

**CITY OF UNION GAP, WASHINGTON
REQUEST FOR QUALIFICATIONS
VENUE MANAGEMENT SERVICES**

The City of Union Gap invites interested individuals or firms to submit qualifications for contracted Venue Management Services. **Submissions are due at City Hall by 5:00 p.m. on Monday, June 15, 2015.**

The City seeks services encompassing the overall management and promotion of the “Barn” and “Activities Building” venues in the Ahtanum Youth Activities Park in Union Gap, Washington.

Delivery: submissions may be mailed, hand delivered, or emailed to Karen Clifton, Director of Finance and Administration, 107 W. Ahtanum Road, P.O. Box 3008, Union Gap, WA 98903, kclifton@cityofuniongap.com. Questions regarding this request for qualifications are to be directed to Rodney Otterness, City Manager, 509/248-0432.

MINIMUM QUALIFICATIONS

Interested individuals or firms must have demonstrated experience in the management of one or more venues for weddings, receptions, reunions, and similar events, including the marketing of the venue(s), scheduling, customer service, and budget forecasts.

The City of Union Gap reserves the right to reject any or all proposals, waive technicalities or irregularities, and to accept any submission if such action is believed to be in the best interest of the City.

GENERAL INFORMATION

The purpose of this Request for Qualifications (RFQ) is to solicit and select a qualified individual or firm to provide contracted venue management services for two prestigious and unique venues in the City-owned Ahtanum Youth Activities Park. The City of Union Gap is a Council/Manager form of government and a code city as described under Title 35A of the Revised Code of Washington. The City seeks a venue manager with hospitality and marketing experiences to manage and promote these two venues to maximize revenues while promoting the venues as destinations to support tourism and related economic development goals.

SCOPE OF SERVICES

The City will need comprehensive venue management services including but not limited to:

- development of multi-year strategic marketing and promotion plan
- active promotion services with appropriate advertising locally, regionally, and state-wide in coordination with the City’s other marketing efforts
- ability to work with diverse stakeholders in the hospitality/tourism business including the City’s Lodging Tax Advisory Committee, City Council, and City Staff
- a high-level of prompt, customer-oriented service to promote word-of-mouth and repeat customer business to maximize venue revenues

-enthusiasm and commitment to the promotion of these venues and the City of Union Gap.

SELECTION PROCESS

The City Manager will review all proposals and may invite the most qualified individuals/firms to an interview. The City Manager will provide a list of finalists to the City Council who will interview all finalists. **The expected date of this interview is June 22, 2015.** In reviewing and evaluating the submitted statements of qualifications and interviews, the following criteria will be used:

-advanced knowledge and/or experience with hospitality/promotion activities especially those of similar-size venues

-successful management of hospitality or recreational property

-availability to communicate with diverse customers and to provide a positive customer experience from first contact to final settlement of venue expenses and return of customer deposit

-ability to respond to customer inquiries and resolve customer complaints swiftly and as amiably as possible

-ability to work with City Staff on long-term capital maintenance and improvement of both venues

-proposed compensation package, inclusive of all service costs. The City is open to a variety of approaches but seeks as venue manager a partner willing to assume marketing/promotion costs out of venue revenues shared with the City which seeks to maximize revenues to off-set operating costs for the venue and to set aside funds for venue improvements. The City reserves the right to negotiate terms as needed to improve elements of the proposal to best meet the needs of the City, including costs.

- references including contact person and telephone numbers of customers or organizations for which the individual/firm has provided services.

QUESTIONS

Questions regarding this Request for Qualifications are welcomed and should be directed to Rodney Otterness, City Manager, Union Gap, Washington 509/248-0432
rotterness@cityofuniongap.com.

TERMS AND CONDITIONS

Not all proposers may be interviewed. The proposer shall be responsible for the accuracy of the information supplied. The City of Union Gap reserves the right to reject any and all proposals, to issue one or more agreement(s) for the intended scope of services, to waive minor irregularities, to issue additional RFQs or RFPs, and to either substantially modify or abandon the selection process prior to any award of a contract. The City reserves the right to negotiate all elements which comprise the apparent successful proposal to ensure that the best possible consideration is afforded to all concerned. Nothing contained herein shall require the City of

Union Gap to award a contract and the City of Union Gap reserves the right to determine its own selection criteria in the award of the final agreement. The contract resulting from acceptance of a proposal by the City shall be in a form supplied or approved by the City and shall at a minimum reflect the specifications in the RFQ. The City reserves the right to reject any proposed agreement or contract that does not conform to the specifications contained in this RFQ and which is not approved by the City. The City shall not be responsible for any costs incurred by the individual/firm in preparing, submitting, or presenting its response to this RFQ.

SCHEDULE

The City provides the following schedule for information only. This schedule may be adjusted as needed. Proposers are encouraged to reserve flexibility for interviews as the City will not be able to allow much advance notice when scheduling initial and/or final interviews.

Deadline for submittal of proposals – June 15, 2015 at 5:00 p.m. All submissions must be received by the City on this date.

Interviews with City Manager: June 16-17, 2015

Finalist interviews with City Council: June 22, 2015

Tentative starting date: July 1, 2015

SUBMISSION DEADLINE

Response materials shall be submitted on or before 5:00 p.m. on Monday, June 15, 2015 to:

Karen Clifton, Director of Finance and Administration, 107 W. Ahtanum Road, P.O. Box 3008, Union Gap, WA 98903; kclifton@cityofuniongap.com.

Late submissions or telephone proposals will not be accepted. Digital proposals may be submitted via email but the City assumes no responsibility for formatting or transmission errors. Proposers are encouraged to confirm with the City prior to the submission deadline that their submission has been received.

Proposals should be prepared simply, providing a straightforward, concise description of proposer capabilities to satisfy the requirements of the request. Emphasis should be on completeness, clarity, and conciseness of content.

5-18-15