



**NEVADA COMMISSION FOR THE RECONSTRUCTION OF THE V&T RAILWAY
("V&T Railway Commission")
Agenda Report**

Date Submitted: 04/20/23

Meeting Date Requested: 04/26/23

Time Requested: 10 Minutes

To: NEVADA COMMISSION for the RECONSTRUCTION of the V&T RAILWAY Commissioners

From: David Peterson

Subject Title: Discussion and possible action regarding a proposed Request for Proposals ("RFP") for the provision of Admin/Operations Coordinator services and direction to staff for publication of the RFP.

Staff Summary: *Staff has prepared the proposed RFP for review and approval by the V&T Commission in order to seek proposals for management services to include coordination of board relations, operations, assets and marketing.*

Type of Action Requested:

Resolution

Ordinance

Formal Action/Motion

Other (Specify) Presentation Only

Recommended Board Action: *I move to approve Request for Proposals ("RFP") for the provision of Admin/Operations Coordinator services.*

Applicable Statute, Code, Policy, Rule or Regulation: n/a

Fiscal Impact:

Explanation of Impact:

Funding Source:

Supporting Material/Attachments: 20230426_VT_Item 11_General Operations RFP

Prepared By: Allyson Bolton, Atypical Consulting and Events



Nevada Commission for the Reconstruction of the V&T Railway (V&T Railway Commission)

Request for Proposal (RFP)

THIS IS NOT AN ORDER

ADVERTISED RFP V&T RAILWAY COMMISSION 2023-003

Admin/~~Operations~~ Coordinator **Manager**

ISSUE DATE: May 2023

RFP SUBMISSION DUE: June 2023

REPLY TO:

Nevada Commission for the Reconstruction of the V&T Railway

c/o David Peterson, Chair

716 N. Carson Street, Suite 100

Carson City, NV 89701

775-283-7681

dpeterson@visitcarsoncity.com

1. **OVERVIEW**

The Nevada Commission for the Reconstruction of the V&T Railway (V&T RAILWAY COMMISSION) invites qualified persons to submit proposals for an Operations Manager. The initial contract will be effective upon approval, anticipated to be April 29, 2021, through June 30, 2022. The contract may be renewed for up to three (3) additional years.

Proposals shall be submitted in accordance with the Documents and Requirements as set forth in this formal "Request for Proposal" (RFP). The Contract that will result from this RFP will include the scope of work outlined in Section 4.1.

2. **BACKGROUND INFORMATION**

The current contracted Admin Coordinator informed the V&T RAILWAY COMMISSION in April 2023 they were resigning from V&T RAILWAY COMMISSION with a contract termination of May 31, 2023. As a result of the termination of this contract, the V&T RAILWAY COMMISSION decided to modify the scope of work and issue an RFP for Operations Manager.

3. **PROCEDURE**

- 3.1. A Selection Committee will evaluate the proposals submitted. There is no guarantee that the V&T RAILWAY COMMISSION will select any of the proposals and any proposals shall be submitted at a proposer's sole risk and cost.
- 3.2. The Selection Committee may create a short list of qualified proposals and call for presentations or interviews of those on the short list to present further details and/or respond to questions. The presentations or interviews are anticipated to be held on June/July 2023. It is the expectation that the vendor will bring the proposed staff to the presentation/interview.
- 3.3. The V&T RAILWAY COMMISSION reserves the right to retain all proposals submitted and use any idea in a proposal regardless of whether said proposal is selected.
- 3.4. During the evaluation, the Selection Committee reserves the right, where it may serve the V&T RAILWAY COMMISSION's best interest, to request additional information or clarification from the person, or to allow corrections of errors or omissions.
- 3.5. Submission of a proposal indicates acceptance by the person of the conditions contained in this RFP, unless clearly and specifically noted in the proposal submitted and confirmed in the resultant Contract(s) between V&T RAILWAY COMMISSION and the successful bidder.
- 3.6. The use of the term "person" herein refers to an individual, or a company or independent contractor/consultant firm with certified personnel doing business in the United States and duly registered in the State of Nevada, any of which will need to hold or obtain a business license from Carson City if they are selected as the successful vendor.
- 3.7. There is no expressed or implied intent or obligation for the V&T RAILWAY COMMISSION to reimburse responding persons for any expenses incurred in preparing proposals or any travel expenses during presentations/interviews in response to this RFP.

- 3.8. The V&T RAILWAY COMMISSION shall reserve the right to terminate any contract or agreement resultant from this solicitation and subsequent action for cause, including but not limited to inadequacy of performance.
- 3.9. The V&T RAILWAY COMMISSION reserves the right to reject any or all proposals and to award a contract to the proposer the V&T RAILWAY COMMISSION deems most qualified and whose award will accrue to the best interests of the V&T RAILWAY COMMISSION.
- 3.10 Until the receipt and opening of proposals, the proposers' principal contact with the V&T RAILWAY COMMISSION will be as listed below.

Nevada Commission for the Reconstruction of the V&T Railway
c/o David Peterson, Chair
716 N. Carson Street
Carson City, NV 89701
e-mail: dpeterson@visitcarsoncity.com
775-283-7681

- 3.11 All contacts regarding the proposal should be with the above-named individual only. Proposers contacting other V&T RAILWAY COMMISSION staff or V&T RAILWAY COMMISSION officials may be disqualified for doing so.

4. **SCOPE OF WORK**

4.1 The scope of work for the Operations Manager will cover the following:

4.1.1 **OPERATIONS: ASSET MANAGEMENT:** Manage operational aspects of the Carson City Eastgate Depot, including scheduling seasonal utility services and purchasing depot supplies.

OPERATIONS: Manage all operational systems for train activities such as ticketing, merchant services, etc. Manage all vendors and volunteers and provide staffing for train departure and arrival including General Season and special events such as THE POLAR EXPRESS Train Ride. Establish train schedule and operations in coordination with V&T RAILWAY COMMISSION and Train Operator. Vendor must provide all hardware to execute such actions such as computers, tablets, etc.

4.1.2 **CUSTOMER SERVICE:** Answer incoming calls and emails from customers, handle all customer questions and concerns.

4.1.3 **RIDES & SPECIAL EVENTS OVERSIGHT AND COORDINATION:** Manage all event coordination. Coordinate with contractor(s) on activities and special events. Invoice and collect compensation from contractors.

4.1.4 **STAKEHOLDER RELATIONS:** Develop a comfortable and respectful working environment with all contractors and their personnel.

4.1.5 **FINANCIALS:** Manage and oversee all financial tracking and projections in coordination with Storey County Comptroller. Approve and process all Accounts Payable through a bi-weekly process which may include standard bills as well loan management and vendor billing under \$5,000, perform bank deposits, prepare bank statement reconciliations in a format prescribed by the V&T RAILWAY COMMISSION, and prepare invoices over \$5,000 for submission to the V&T RAILWAY COMMISSION for review and

approval. **Manage all vendor contract logs.** Meet monthly with V&T Treasurer and assist with the development of fiscal year budgets. Assist with preparation for any audit of the V&T RAILWAY COMMISSION and coordinate with auditors to obtain any required documentation. **Work with Storey County Comptroller on all government required reporting.**

4.1.6 **PROCEDURES:** Maintain and update policies and procedures and ensure internal controls. Communicate regularly with V&T Chairman. Work with V&T Chairman and Attorney on any legal matters related to the V&T RAILWAY COMMISSION.

4.1.7 **MONTHLY COMMISSION MEETINGS:** Plan, coordinate, and facilitate meetings in accordance with open meeting law requirements. **Prepare meeting agenda and all required reports and supporting documents.** Prepare and submit a monthly report on all matters relevant to the V&T RAILWAY COMMISSION, including any grants applied for or awarded to the V&T RAILWAY COMMISSION, as well as an contracts, leases or agreements and all operational matters. **Take meeting minutes and prepare for approval by V&T RAILWAY COMMISSION.**

4.1.8 **FACILITY OVERSIGHT:** Coordinate facilities and parking lot maintenance and repairs.

4.1.9 **TRACK MAINTENANCE:** Coordinate **with track maintenance vendor and team** on inspections, maintenance, and repairs.

4.1.10 **COMMUNITY RELATIONS:** Represents the V&T RAILWAY COMMISSION at various meetings and events.

4.1.11 **STAKEHOLDER MANAGEMENT AND PUBLIC RELATIONS:** Maintain a working and professional relationship with V&T RAILWAY COMMISSION and local officials. Maintain good relationships with tourism partners at the local, state and national levels.

4.1.12 **REQUIRED REPORTING:** Coordinate and submit state and federal reports as required.

4.1.13 **GRANTS:** Seek out and apply for any grants for which the V&T RAILWAY COMMISSION may be an eligible recipient, and which would be beneficial to the operations of the V&T RAILWAY COMMISSION. Maintain accurate records and comply with all guidelines and requirements of any grants awarded to the V&T RAILWAY COMMISSION. **Prepare and coordinate all grant fulfillment.**

MARKETING, PUBLIC RELATIONS & SOCIAL MEDIA MANAGEMENT: Manage and coordinate all aspects of V&T marketing which may include vendor coordination or personal execution of media buy management, public relations, social media management, email marketing, website updates and graphic design.

CONTRACTS & RFP OVERSIGHT: Prepare and coordinate all vendor contracts and RFPs in coordination with V&T RAILWAY COMMISSION and legal counsel.

5. DURATION OF SERVICE

The resulting contract(s) from this RFP shall be for an initial contract term effective upon approval by the V&T RAILWAY COMMISSION, anticipated to be July 2023, through January 2025. The contract(s) will include three (3) one-year options for renewal. Options will be exercised only if agreed upon by both parties and in the best interests of the V&T RAILWAY COMMISSION. Either party may terminate the contract(s) with 30 days-notice to the other party.

6. SUBMITTAL INSTRUCTIONS

6.1 A copy of this RFP may be requested from the V&T RAILWAY COMMISSION Chair at the address below, electronically at dpeterson@visitcarsoncity.com or by telephone at 775-283-7681.

6.2 All proposals must be **received** by the V&T RAILWAY COMMISSION no later than 2:00 p.m., June 2023. Submit proposal in a **sealed envelope**, labeled **Submittal for RFP V&T RAILWAY COMMISSION 2021-001** to one of the following:

Mail/Delivery To:

Nevada Commission
for the Reconstruction of the V&T Railway
Attn.: David Peterson, Chair
716 N. Carson St., Suite 100
Carson City, NV 89701

In-Person To:

Nevada Commission
for the Reconstruction of the V&T Railway
Attn.: David Peterson, Chair
716 N. Carson St., Suite 100
Carson City, NV 89701

6.3 Submissions must include a master copy (so marked) of the Proposal and one electronic copy (Adobe Acrobat format) saved onto a PC readable medium (flash drive), to include a title page showing the RFP subject; the firm's name, address, telephone number and email address of a contact person. The Proposal must be received on or before the date and time set forth in Section 6.2 of this RFP. Proposals shall be clear, straightforward, and not exceed 30 single-sided pages or 15 double-sided pages in length not including company brochures. Company brochures may be provided.

Final Date for Submittal of Questions: Questions regarding this RFP will be accepted through 12:00 p.m. on Monday, June, 2023. Questions shall be submitted in a letter format in writing via e-mail or mail to:

Nevada Commission for the Reconstruction of the V&T Railway
c/o David Peterson, Chair
716 N. Carson St., Suite 100, Carson City, NV 89701
e-mail: dpeterson@visitcarsoncity.com
775-283-7681

6.4 **LATE PROPOSALS WILL NOT BE ACCEPTED.** Prospective proposers are responsible for ensuring their proposals arrive on or before the designated time and date to the address provided in Section 6.2.

6.5 All questions in the questionnaire must be completed. All requested documents must be provided.

7. EVALUATION AND AWARD PROCESS

- 7.1 The V&T RAILWAY COMMISSION shall use its best judgment in conducting a comparative assessment of the proposals.
- 7.2 The V&T RAILWAY COMMISSION shall select a finalist which possess the ability to service the V&T RAILWAY COMMISSION's needs based on the recommendation of the Selection Committee.
- 7.3 Notifications will be sent to all persons submitting proposals after the contract(s) have been awarded by the V&T RAILWAY COMMISSION.
- 7.4 The V&T RAILWAY COMMISSION reserves the right to terminate the contract(s) with at least 30 days prior written notice, or to terminate with cause at any time.
- 7.5 No oral explanation regarding the meaning of the specifications will be made, and no oral interpretation will be given before the award of the contract(s). If any person contemplating submitting a bid for the contract(s) is in doubt as to the true meaning of any part of the specifications or any other proposed contract documents, the person may submit to the V&T RAILWAY COMMISSION a written request for an interpretation thereof. The person submitting the request will be responsible for its prompt delivery. Any interpretation of the proposed documents will be made by addendum duly issued or delivered to each person receiving a set of such documents. The V&T RAILWAY COMMISSION will not be responsible for any other explanation or interpretations of the proposed documents.
- 7.6 The V&T RAILWAY COMMISSION reserves the right to reject all bids and to waive any informality in bids.

RECOMMENDATION FOR AWARD will be made based on the evaluation results of the Selection Committee.

FINAL SELECTION will be made by the V&T RAILWAY COMMISSION anticipated to be **June 2023**. Should it become necessary to reschedule the date set for award, notice will be provided to those finalists selected. In all instances, a decision rendered by the V&T RAILWAY COMMISSION shall be deemed final.

Anticipated Schedule:

Release RFP	March 26, 2020
Submittal of Questions	April 5, 2021 by 12:00 pm
Response to Questions	April 6, 2021 by 5:00 pm
RFP Submittal Deadline	April 16, 2021 by 2:00 pm
Firms Notified of Short List	April 22, 2021
Short List Presentations/Interviews	April 29, 2021
V&T RAILWAY COMMISSION Issues Contract	May14, 2021

8. RFP REQUIREMENTS

- 8.1 Respondents should submit any information which documents successful and reliable experience in past performance like those of the requirements of this proposal.
- 8.2 Respondents must have experience working with Boards and/or Commissions.

8.3 Respondents must have directly related experience with managing an attraction.

9. **REQUIRED INFORMATION**

The factors listed in this section will weigh heavily into the V&T RAILWAY COMMISSION's decision-making process on this RFP. These evaluation requirements are minimum requirements.

9.1 **A Statement of Project Understanding**

a. Demonstrate the knowledge, skills and abilities to perform the specifications of the RFP.

9.2 **Project Approach**

a. Proposal is organized and responsive to all requirements of the RFP, and proposer exhibits competence regarding the proposed scope. Proposer exhibits insightful approach to the scope of work.

9.3 **Key Personnel Information**

- a. Key staff or individual information (no more than one-page resume per member).
- b. Relevant experience and abilities.
- c. Demonstrated commitment and availability to the program.
- d. Accessibility to V&T RAILWAY COMMISSION members, contracted vendors and tourism industry partners.

9.4 **Project Experience**

a. An example of managing an attraction.

b. An example of working with a board or commission.

All examples should include a brief project overview, budget and location.

c. A minimum of 3 professional references and associated contact information.

10. **EVALUATION CRITERIA:**

Having determined that a proposal meets the basic requirements, the Selection Committee will then evaluate it with respect to each of the following elements (a total of 100 points possible):

10.1 **Qualifications** (Maximum 40 points). The Selection Committee will consider:

- length of time in business,
- past performances,
- apparent capabilities to perform well in the execution of its obligations under a contract as evidenced by an individual or a corporation's or firm's leadership and management personnel,
- size of organization,

- project manager,
 - support staff, and
 - any other pertinent information submitted by the proposer.
- 10.2 **Staffing** (Maximum 10 points). The Selection Committee will consider the staffing method of providing coverage proposed in the response, including for corporations the different levels of staff proposed. The Selection Committee will also consider the level of capabilities of the individual or personnel and their ability to communicate effectively and timely.
- 10.3 **Technical** (Maximum 30 points). The Selection Committee will review the proposal for its completeness and evaluate how the proposer will approach the task of initiating and fully implementing its program. The demonstration of assurance of performance as to quality and efficiency will be weighted when scoring.
- 10.4 **Cost Proposal** (Maximum 20 points). The cost proposal for full performance in meeting the requirements of the RFP will be of major consideration under this category. The Selection Committee may also refer to the line item information that has been provided.
- 10.5 **In-Person Presentation Evaluation Criteria** (a total of 100 points possible):
- a) Did the presenting person prove expertise in managing an attraction? (Maximum 25 points)
 - b) Did the presenting person demonstrate skill in strategic planning? (Maximum 15 points)
 - c) Did the presenting person adequately convey commitment to gaining an in-depth knowledge of the V&T RAILWAY COMMISSION operations? (Maximum 15 points)
 - d) How well did the presenting person address evaluators' questions? (Maximum 10 points)
 - e) Did the presenting person show enthusiasm for the V&T RAILWAY COMMISSION operations and a high level of commitment to collaborating with its government and tourism industry partners? (Maximum 20 points)
 - f) Did the presenting person demonstrate experience working within the tourism industry, or a destination marketing organization (DMO) with multiple stakeholders? (Maximum 15 points)

11. OBJECTION BY UNSUCCESSFUL PROPOSER:

- 11.1 Any unsuccessful proposer may file an objection to the V&T RAILWAY COMMISSION regarding the selection made by the Selection Committee by following the procedure outlined in paragraph below. Information on the results of the Selection Committee's aggregate evaluation may be obtained upon request and will be emailed to each respondent.
- 11.2 Any objection shall be written and submitted to the V&T RAILWAY COMMISSION Board of Directors c/o Nevada Commission for the Reconstruction of the V&T Railway at the address identified in Section 6.3 within five (5) calendar days after a recommendation to award a contract has been posted to the V&T RAILWAY COMMISSION Website. The V&T RAILWAY COMMISSION Selection Committee will stay any award actions until after the V&T RAILWAY COMMISSION Selection Committee has responded in writing to the protest. If the appellant is not satisfied with the response, appellant may then protest to the V&T RAILWAY COMMISSION Board of Directors, who will render a final decision. No protests will be heard by the V&T RAILWAY COMMISSION unless the proposer has followed the appeal process.

The V&T RAILWAY COMMISSION is not liable for any costs, expenses, attorney's fees, and loss of income or other damages sustained by the appellant in the process.

12. LIST OF REQUIRED DOCUMENTS

- 12.1 Nevada Business License
- 12.2 Proof of Insurance Coverage
- 12.3 Organizational chart, if the proposer is a company or firm
- 12.4 Resume Form: Complete a resume form, including, for corporations or firms, one form for each person employed by or contracted with your company or firm which will assist with the completion of the scope of work for this RFP.
- 12.5 Questionnaire Response: Provide a detailed narrative for each of the questions within the questionnaire. Responses must be formatted in a size 12 font. The responses to each question should be clearly labeled in accordance with the question which the narrative addresses. (See ATTACHMENT 12.5.1 QUESTIONNAIRE)

13. COST PROPOSAL

13.1 The cost proposal shall not be marked “confidential”. Only information that is deemed proprietary per NRS 333.020(5)(a) may be marked as “confidential”.

13.2 Proposers shall provide one (1) PDF Cost Proposal file that includes the following:

a.) Section I – Title Page with the following information:

RFP 2023-003 Operations Manager
Proposers Name, Address, Contact Information

b.) Section II – Cost Proposal

The proposer’s cost proposal response shall be included in this section.

14. WITHDRAWAL OF PROPOSALS:

Proposals may be withdrawn at any time upon written notice to the V&T RAILWAY COMMISSION.

15. CONFIDENTIAL INFORMATION:

Any information deemed confidential or proprietary should be clearly identified by the proposer as such. It may then be protected and treated with confidentiality only to the extent permitted by state law. Otherwise the information shall be considered a public record. Information of data submitted with this proposal will not be returned.

16. CONTRACT TERMINATION:

The V&T RAILWAY COMMISSION reserves the right to terminate the contract if the Consultant does not perform as required by the terms of the contract. Reasons for termination may include, but are not limited, to the following:

16.1 Failure to provide sufficient personnel as identified in the response to the RFP.

16.2 Failure to provide the key personnel as identified in the response to the RFP.

16.3 Substitution of key personnel without prior approval of the V&T RAILWAY COMMISSION.

17. INSURANCE REQUIREMENTS/HOLD HARMLESS CLAUSE:

Proposer’s attention is directed to the insurance requirements as delineated in Exhibit A. It is highly recommended that proposers confer with their insurance carriers or brokers to determine in advance of proposal submission the availability of insurance certificates and endorsements as prescribed and provided herein. If a proposer fails to comply strictly with the insurance requirements, the proposal may be disqualified.

18. FUNDING OUT CLAUSE:

Proposers shall be aware that any contract(s) resulting from this RFP shall be subject to cancellation without penalty in the event that V&T RAILWAY COMMISSION's funding authority fails to obligate funds requisite for its continued operations.

19. STATUS OF SUCCESSFUL PROPOSERS:

The successful proposer will be an "Independent Contractor" and shall not be entitled to any of the rights, privileges, benefits, and emoluments of either an officer or employee of the V&T RAILWAY COMMISSION.

20. COMPLIANCE WITH IMMIGRATION AND NATURALIZATION LAWS:

Successful proposer shall always be in compliance with immigration and naturalization laws regarding the eligibility of their employees or subcontractors to work in the United States.

21. OPEN MEETING LAW:

Proposers shall be aware that NRS Chapter 241 provides that public business shall be conducted in an open meeting. Any resultant award may be defended against any challenge by the Carson City District Attorney's Office.

22. ATTACHMENTS:

RFP 2023-003 ATTACHMENT 12.5.1 QUESTIONNAIRE

Exhibit A: Sample Contract

END OF DOCUMENT

RFP 2023-003 ATTACHMENT 12.5.1

QUESTIONNAIRE

Provide a detailed narrative for each question on the questionnaire below.

Note: Information contained in the bid process is public information after the V&T RAILWAY COMMISSION review process is completed.

1. General Information

- a. Name, or name of company or firm
- b. Address
- c. Phone Numbers
- d. Owner, if a company or firm
- e. Contact Person
- f. If a company or firm, is the company or firm a subsidiary of a larger agency or associated with another agency? If yes, state the parent company and provide additional information about the parent company.
- g. Nevada Business ID (provide a copy of your Nevada Business License)

2. Insurance Information

- a. Insurance Carrier
- b. Coverage Summary
- c. Coverage Limits (provide proof of insurance)

3. Organizational Information (if a company or firm)

- a. Organizational Structure (i.e. Sole Proprietor, LLC, etc.)
- b. Organizational Chart (provide this within the required documents section)
- c. Provide a list of all employees/Contractors employed by your company or firm which are proposed to be assigned to service this Contract. Complete the attached resume form for each staff listed here and place in the required documents section.

4. Technical Knowledge

- a. What knowledge does the proposer possess regarding the V&T RAILWAY COMMISSION operations?
- b. What knowledge does the proposer possess regarding managing an attraction?

5. Technical Abilities

- a. What abilities does the proposer possess to be able to manage, organize, and coordinate an attraction?
- b. What abilities does the proposer possess to be able to perform responsible administrative work in a high-profile position dealing with topics under intense public and media scrutiny and respond appropriately as situations change?
- e. What abilities does the proposer possess to be able to develop, create, plan, schedule, and organize an attraction and events?
- f. What abilities does the proposer possess to be able to manage an attraction?

6. Preferred Qualifications

- a. Demonstrated passion for growing ridership, ticket sales and/or attendance of an attraction.