



# Request for Proposals

## Reservation Management Services

The City of Winnsboro is considering proposals for reservation management and customer service for recreational vehicle parking at the Winnsboro City Park.

### Scope of Services Required

1. Management of reservations for use of 21 recreational vehicle pads located at the Winnsboro City Park. Reservation management should include receiving and securing reservations, assimilating existing reservations and established reservation practices into reservation system, obtaining reservations guarantees, managing and calendaring the availability of spaces throughout the year, providing check in and check out services, and receipt of payments and distribution of payments in accordance to agreed schedule.
2. Provision of customer service including managing customer complaints and concerns and ensuring compliance with rental agreement rules requirements and park rules, providing information to renters which support the economic development of the community and support community events.
3. Selected candidate must be able to provide daily inspection of RV pads, notify the city of any maintenance needs which may occur, be willing to provide rental information to the city on those using the sites, and provide timely (30 minutes or less) response to site when needed.

### Qualifications

1. Experienced or current RV Park owner/operator
2. Reservation management experience
3. Customer service experience
4. Ability to be on site in no more than 30 minutes
5. Ability to provide evidence of insurability and ability to list city as co-insured

### Proposals

Proposals must include the following:

- Documentation of experience
- Business address
- Documentation of insurance
- Proposed fee schedule or revenue share schedule
- Proposed agreement elements

The City will negotiate a contract with the most qualified respondent based on the submittal, reference checks and cost. The City reserves the right to reject any or all proposals. Proposal must be submitted to the City Administrator, City Hall, 501 S. Main Street Winnsboro, Texas 75494 or [clindholm@winnsborotexas.com](mailto:clindholm@winnsborotexas.com) **no later than May 1, 2021**. Direct questions concerning the proposal to 903-342-3654 or [clindholm@winnsborotexas.com](mailto:clindholm@winnsborotexas.com).