



CITY OF ALTON, ILLINOIS

**REQUEST FOR PROPOSALS (RFP)
FOR
MARINA OPERATIONS & MANAGEMENT SERVICES**



Issue Date: May 31, 2022

Response Due Date: July 1, 2022



REQUEST FOR PROPOSALS (RFP)

Marina Operations & Management Services

Alton Marina

Date of Issue: Tuesday, May 31, 2022

Proposal Due Date: Friday, July 1, 2022 by 5:00 p.m. CST

PROJECT OVERVIEW

The City of Alton (City) is soliciting proposals from qualified marina management firms (“Contractor”) to provide marina management services at the Alton Marina (“the Marina”) located at #1 Henry St. Alton, IL 62002 (River Mile Marker 202). Contractor is anticipated to assume management of the Marina beginning on or about April 1, 2023.

Whereas the City of Alton has previously entered into certain agreements with the U.S. Army Corps of Engineers to lease lands and, upon said lands, to develop and operate a public marina for recreational watercraft as well as boat storage, fueling, launching facilities and other ancillary amenities, the entirety of these facilities (as outlined on Exhibit A) to be known as the Alton Marina (hereinafter collectively referred to as “Marina”).

The Alton Marina, a five (5) anchor facility, is a full-service marina which features 300 boat slips for permanent and transient slip holders. Amenities include: concierge services, refueling stations, pump outs, dry storage, public boat launch, wireless internet, swimming pool, delicatessen and ship store, laundry facilities, and private bathrooms/showers. Utility services are currently included as part of the slip rental agreement.

The Department of Planning & Development provides administrative oversight of marina operations and management. Additional coordination is maintained with the City Treasurer, Comptroller, Public Works, Police and Fire Departments relating to fiscal management, capital improvements, public safety and regulatory compliance.

The selected Contractor will be responsible for managing all operations of the Marina. The scope of services is outlined in Section III - Scope of Services. The Contractor must also be available for emergency response work as described in Section III.

The City will provide office space at the marina for the use of the Contractor for marina operations and management. During the boating season, which will generally run from April 1 through November 1, the Marina office shall be open seven (7) days per week, unless different hours are established in the approved annual budget. At all other times the office shall be open on a regular business schedule as approved by City in the annual budget. Service and storage hours will flex with the seasonal demands of the business.

I. QUALIFICATIONS

The Contractor for this project will be selected on the basis of professional qualifications, experience and demonstrated competence. The selection criteria are described further in Section V.

Previous primary marina management will be considered as key criteria for the selection. Consideration will be given only to those contractors who can clearly demonstrate successful past experience in similar roles.

Ability to communicate effectively, meet schedules, coordinate activities with multiple parties, and work within budget limitations are critical qualities of the successful Contractor.

II. ELIGIBILITY

This request is being sent to individuals and firms that are believed to possess relevant experience.

III. SCOPE OF SERVICES

The City envisions a long-term contract for Marina Operations and Management Services with the selected Contractor, with a term not less than 5 years. The City of Alton reserves the right to terminate said contract for failure to adhere to contract terms and/or maintain the facility in a satisfactory manner.

Task 1 – Marina Operations

A. Leasing

- a. Establish and maintain a current and complete database of all tenants and accounts.
- b. Ensure all leases and agreements have been properly executed.
- c. Collect monthly rent and service fees from Marina tenants and deposit the money to the designated account(s).
- d. Track and follow up on late payments.

- e. Coordinate with the city staff and corporate counsel to prepare appropriate paperwork to initiate and complete unlawful detainer actions and/or liens on vessels, as needed.
 - f. Track, collect, and distribute facility access cards from tenants.
- B. Tenant (Slip holder) Services
- a. Pump Out Services
 - i. Provide sanitary pump-out services to tenants as requested.
 - b. Concierge
 - i. Respond to and address any service requests received from tenants.
 - c. Safety
 - i. Maintain the safety and security of the marina for tenants and guest
Enforce marina operating rules, regulations, and standards.
- C. On-Site Manager: The Contractor shall provide an on-site manager as part of the Marina operations. The Marina Manager will:
- a. Provide daily on-site supervision during daylight hours (no less than 6 hours per day).
 - b. Receive and respond to all complaints, disputes, problems, and all other matters requiring Marina Manager attention.
 - c. Attempt in good faith to resolve and settle such complaints, disputes, or problems.
 - d. Develop and maintain a good relationship with tenants.
 - e. Provide any information City is required or elects to furnish to tenants.
 - f. Manage and coordinate the ordinary and usual business and affairs pertaining to the operation, maintenance, and management of the property seven (7) days a week, 24 hours a day.
 - g. Take all responsibilities and obligations, and perform and take all services and actions customarily performed or taken by property managers of properties which are similar in nature, location, and character to the Marina property.
 - h. Maintain detailed documentation of expenses via invoices and receipts.
 - i. Maintain all historical records (paid invoices, leases, inspection reports, etc).
 - j. Understand and abide by the latest local, state and federal legislation that applies to renting and maintaining Marina facilities, including but not limited to environmental regulations pertaining to Marina operations and U.S. waterways (Army Corps of Engineers, U.S. Coast Guard, U.S. Fish & Wildlife Service, et al).

Task 2 – Marina Maintenance

- A. Custodial Services
- a. Clean, stock, and inspect Marina facilities on a daily basis so that they are in good working order. Facilities include the restrooms, laundry rooms, dock and common areas.

- b. Maintain outdoor areas by removing trash and debris.

B. Docks

- a. Perform minor repairs and general upkeep of docks, slips, and fingers.
- b. Perform regular bi-weekly inspections of health and safety conditions of premises.

C. Emergency Services

- a. Set in place emergency protocols to provide emergency services at the Marina when requested by tenants and/or the City. Emergency services may include:
 - i. Emergency pumping for boats taking on water
 - ii. Oil spill containment assistance
 - iii. Storm damage assistance

D. Repairs

- a. Perform minor repairs to docks, facilities, and general areas to maintain safe upkeep of the Marina.
- b. Establish a preventative maintenance policy to identify and deal with repair needs at the Marina.
- c. Maintain and monitor a 24-hour emergency phone access.

Task 3 – Other Administrative Duties

A. City Liaison

- a. Monthly Marina Report
 - i. Provide a monthly report to the City by the 20th day of each month for the preceding month regarding all operations of the Marina, including but not limited to the following:
 - Record of inspections and maintenance performed
 - Condition of premises (facilities, parking, safety, etc.)
 - Schedule showing when pump-outs and dock inspections were performed
 - Safety and security issues
 - Tenant/guest complaints or problems and resolutions
 - ii. Attached to the report should be a detailed description of work tasks, including:
 - Hourly labor rate and total hours worked per task (or per employee)
 - Itemized breakdown of materials used
- b. Annual Maintenance Budget
 - i. Prepare an annual maintenance budget for review and approval by the City, no later than April. 1, 2023, and annually thereafter by January 15th.

c. Notifications and Communication

- i. Contractor shall communicate any issues or events that occur at the Alton Marina to the City in a timely manner.
 - ii. Advise the City of any violations of Marina operating rules, regulations, and standards.
 - iii. Notify the City of any necessary major repairs to infrastructure or facilities on the property.
 - iv. Provide recommendations to the City on maintenance issues, subcontractor scope of services, selection of sub-contractors, and other duties necessary to maintain a public marina.
- d. Vessels
 - i. Upon request by the City, assist with the sale, donation, or disposal of lien and/or abandoned vessels.
- e. Other
 - i. Assist City with other project related duties as assigned.

IV. SUBMITTAL REQUIREMENTS

All proposals must be received no later than 5:00 P.M. CST on July 1, 2022.

Late submittals will not be considered.

Firms or individuals wishing to respond to this request must supply the information requested in this RFP by the date and time required. All submittals shall be in an 8 ½" x 11" format.

Proposals shall be typed and shall not exceed fifteen (15) pages of written material including the cover letter. Typeface must be Arial - 11 point. Submittals failing to comply with the page limitation will not be considered.

The fifteen-page limitation includes any written, photographic or graphic material contained in the body of the statement and any appendices. The limitation *does not include*:

- the cover (although narrative on the reverse side of the front cover or front of the back cover will be counted);
- a title page;
- a table of contents and/or index, and
- blank tab pages.

Three copies of all proposals shall be submitted. All three copies shall be packaged in one envelope or container marked:

**RFP FOR MARINA OPERATIONS & MANAGEMENT SERVICES
ALTON MARINA**

Responses must be organized as follows:

Executive Summary

Provide a concise summary of the significant information contained in your proposal. Executive summary paragraphs must correspond to the numbered sections below.

1. Identification of the Firm Provide the legal name of the firm, the firm's address, telephone number and email address. State the year the firm was established. Include a brief description of the organization, its constituent parts and size variation in the past five (5) years. Name the person (with title and project responsibility) to whom correspondence and other communications should be directed.

2. Marina Manager Resume

Identify the individual proposed as the Marina Manager. Use a format that would be easily comprehensible.

Provide a complete listing of all related work undertaken or completed in the past five (5) years. The format for these listings must include:

- a. Marina name, location and description (describe relevance to this project).
- b. Role of the marina manager in the operation.

3. Management Approach

Provide a thorough explanation of the approach planned for this marina including:

- a. How to manage the tenants, including any internal organizational support.
- b. How to coordinate with City departments for timely updates and responses to events beyond Contractor's control as well as events requiring the City's collaboration.

4. Client References

List a minimum of three relevant client references for the marina manager.

5. Insurance

Contractor shall obtain and maintain insurance against claims for injuries to persons or damage to property which may arise out of or in connection with services performed by Contractor or Contractor's agents, representatives, employees or subcontractors.

Contractor shall procure and maintain for the duration of the contract insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder and the results of that work by the Contractor, his agents, representatives, employees or subcontractors with limits indicated below, unless the City approves a lower amount in writing.

A. Comprehensive Public Liability Insurance covering bodily injury with limits of \$1,000,000 per occurrence for bodily injury (including death) and property damage insurance with limits of \$500,000 per occurrence.

B. Comprehensive Automobiles Liability Insurance, including operation of owned, non-owned and hired automobiles, covering bodily injury with limits of \$500,000 per person and \$1,000,000 per occurrence and with property damage limits of \$500,000 per occurrence.

C. Workers' Compensation Insurance including Employer's Liability insurance. The workers' compensation insurance shall contain an endorsement stating the insurer waives any right of subrogation against the City, its elected and appointed officials, employees and volunteers. For employees performing work on the docks and/or water, the workers' compensation policy shall be endorsed to include coverage as required under the U.S. Longshore and Harbor Worker's Compensation Act and the employer's liability policy shall be endorsed to include coverage under the Jones Act.

D. Umbrella Liability coverage in a minimum of \$4,000,000.

Other Insurance Provisions

In the event of any insured damage or loss, Contractor will fully cooperate with all insurers and City's claims adjustor.

Additional Insured Status

Contractor shall promptly file a certificate of such insurance with City, showing all such coverage and naming City as an additional insured under such coverage.

Notice of Cancellation

Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.

6. Fee Proposal

The Contractor shall submit a fee proposal that includes:

- a. Total costs for marina manager and anticipated staff.

The City reserves the right to reject any and all proposals received as a result of this request.

Please submit your three copies of proposals by 5:00 P.M. CST on July 1, 2022 to:

**Dept of Planning & Development
Attn: Greg Caffey, Director
101 E. Third St.
Alton, IL 62002**

V. SELECTION CRITERIA

The successful Contractor will be selected on the basis of professional qualifications and demonstrated competence. Particular attention will be paid to:

1. Experience, qualifications and previous performance record.
2. Proven ability to identify and resolve tenant issues and situations.
3. Proven ability to communicate effectively with the tenants, City and the public.
4. Record of solid management practices.
5. Some consideration may be given to alternate experience managing/operating hospitality or tourism attraction facilities.

VI. SELECTION PROCEDURE

All responses to this RFP that meet the submittal requirements will be evaluated by City staff.

Subsequent to selection by City staff, a final fee and scope of work ratified by an operations management contract will be negotiated with the Contractor and presented to the City Council for approval.

VII. SCHEDULE

Release RFP: **May 31, 2022**

Proposal Due: **July 1, 2022 by 5:00 PM CST**

Anticipated Contract Approval by City Council: **September 2022**

VIII. City Contact

The sole point of contact for this RFP is:

Greg Caffey, Director of Planning & Development
101 E. Third St.
Alton, IL 62002
(618) 463-3801
gcaffey@cityofaltonil.com

This Request for Proposals (RFP) is being issued by the City of Alton Department of Planning & Development. Direct all questions or request for clarification of this RFP by email to the contact listed above. Respondents are specifically directed not to contact any other City of Alton personnel for meetings, conferences, or technical discussions related to this request unless otherwise stated in this RFP. Failure to adhere to this policy may be grounds for rejection of your proposal.

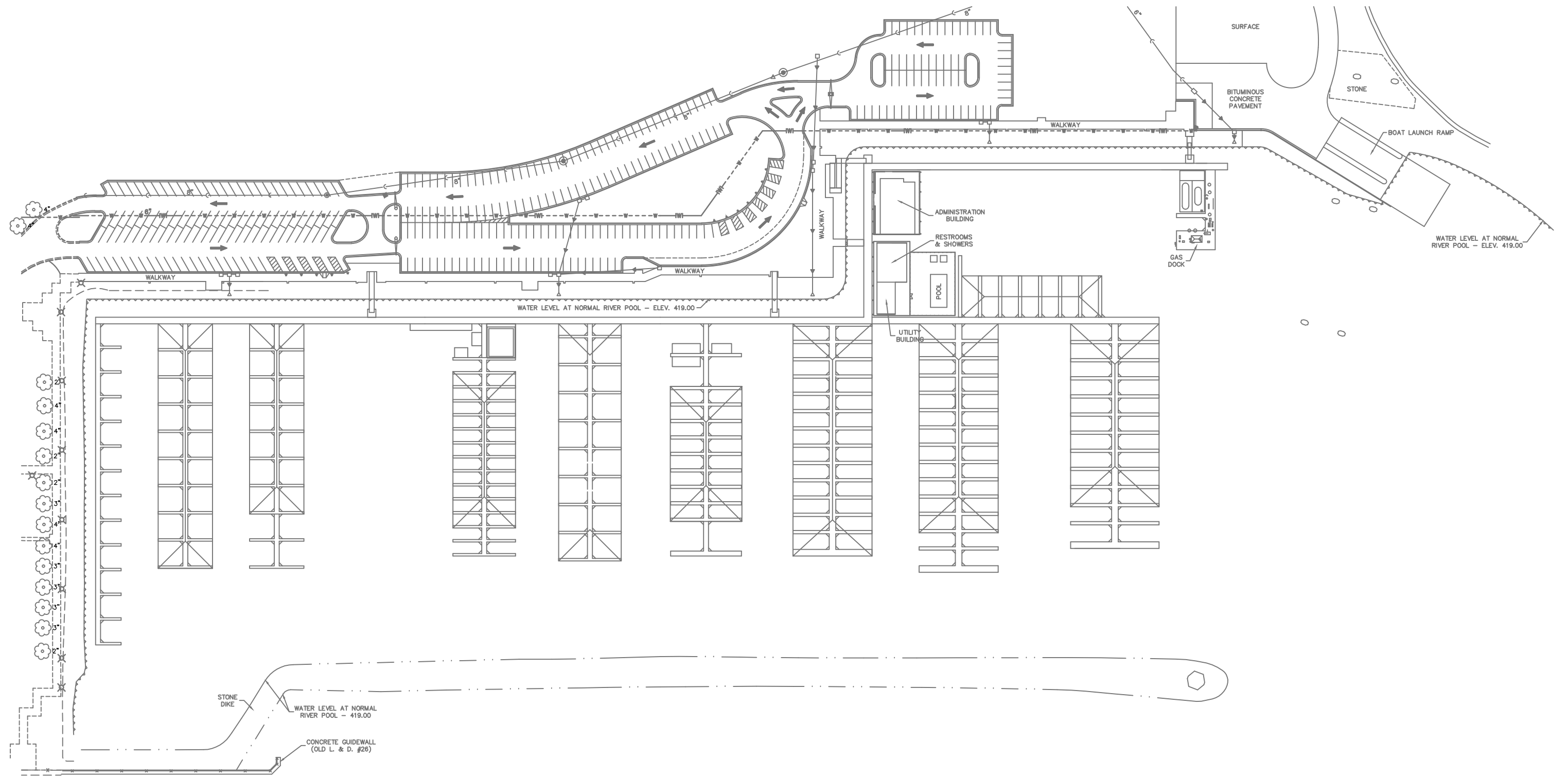
Furthermore, respondents are cautioned that any statement made by City of Alton staff persons that materially change any portion of this RFP shall not be relied upon unless they are subsequently ratified by a formal written amendment to this RFP. Any revisions to this RFP will be issued and distributed as an addendum. All addenda, additional communications, responses to questions, etc. pertaining to the RFP will be accessible on the City of Alton website. All respondents are advised to consult the website, www.cityofaltonil.com, for any updates before submitting proposals.

EXHIBITS

Facility Exhibit

Slip Assignment Standard Operating Procedure

EXHIBIT A - ALTON MARINA



The Alton Marina Standard Operating Procedures Slip Assignments

Annual Leaseholders

Slipholder preference shall be granted where possible for location. Management's consideration shall include electrical connections, proper size, and convenience of approach for vessel type. If all slips of appropriate size are already leased on an annual basis, a waiting list shall be maintained in the Dock Assignment Log. As slips become available, they will be filled in the order proscribed in the Dock assignment log with the following priority: Current Lessees on the same pier, Current Lessees on other piers, Non-Lessees on the waiting list, Lessees not on the waiting list, Non-Lessees not on the waiting list. Annual Leaseholders shall have precedence over those on a Six-Month Lease.

Six-Month Leaseholders

Slipholder preference shall be granted where possible for location. Management's consideration shall include electrical connections, proper size, and convenience of approach for vessel type. If all slips of appropriate size are already leased on an annual basis, a waiting list shall be maintained in the Dock Assignment Log. As slips become available, they will be filled in the order proscribed in the Dock assignment log with the following priority: Current Lessees on the same pier, Current Lessees on other piers, Non-Lessees on the waiting list, Lessees not on the waiting list, Non-Lessees not on the waiting list. Six-Month Lessees will be afforded the opportunity to become an Annual Lessee in order to prevent being "bumped" by a prospective Annual Lessee. The Alton Marina will notify the Six-Month Lessee that they have the option to upgrade to an annual lease, or if available, move to a different slip. From the date of notification, Six-Month Lessees will be afforded ten business days to respond. If the Six-Month Lessee has not responded within ten business days, the Marina will assign the slip as appropriate to the Annual Leaseholder. Prior occupancy shall be the guide for assigning returning Six-Month Lessees when they return for additional seasons. If the Six-Month Lessee has not returned a completed contract by April 1 of the beginning season, the Marina may assign the slip as needed. Six-Month Lessees shall have precedence over long-term transients, but will in all cases defer to an Annual Leaseholder.

Long-Term Transients (30 Days or longer)

Transients registered for 30 days or longer will be assigned a slip at the discretion of the Marina. Management's consideration shall include electrical connections, proper size, and convenience of approach for vessel type. Customer preference will be granted when possible, if it fits with the operational requirements of the Marina. Long Term transients shall have precedence over Regular transients, where all slip conditions are the same, but will in all cases defer to any Leaseholder.

Regular Transients

Transients registered for 30 days or less will be assigned a slip at the discretion of the Marina. Management's consideration shall include electrical connections, proper size, and convenience of approach for vessel type. Customer preference will be granted when possible, if it fits with the operational requirements of the Marina. Regular Transients shall in all cases defer to any Leaseholder.

A: "H" Dock requirements (BIGP)

"H" Dock was constructed utilizing funds received from the Boating Infrastructure Grant Program (BIGP), and is limited to transient traffic with an overall length of 24' or greater. Normally, transient stays in slips on this dock will be limited to 30 days. These slips are not permitted to be assigned to a Leaseholder. Boaters who have special access needs will normally be assigned to slips H-1 and H-2 which are designated as "Handicapped Access", both for their proximity to access ramps and Marina amenities, as well as the wider dock surface on "L" dock. If there are more than two vessels requiring handicapped access, slips will be assigned as close to the North end of "H" dock as possible, and a vessel too large for an "H" dock slip will be assigned to the end tie of "H" dock to allow closest proximity to Marina Amenities and ramp access.

PWC Leaseholders

Slipholder preference shall be granted where possible for location. Management's consideration shall include proper size, and convenience of approach for vessel type. If all slips of appropriate size are already leased on an annual basis, a waiting list shall be maintained in the Dock Assignment Log. As slips become available, they will be filled in the order proscribed in the Dock assignment log with the following priority: Current Lessees on the same pier, Current Lessees on other piers, Non-Lessees on the waiting list, Lessees not on the waiting list, Non-Lessees not on the waiting list.

Unusual Circumstances

From time to time, the Marina may allow unusual slip assignments on a temporary basis, as needed for operations or for vessel maintenance. This would include assigning a slip that is larger or smaller than the vessel requires to allow for access, maintenance or inspection purposes. At times, customer preference or needs will dictate the necessity of an unusual assignment. Safety will always be the first consideration of any such assignment. The duration of the unusual assignment will not be longer than is necessary for the task to be completed, or until conditions permit safe movement.

Emergency Circumstances

During an emergency, the Marina reserves the right to assign boats in the manner that management sees fit to arrange. These events specifically include but are not limited to: Fire, Tornado, Damage to any docking structure, severe ice/snow load or Flooding. These assignments will be conducted in accordance with the "Emergency Vessel Relocation Plan" kept on file in the Marina Office. Safety will be the first consideration of any such assignment, followed closely by protection of Marina and Customer property.