applies to all vehicles, vessels and equipment used by the Concessionaire for its operations, as well as for vehicles, vessels and equipment used as rental equipment for visitors. Additionally, all concession-owned vehicles, vessels and equipment shall be clearly identifiable as belonging to or associated with concession operations.
5. Accessibility Guidelines and Compliance
 - a. Current Federal and State regulations pertaining to ADA/ABA Accessibility Guidelines must be integrated into concession operations. Concession management staff must ensure effective communication with all visitors with disabilities, including persons with impaired vision or hearing, so that all visitors may be adequately informed about accessible services, activities, and facilities within the contract area.
6. Incident Management, Documentation
 - a. An incident report, provided by the Division, should be used by the Concessionaire to document and record any occurrence that is out of the ordinary (typically related to law enforcement or risk management), or which may involve the need for follow-up

at a later time. Typical examples of incident report types include accidents, injuries (or deaths), theft, vandalism, natural disaster, all 911 calls to emergency services agencies, property damage, and any incident that may involve an insurance carrier (i.e. civil liability). If in doubt, the Concessionaire should write the report. Such reports are to be shared with park management staff within 24 hours.

- b. Verbal notification should be immediate.

M. Reporting

1. Operational Reports

- a. Management Listing: including name, email and cell and land line information for all management staff. This listing shall be provided on an annual basis and updated as changes occur.
- b. Total employee headcount supporting your operation broken down by full-time and part-time by location for each operating season.
- c. Annual Rate Report providing listing of all established rates.
- d. Visitor Usage Reporting shall be provided on a monthly and annual basis. Note if an operation has multiple visitor use types, (e.g. Campground including retail, metrics on all relevant visitor types shall be reported). Depending on the asset type, the Division may seek to request daily access through a secure portal to confirmation transactions.
 - i Golf Cart Rentals
 - Number of transactions by outlet
 - Total Golf Cart revenue
 - ii Retail/Merchandise
 - Number of transactions by outlet
 - Total revenue by outlet
- e. List of new services that the public has been requesting at your location that should be considered by the Division for the next operating season.

2. Financial Reports

- a. Annual Financial Report or Profit and Loss Statement by Location: Submitted within sixty (60) days after the end of the contract year.

N. Lost & Found Procedures

1. The Concessionaire shall establish a formal lost and found procedure as a service to visitors. A log shall be kept for all found items, items returned (and to whom), and unclaimed items turned over to park management.

SECTION 5. MAINTENANCE RESPONSIBILITIES

A. Concession Premises

1. The concession premises consist of Goddard State Park Clubhouse and a fenced area for golf cart storage.

2. The Concessionaire shall undertake maintenance of concession facilities in a safe, attractive and functioning condition to the satisfaction of the Division including compliance with this maintenance plan.
3. The Concessionaire shall undertake all maintenance in accordance with Applicable Laws and codes.
4. All personnel undertaking maintenance shall have appropriate skills, experience, licenses and certifications to conduct said work.
5. Where applicable, the Concessionaire must obtain the appropriate licenses and permits required by the jurisdictional regulatory agencies and follow all State, local laws, regulations, ordinances, and industry standards or codes applicable to the operational duties being performed. Copies of said licenses and permits shall be made available to Division upon request.
6. The Concessionaire shall conduct maintenance activities, to the greatest extent possible that minimizes environmental impacts.
7. The Concessionaire may perform emergency repairs without prior Division approval if appropriate documentation follows within one business day. An emergency is defined as a condition that poses imminent danger to life or property.
8. The Concessionaire will be responsible for the cost of all structural or other improvements, equipment and interior design and décor constructed or installed by the Concessionaire. These improvements include, but are not limited to:
9. Prior to construction for any improvements, the Concessionaire at its own expense, will procure all building, fire, safety, aesthetic, environmental and other permits and approvals necessary for the construction of the structural and other improvements, installation of the equipment and the interior design and décor. All permits and approvals must be submitted to the Division. Improvement will not begin prior to Concessionaire obtaining said permits and approvals.
 - a. All improvements will conform to and comply with the applicable ordinances, building codes, rules and regulations of the State of Rhode Island and such other authorities that may have jurisdiction over the facility areas or Concessionaire's operations
 - b. All improvements must have prior written approval from the Division. Written approval by the Division of any improvements as provided does not constitute a representation or warranty as to such conformity or compliance by the Division. Responsibility of conformity and compliance will remain with the Concessionaire.
10. The Concessionaire will not use or allow the Premises to be used, in whole or in part, during the term of the Agreement, for any use in violation of any present or future laws, ordinances, rules and regulations at any time. These ordinances, rules and regulations include those which relate to sanitation, public health and safety.
11. The Premise and the space occupied by the Concessionaire may be inspected at any time during the operating hours by the Division or by any other state, county or municipal officer or agency having authority or jurisdiction for inspection of such concession operations. The Concessionaire will immediately undertake the correction of any deficiency cited by such inspections.

12. Housekeeping

- a. Cleaning and maintenance of building interiors and visitor use areas shall be performed with enough regularity to provide a positive visitor impression, give an overall appearance of clean and sanitary conditions, be free of litter, safe, and neat in appearance.

13. Flooring

- a. The Concessionaire shall maintain flooring clean and free of stains, cracks, chips and worn places. Interior masonry or tile shall have clean grouting and be in good repair. The Concessionaire shall clean the floors no less than once daily in visitor use and food preparation areas.

14. Walls and Ceilings

- a. The Concessionaire shall maintain walls and ceilings free of breaks, cracks blisters, loose plaster and stains with a fresh appearance.

15. Interior Lighting

- a. Inoperable fixtures, or fixtures requiring bulb replacement, must be remedied as quickly as possible upon discovery.

16. Doors, Windows and Screens

- a. The Concessionaire shall maintain doors, windows and screens in good operational condition.

17. Utilities

- a. The Concessionaire will be responsible for activating, maintaining, and paying for electrical service by establishing an account with the electric service provider. The Concessionaire shall be responsible for maintaining the secondary electrical lines and equipment (conduit, fuses, panel, switches, transformers, lines, etc.) that are supplying the Concession Facilities within the Land area assignment including minor repairs, as may become necessary.
- b. The Concessionaire shall ensure that all electrical circuits under its control meet or exceed the standards for the National Electrical Code.
- c. The Concessionaire shall have the responsibility for replacing any electrical systems within the Concession Facilities that are damaged as a result of negligence of the Concessionaire or its employees and contractors while working on or operating Concessionaire equipment.
- d. Water, within reasonable use, is included. Overuse will require separate metering.

B. Refuse and Waste Disposal

1. Waste Disposal

- a. The Concessionaire shall be responsible for contracting with a local solid waste disposal company and for the cost of the removal of waste from within the contract area. The Concessionaire shall be responsible for positioning an adequate number of dumpsters and trash receptacles to maintain refuse and waste disposal in an odor-free manner. The number of receptacles, their size, color, style, and condition must be

approved by the Division. Overflowing solid waste containers are not permissible, and the disposal of only legal substances shall be allowed.

2. Recycling

a. The Concessionaire shall be responsible for contracting with a local recycling company and for the cost of providing recycling collection centers for various types of recycling (aluminum, plastic, glass), in accordance with recycling efforts managed by the Division. Concession staff will transport collected recyclable materials to an authorized reclamation center. Recycling is mandatory and will be strictly enforced.

3. Collection centers will be properly posted, maintained in a clean and presentable condition, and made resistant to intrusions from native wildlife.

C. Compliance with Environmental, Historic and Cultural Requirements

1. The Concessionaire will be responsible for ensuring that its maintenance activities are in compliance with the National Environmental Policy Act, and other Applicable Laws. Any studies that may be required to ensure compliance are the responsibility of the Concessionaire.

D. Personal Property and Management

1. Within sixty (60) days of the beginning of each contract year, the Concessionaire and the Division shall create and review a State Personal Property list and update the listing accordingly based upon additions or disposals.

2. Personal property shall be safe, serviceable and usable for their intended purposes. The Concessionaire must maintain personal property visible to visitors as free of defects and according to industry standards for public use.

3. The Concessionaire must maintain, service and repair personal property used by visitors and staff per the manufacturers recommendations and replace them as necessary.

4. For any personal property that has a technology component that encompasses updates, the Concessionaire shall be responsible for technology updates. Additionally, for any technology based personal property that requires real time access to the Internet, the Concessionaire shall be responsible for providing access at their own expense.

a. Provide insight as to any personal property used on the Premises anticipated to require updates over the course of the contract.

5. The Concessionaire shall only have within the land area assignment the personal property that is necessary for the delivery of the required and authorized services approved under this Contract. Security and storage of such property is the responsibility of the contractor. All personal property used that is outside of the Concessionaire and/or State Facilities shall be kept in a slightly manner, free from public view in as much as possible. Storage structures may be erected, at the contractor's sole expense, and only by advance permission of the Division.

a. Operation, repair and replacement of these systems must comply with Division standards.

b. The Concessionaire shall not extend or alter utility systems without prior written approval of the Division.

- c. All utility services not provided by Division shall be done by independent suppliers that the Concessionaire shall pay directly.
- d. Telephone, Internet and Television Services
 - i The Concessionaire must contract directly with commercial providers for telephone, internet and television service to the Concession Facilities. Installation and location proposals shall be submitted to the Division prior to commencing the projects.

SECTION 6. DIVISION RESPONSIBILITIES

A. Premises/Facilities

- 1. Division and/or its designated representatives are responsible for oversight of all beach/park operations and concession operations. This includes:
 - a. Evaluation and inspection of Concessionaire required and authorized services.
 - b. Review and approval of the elements within the Scope of Services.

B. Maintenance

- 1. Division is responsible for oversight of all Concessionaire Facilities Maintenance. This includes:
 - a. Evaluation and inspection of Concessionaire and State Facilities.
 - b. Any approval or consent given by the Division shall not relieve the Concessionaire or the Concessionaire's contractors of any responsibility for any errors or omissions or from the responsibility to comply with the requirements of this Maintenance Plan.
- 2. The Division will be responsible for the painting of the interior and exterior of the building.
- 3. All fire extinguishers required by building code will be provided and maintained by the Division. The Division will be responsible for the hiring and cost associated with the annual inspection of the fire extinguishers. The Concessionaire shall ensure proper use of the fire extinguishers and will notify the Division, in writing, if the fire extinguishers are used at any time during the season.
- 4. The Division will be responsible for winterization by ensuring the water is turned off and drained at the end of each season to prevent freezing. A Division representative will inspect and assist with the winterization each year to certify compliance.
- 5. The Division shall maintain all roads and parking areas identified outside of the Concessionaire's Land Area Assignment. The Division responsibilities is road surface up to but not including the curb or sidewalk.

C. Division Disruptions

- 1. Should Division disrupt the land or Concession Facilities within the Concessionaires land area assignment, Division shall provide mitigation signage, barriers and replanting efforts as are needed.
- 2. The Division reserves the right to close the golf course at any time playing conditions are deemed unplayable due to weather.

3. The Division reserves the right to limit or eliminate the use of the golf carts due to weather conditions which could cause damage to the golf course. This includes, but is not limited to, wet soils which are more vulnerable to compaction and can have negative long-term effects on playing conditions, even if those impacts are not immediately visible.

D. Signs

1. Division has responsibility for installing, maintaining and replacing all regulatory and directional signage.

E. Refuse and Waste Disposal

1. The Division will designate an area for placement of a dumpster.

F. Evaluations/Inspections

1. Division shall evaluate the Concessionaire surrounding issues related to:
 2. Contract Compliance
 3. Facility Condition
 4. Visitor Satisfaction
 5. Operational Performance
 6. Operational Service Standards

SECTION 7. MISCELLANEOUS PROVISIONS

A. Fees

1. The Department of Administration, on behalf of the Department of Environmental Management, Division of Parks and Recreation, can institute new fees or increase fees at any time. No adjustment in the Concessionaire's bid amount will be made for reduction in sales that may be affected by this increase.

B. Rights Not Exclusive

1. The Division reserves the right to allow others to conduct concession operations and/or sell goods or services in other locations on State property that are the same, similar or even identical to those sold by the Concessionaire.
2. The Concessionaire understands and agrees that its right to conduct concession operations and/or sell goods or services on State property is not exclusive and that the use of the property subject to the signed Agreement is restricted by all applicable rules, regulations, statutes or ordinances promulgated by any federal, state, or municipality having jurisdiction over the property.
3. The Concessionaire will be encouraged to support the Division's scheduled special events throughout the season.

C. Failure to Maintain

1. In the event the Concessionaire fails to undertake prompt maintenance or repair as required per the Agreement, the Division may elect to have the maintenance or repair completed on behalf of the Concessionaire.
 - a. The Division will provide the Concessionaire written notice and an opportunity to cure prior to undertaking any maintenance or repairs for which the VENDOR is responsible.

- b. The Concessionaire will be responsible for reimbursing the Division for any maintenance or repair undertaken by the Division in a timely manner.

D. Green Initiative

1. The Concessionaire will strive to operate in an environmentally sensitive manner and will abide by all local, State and federal regulations and statutes governing the protection of the environment.
2. NEW THIS YEAR: The State of Rhode Island is working on initiative to reduce plastic waste and is exploring ways to reduce single serve water bottles by using water bottle filling stations at Rhode Island State Parks and Beaches. The Division plans to seek sponsors/funders for the refillable stations and may offer promotional co-branded refillable water bottles for sale. Concessionaires should note that this may affect single serve water bottle sales. Concessionaires may also be required to assist the Division with storing mobile refillable stations and selling the promotional water bottles on behalf of the Division, with sales receipts reverting to the Division. Concessionaires who would like to provide a water bottle refilling station within the land area assigned by the contract and be responsible for maintenance of the station, will be allowed to offer co-branded refillable bottles for sale and retain the receipts from sales. The Division must approve the water bottle refilling station and the design/logo on refillable water bottles in advance.

E. Surrender of Premises

1. The Concessionaire will deliver possession of the Premise and all improvements to the Division on date of expiration or termination of the Agreement promptly, in broom clean condition and good state of repair, ordinary wear and tear excepted.
 - a. Ordinary wear and tear do not include deterioration that could have been prevented by proper maintenance practices or by Concessionaire performing all of Concessionaire's obligations under the Agreement.
2. Upon expiration or termination of the Agreement the Concessionaire will be required to remove or dispose of its own equipment, furnishings and expendables.
 - a. Improvements and all permanent fixtures will become the property of Division and will not be removed by the Concessionaire.
3. The Concessionaire will be allowed a period of thirty (30) calendar days to complete said removal. If not removed within that period, said equipment, furnishings and expendables will become the property of the Division.

F. Subcontractor

1. The term "subcontractor" includes any entity or person offering goods or services on the Premises by written or oral agreement, license or other arrangement with the Concessionaire.
2. The Division reserves the right to disapprove any proposed subcontract or subcontractor. Failure to obtain pre-approval of a subcontractor may result in termination of the Agreement.
 - a. Subcontractors or additions to the product list added after the award of the contract must be approved by the Division. If the Division approves the additions, the contract will be renegotiated with a new contract price.

3. The Concessionaire agrees the Division will not be liable to any subcontractor for any expenses or liabilities incurred under the subcontract.
4. Failure by any subcontractor to perform or to pay Concessionaire will not be grounds for excusing the Concessionaire's obligations to the Division during the term of the Agreement.
5. Subcontractors shall be held to the same standards as the primary concession operator.

G. Independent Contractor

1. The Concessionaire is performing as an independent contractor and not as an employee of the State, the Department or the Division.
2. Neither the Concessionaire nor its employees are entitled to accrue any benefits of State employment.

H. Equal Opportunity and Affirmative Action

1. The Concessionaire will be required to demonstrate the same commitment to equal opportunity as prevails under the federal contracts controlled by Federal Executive Orders 11246, 11625, 11375 and 11830 and Title 28 Chapter 5.1 of the General Laws of Rhode Island.
2. Affirmative action plans will be submitted by the Concessionaire for review by the State Equal Opportunity Office.
3. Concessionaire's failure to abide by the rules, regulations, contract terms and compliance reporting provisions as established will be grounds for forfeiture and penalties as will be established, including by not limited to suspension.

I. Force Majeure

1. Neither the Division nor the Concessionaire will be liable to the other for any failure, delay or interruption in the performance of any of the terms, covenants or conditions of the signed Agreement due to causes beyond the control of either party including, without limitation, strikes, boycotts, labor disputes, embargoes, shortage of material, acts of God, landslides, acts of the public enemy, acts of superior governmental authority, floods, riots, rebellion, sabotage, or any other circumstance for which either party is not responsible and which is not in its power to control.

J. Indemnification

1. To the full extent of Rhode Island law, the Concessionaire agrees to indemnify, defend and hold harmless the State, the Department, the Division, their officers, representatives, agents, servants, employees and successors from any liability, damages, claims and or losses arising from the performance of the Concessionaire, its agents or employees, including all costs, expenses and attorney's fees which any manner result form or arise out of this agreement.
2. The Concessionaire's obligations to indemnify, defend and hold harmless extend to the use of any copyrighted or un-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in the performance of the contract to which the contractor is not the patentee, assignee or licensee.
3. The Concessionaire will reimburse the State, the Department or the Division for any and all damages to the real or personal property of the State, the Department or the Division,

including costs associated with recreating data caused by the acts of the Concessionaire, its agents or employees.

4. The Concessionaire's duties under this section will remain fully in effect and binding in accordance with the terms and conditions of the Agreement, without being lessened or compromised in any way, even where the Concessionaire is alleged or is found to merely contributed in part to the acts giving rise to the claims and/or where the State, the Department or the Division is alleged or is found to have contributed to the acts giving rise to the claims.

K. Interpretation

1. The Agreement and related contract documents will be subject to and governed by the laws of the State of Rhode Island, including all procurement statutes and regulations (available at www.purchasing.ri.gov), and applicable federal and local law, all of which are incorporated into this Agreement by this reference. In the event of any conflict between the State of Rhode Island Procurement Regulations or any provision of the Rhode Island General Laws and the Agreement or other contract documents, the State of Rhode Island Procurement Regulations and the Rhode Island General Laws will control.
2. The section headings appearing herein are for the convenience of the Division and the Concessionaire and will not be deemed to govern, limit, modify or in any manner affect the scope, meaning or intent of the provisions of the Agreement.
3. If any provision of the Agreement is determined to be void or unenforceable by any court of competent jurisdiction, that provision will be enforced only to the extent that it is not in violation of law or is not otherwise unenforceable.
 - a. All other provisions will remain in full force and effect.

L. Amendments

1. Any amendments, alterations, variations, changes, modifications or waivers of provisions of the Agreement will be valid only when they have been reduced to writing, duly signed by the Division and Concessionaire attached to the original of the Agreement.

M. Time of the Essence

1. Time is of the essence for all provisions of the Agreement.

N. Incorporation of Documents

1. The Agreement and incorporated documents will represent the entire integrated agreement of the parties and supersede all prior written or oral representations, discussions and agreements, except whereas provided herein.

O. Authority to Enter into Agreement

1. The person signing the Agreement represents and warrants that s/he possess the legal authority to enter into the Agreement and will be the primary contact responsible for ensuring compliance with the terms and conditions of the Agreement, unless otherwise stated in writing.

ATTACHMENT A. BID PROPOSAL (Pgs. 19-20)

Vendor Name: _____

1. The Concessionaire proposes a yearly BID PROPOSAL as total compensation for operating the Golf Cart and Retail Concession at Goddard Memorial State Park Golf Course, on behalf of the Division.
2. Please attach separate technical proposals for each facility that you are bidding on
 - a. Name, address, telephone number, fax number and email address of firm.
 - b. Name, address, telephone number and email address of the individual(s) with the authority to negotiate and contractually bind the company.
 - c. Provide a narrative of the history of your firm, including date of inception, scope of business activity, experience with related business ventures and your knowledge and experience pertaining to Rhode Island State law and regulations regarding operation and Golf Concessions.
 - d. Provide an operations and management plan to address the following subjects:
 - i Staffing information; including position descriptions, work schedules, total amount of staff assigned and seasonal schedules for the concession services.
 - ii Timeline and schedule for setting up concession operations.
 - iii Equipment you will provide for the operation and management of the concession services.
 - e. Please provide a minimum of three (3) references to demonstrate the bidder's experience in successfully operating and managing a Golf Cart and Retail Concession facility.
 - f. Provide a description of the type of services planned for this concession operation. Also, include a price structure for Golf Cart Rentals and Retail merchandise concession services for the term of this agreement.
 - g. If applicable, provide a list of subcontractors and the products to be sold. See Subcontractors for more information.
3. For the term of this Agreement, the Concessionaire will pay to the Division the agreed to sum as consideration for the CONCESSION award and privilege granted herein.
 - a. Fifty percent (50%) of the total agreed annual sum is due in three (3) installments per the following payment schedule:
 - i May 15 \$
 - ii July 15 \$
 - iii August 15 \$
 - b. The remaining Fifty percent (50%) of the total agreed annual sum will be deposited into a separate Bureau of Natural Resources Endowment Fund ("BNREF") and is due in three (3) installments per the following payment schedule:
 - i May 15 \$
 - ii July 15 \$
 - iii August 15 \$

- c. The Concessionaire will be invoiced separately for both payments and must submit separate checks for both payments. Checks are to be made payable to the State of Rhode Island and mailed to RI State Parks, 1100 Tower Hill Road, North Kingstown, RI 02852.
4. The Concessionaire will be required to pay a security deposit in the amount of Five Hundred Dollars (\$500.00) to the Division within ten (10) days of signing the Concession Agreement as security for the faithful performance of and compliance with all the terms and conditions of the Agreement.
- a. If the Concessionaire fails to provide the cleaning, maintenance, and operational services required by the Agreement, the Division will notify the Concessionaire in writing, and the Concessionaire will be required to correct any deficiencies within the timeframe set forth in such notice.
- b. If Concessionaire fails to cure the violation within the timeframe set forth in the notice, the Division may, but is not required to, use the deposit to remedy Concessionaire's default and Concessionaire will be required to deposit additional funds with the Division in order to restore the deposit to the amount required herein. The deposit will not in any manner release the Concessionaire from any obligations herein.
- c. After the termination or expiration of the Agreement and provided the Concessionaire has paid all concession fees, returned keys provided by the Division, cleaned the premises upon leaving and satisfies all other conditions of the Agreement, the deposit or any amount remaining will be refunded to the Concessionaire, without interest, within sixty (60) days.
5. Golf Course Revenue Five (5) Year Comparison

Revenue	2014	2015	2016	2017	2018
9-Hole Green Fees	\$ 252,656.00	\$ 245,656.00	\$ 231,038.00	\$ 243,934.00	\$ 209,532.00

6. This offer will not be considered unless signed by an authorized representative.

Location	Minimum Bid Amount	Vendor Bid 2019	Vendor Bid 2020	Vendor Bid 2021	Three (3) Year Total
Goddard Memorial Golf Course	\$18,000.00				

Authorized Signature: _____

Title: _____

Date: _____

Contract Terms and Conditions

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Terms and Conditions

BID STANDARD TERMS AND CONDITIONS

TERMS AND CONDITIONS FOR THIS BID

AWARD

THE STATE, AT ITS SOLE DISCRETION, SHALL RESERVE THE RIGHT TO MAKE ONE OR MULTIPLE AWARDS FOR THIS REQUIREMENT AND/OR TO REJECT ANY OR ALL BIDS.

MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

DELIVERY PER AGENCY

DELIVERY OF GOODS OR SERVICES AS REQUESTED BY AGENCY.

RIVIP INFO - BID SUBMISSION REQUIREMENTS

It is the vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form should be attached to the front of the offer. Each bid proposal must be submitted in a separate sealed envelope with the bidder's name and address and the specific "Solicitation Number," "Solicitation Title," and the "Bid Proposal Submission Deadline" marked in the upper left-hand corner of the envelope.

The bid proposal must be delivered (via mail, messenger service, or personal delivery) to the Division of Purchases and date-stamped/receipted by the date and time specified for the bid proposal submission deadline. Bidders should mail bid proposals sufficiently in advance of the bid proposal submission deadline to ensure timely delivery to the Division of Purchases or, when delivering a bid proposal in person or by messenger, should allow additional time for parking and clearance through security checkpoints. Bid proposals must be addressed to:

Rhode Island Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill, Providence, RI 02908-5855

Bid proposals that are not received by the Division of Purchases by the bid proposal submission deadline for whatever reason will be deemed late and will not be considered. The submission time will be determined by the time clock in the Division of Purchases. Postmarks will not be considered proof of timely submission.

Bid proposals in electronic format are not accepted at this time.

At the bid proposal submission deadline, bid proposals will be opened and read aloud in public.

DIVESTITURE OF INVESTMENTS IN IRAN REQUIREMENT:

No vendor engaged in investment activities in Iran as described in R.I. Gen. Laws §37-2.5-2(b) may

submit a bid proposal to, or renew a contract with, the Division of Purchases. Each vendor submitting a bid proposal or entering into a renewal of a contract is required to certify that the vendor does not appear on the list maintained by the General Treasurer pursuant to R.I. Gen. Laws §37-2.5-3.

LICENSE NUMBER

In compliance with the requirements of Rhode Island General Law, Section 5-65-23, my Rhode Island license number for the work to be performed by this firm as prime contractor is:

LICENSE NUMBER: _____

INSURANCE REQUIREMENTS

AN INSURANCE CERTIFICATE IN COMPLIANCE WITH PROVISIONS OF ITEM 31 (INSURANCE) OF THE GENERAL CONDITIONS OF PURCHASE IS REQUIRED FOR COMPREHENSIVE GENERAL LIABILITY, AUTOMOBILE LIABILITY, AND WORKERS' COMPENSATION AND MUST BE SUBMITTED BY THE SUCCESSFUL BIDDER(S) TO THE DIVISION OF PURCHASES PRIOR TO AWARD. THE INSURANCE CERTIFICATE MUST NAME THE STATE OF RHODE ISLAND AS CERTIFICATE HOLDER AND AS AN ADDITIONAL INSURED. FAILURE TO COMPLY WITH THESE PROVISIONS MAY RESULT IN REJECTION OF THE OFFEROR'S BID. ANNUAL RENEWAL CERTIFICATES MUST BE SUBMITTED TO THE AGENCY IDENTIFIED ON THE PURCHASE ORDER. FAILURE TO DO SO MAY BE GROUNDS FOR CANCELLATION OF CONTRACT.

NOTE: IF THIS BID COVERS CONSTRUCTION, SCHOOL BUSING, HAZARDOUS WASTE, OR VESSEL OPERATION, APPLICABLE COVERAGES FROM THE FOLLOWING LIST MUST ALSO BE SUBMITTED TO THE DIVISION OF PURCHASES PRIOR TO AWARD: * PROFESSIONAL LIABILITY INSURANCE (AKA ERRORS & OMISSIONS) - \$1 MILLION OR 5% OF ESTIMATED PROJECT COST, WHICHEVER IS GREATER. * BUILDER'S RISK INSURANCE - COVERAGE EQUAL TO FACE AMOUNT OF CONTRACT FOR CONSTRUCTION. * SCHOOL BUSING - AUTO LIABILITY COVERAGE IN THE AMOUNT OF \$5 MILLION. * ENVIRONMENTAL IMPAIRMENT (AKA POLLUTION CONTROL) - \$1 MILLION OR 5% OF FACE AMOUNT OF CONTRACT, WHICHEVER IS GREATER. * VESSEL OPERATION - (MARINE OR AIRCRAFT) - PROTECTION & INDEMNITY COVERAGE REQUIRED IN THE AMOUNT OF \$1 MILLION.

SURETY REQUIREMENTS

BIDDER IS REQUIRED TO PROVIDE A BID SURETY IN THE FORM OF A BID BOND, OR A CERTIFIED CHECK PAYABLE TO THE STATE OF RHODE ISLAND, IN THE AMOUNT OF A SUM NOT LESS THAN FIVE PERCENT (5%) OF THE BID PRICE. BID SURETY MUST BE ATTACHED TO THE BID FORM. THE SUCCESSFUL BIDDER WILL ALSO BE REQUIRED TO FURNISH PERFORMANCE AND LABOR AND PAYMENT BONDS AT TIME OF TENTATIVE CONTRACT AWARD.