



The Richland-Lexington Riverbanks Park District ("Owner") requests the Request for Proposals:

**CONTRACTOR**  
**for**  
**FOOD SERVICE, RETAIL, CATERING & ADMISSION SERVICES**  
**RFP 2025-07-06**

**RFP KEY EVENTS / DATES**

- |    |                             |                                 |
|----|-----------------------------|---------------------------------|
| 1. | Issue Request for Proposals | December 2, 2025                |
| 2. | Deadline for Questions      | December 9, 2025 by 2:00 PM EST |
| 3. | Proposals Due               | December 16 by 10:00 AM EST     |
| 4. | Intent to Award Notice      | Week of December 29, 2025       |

<sup>1</sup> This document and any addenda will be issued exclusively via the Owner's web page in electronic format as amendments to the end of the document at <https://www.riverbanks.org/procurement/>.

<sup>2</sup> Questions will be answered by Addendum TO THIS DOCUMENT as posted on the Owner's web page at <https://www.riverbanks.org/procurement/>. Direct all questions in writing via e-mail to Noelle Kelley, Procurement Manager at [nkelley@riverbanks.org](mailto:nkelley@riverbanks.org). Please reference "Food Service, Retail, Catering & Admission Services" in the subject line so your question can be identified promptly.

**NOTICE TO BIDDERS: Each bidder shall fully acquaint himself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this bid. The failure or omission of a bidder to acquaint himself with existing conditions shall in no way relieve him of any obligation with respect to this bid or to the contract.**

All amendments to and interpretations of this solicitation shall be in writing and issued by the Procurement Manager. Richland-Lexington Riverbanks Park District DBA Riverbanks Zoo & Garden (hereinafter known as "Riverbanks") shall not be legally bound by any amendment or interpretation that is not in writing.

# **Riverbanks Zoo & Garden**

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**REQUEST FOR PROPOSALS**  
***Riverbanks Zoo & Garden***  
***Food Service, Retail, Catering & Admission Services***

**I. INTRODUCTION**

The Riverbanks Park Commission is seeking proposals from qualified, high-performing firms interested in operating the Riverbanks Zoo & Garden food service, retail, catering, and admissions services.

Riverbanks Zoo and Garden is located in Columbia, the State capital of South Carolina. Columbia is one of the fastest growing metro areas in the southeast showing an increase in population of 19% since 1990. Approximately one million people live within a 50-mile radius of Riverbanks. Riverbanks is governed and operated as a single entity by the seven-member Riverbanks Park Commission (Commission), a Special Purpose District (SPD). SPDs are defined as a political subdivision of the State of South Carolina; however, Riverbanks is not considered a state agency. Riverbanks opened in 1974 and the Garden in 1995. Guests may enter Riverbanks through ticketing facilities located at the east and west campus entrances and then choose to walk between the two facilities or ride a motorized tram. Riverbanks attracts over one million visitors annually, making it South Carolina's largest gated attraction. Approximately 40% of all Riverbanks' visitors originate from 50 miles or more away from Columbia.

Riverbanks is located on the north bank of the Lower Saluda River and covers approximately 40 developed acres. The east and west campus are connected by an 800-foot-long bridge over the Saluda river. The West campus currently includes the formal gardens, splash pads and children's play areas, as well as catering facilities. New animal habitats and guest amenities are currently being designed. Riverbanks employs approximately 370 full-time and part-time employees. Riverbanks provides care for more than 3,000 exotic animals and is involved in conservation and breeding programs for numerous endangered species. Riverbanks is accredited by the Association of Zoos and Aquariums and is widely recognized as one of the most successful mid-sized zoos in the United States.

**II. OVERVIEW**

**1. FOOD SERVICE FACILITIES**

The following food service facilities exist at Riverbanks:

Food Service Locations:

- Base Camp Lemonade
  - Small stand serving fountain sodas, Icees, snacks and fresh lemonade
  - Approximately 160 sq ft.
- Carousel Ice Cream Shop
  - Walk in space that includes some retail
  - Serving hard scooped ice cream, soft serve, fountain sodas, Icee, and snacks
  - Approximately 930 sq ft.

- Cones
  - Small stand serving fountain sodas, Icees, soft serve, and snacks
  - Approximately 280 sq ft.
- Dippin' Dots
  - Small stand selling Dippin' Dots, snacks, and bottle sodas
  - Approximately 50 sq ft.
- ICEE Hut
  - Small stand selling Icees, snacks and fountain drinks
  - Approximately 65 sq ft.
- Kodiak Point
  - Stand selling specialty espresso drinks, coffee, fountain sodas, Icees, snacks, beer and wine
  - Approximately 300 sq ft.
- Oasis
  - Stand selling Dippin' Dots, Icees, fountain sodas, snacks, beer and wine
  - Includes retail spill out
  - Approximately 275 sq ft.
- Tuskers Restaurant
  - Quick service restaurant with full menu including burgers, tenders, sandwiches, salads, bowls, pizza, signature specials, fountain sodas, beer and wine
  - Front of House approximately 3,500 sq ft.
  - Back of House approximately 3,200 sq ft.
- Watering Hole
  - Walk up stand with a full kitchen serving signature pizzas, snacks, Icees, fountain sodas, beer, wine and liquor
  - Approximately 800 sq ft
- Wild Burger
  - Walk up restaurant selling signature smash burgers, hot dogs, Icees, fountain sodas, snacks, beer and wine
  - Approximately 500 sq ft.
- The Coop
  - Food truck specializing in hand breaded chicken tenders and signature chicken items
  - 24-foot food truck
- Salty's
  - Food trailer adjacent to Waterfall Junction with a menu that varies by season
  - Includes bottled beverages, beer and wine
  - 18-foot food truck
- Vending Machines
  - Located throughout the Zoo
  - Coca Cola and Powerade branded machines
- Pop up Carts
  - Various stands for seasonal, high volume, and holiday programming

Warehouse Facilities: Warehouse facilities are located on site.

## **2. RETAIL MERCHANDISE FACILITIES**

The following retail facilities exist at the Riverbanks:

Retail Locations:

- Riverbanks Gift Shop
  - Located near the entrance of the zoo
  - Selling apparel, sundries, household items, books, puzzles, toys and plush
- Adventure Photos
  - Photography team with green screens near the entrance to the zoo with booth for photo review
- Carts / Other
  - Various stands and spill out at food locations
  - Selling apparel, various sundries, household items, books, puzzles, toys and plush

## **3. CATERING EVENT SITES**

The following event sites are available for catered events at Riverbanks:

Special Event Locations:

- Ndoki Lodge
  - Located inside of Watering Hole, by the meerkats
  - Approximately 5,115 sq ft
  - Max Capacity
    - 200 Standing
    - 500 Standing including patio
    - 170 – 200 Seated
    - 200 – 250 Seated including patio
- Magnolia Room
  - Located in the Visitor's Center at the Botanical Garden
  - Approximately 3,024 sq ft
  - Max Capacity
    - 150 Standing
    - 350 Standing including patios
    - 100 – 150 Seated
    - 150 – 200 Seated including patios
- Safari Camp
  - Located beside the farm, across from Tiny Trailblazers
  - Approximately 9,385 sq ft
    - 7,200 sq ft covered with 2,185 sq ft uncovered
  - Max Capacity
    - 300 Seated at one time

- 500 Standing
- Sea Lion Landing
  - Located inside Sea Lion Landing
  - Approximately 1,457 sq ft
  - Max Capacity
    - 200 Standing
    - 50 Seated
- The Birdhouse
  - Approximately 3,471 sq ft
  - Max Capacity
    - 175 Standing
    - 50 Seated
- Waterfall Junction
  - Located at the Botanical Gardens
  - Max Capacity
    - 300 Standing
    - 50 Seated
- Tuskers
  - Approximately 3,544 sq ft
    - 612 sq ft Viewing Deck
    - 2,932 sq ft interior
  - Max Capacity
    - 200 Standing
    - 250 Standing including Viewing Deck
    - 115 Seated
    - 145 Seated including Viewing Deck
- Congo Classroom
  - Located across from Gorilla Base Camp
  - Max Capacity
    - 20 Seated
- The Aquarium Reptile Conservation Center
  - Max Capacity
    - 200 Standing
    - 50 Seated

#### **4. ADMISSION FACILITIES**

The following admission facilities exist at Riverbanks:

Admission Locations:

- Zoo Main Gate – General Admission
  - Approximately 490 sq. ft
  - Located to the left of the main entrance
  - 10 ticket booths

- Zoo Main Gate – Customer Service Desk (describe in detail, square footage, location, etc.)
  - Located within the Guest Relations building
- Garden Gate
  -
- Online
  - Dedicated webstore that runs on the same software architecture as the Point of Sale to provide a seamless environment
  - Includes ticketing, event management, membership, stored value, group sales, OTA integration, retail and food advance sales opportunities
  - PCI PA-DSS v3.2 certified
  - Secured account capabilities
  - Hosted in secure and redundant Azure environment, maintained by developer (Gateway)

#### Current Admission Hardware & Software Specifications

- Hardware: (detail, in specifics, the hardware at each station, quantities, printers, scanners, etc., when purchased, expected life, etc.)

Description	Warranty Start Date	Warranty End Date	System Manufacturer	System Model	Printer(s)	Scanner	Cash Drawer	EMV	Webcam
Base Camp Provisions			Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Carousel	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Carousel Dippin' Dots	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Carousel Ice Cream #1	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Cash Control #1	7/22/23	7/21/26	HP	HP Elite Mini 800 G9 Desktop PC	NA	NA	NA	NA	NA
Cones	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Farmyard	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated

Farmyard #2	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Food & Beverage Pop-Up Zoo/Garden #2	9/26/24	9/26/27	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Garden Access Control #1	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Garden Access Control #2	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Garden Saluda Snacks		3/3/30	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Garden Saluda Snacks Kiosk	6/28/23	6/28/26	Elo Touch Solutions	I-Series 3 with Intel(R) i5	NA	Newland	NA	Ingenico Lane3600	NA
Garden Ticket Booth	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Garden Ticket Booth #1	5/24/22	5/23/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	Microsoft LifeCam
Garden Ticket Booth #2	3/7/22	3/6/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	Microsoft LifeCam
Gift Shop #1	3/16/23	3/15/26	HP	HP Engage One Pro AIO System	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Gift Shop #5	7/19/23	7/18/28	HP	HP Engage One Pro AIO System	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Gift Shop Cart #1		7/29/30	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Gift Shop Cart #2		3/3/30	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA



Giraffe	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Guest Services Office #1	7/27/23	7/26/28	HP	HP Engage One Pro AIO System	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Guest Services Office #2	7/27/23	7/26/28	HP	HP Engage One Pro AIO System	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Guest Services Office #3	7/27/23	7/26/28	HP	HP Engage One Pro AIO System	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
ICEE Hut #2	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Kiosk Gift Shop #1	6/28/23	6/28/26	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Newland	NA	Ingenico Lane3600	NA
Kiosk Gift Shop #2	6/28/23	6/28/26	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Newland	NA	Ingenico Lane3600	NA
Kiosk Gift Shop #3	6/28/23	6/28/26	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Newland	NA	Ingenico Lane3600	NA
Kiosk Gift Shop #4	10/25/23	10/25/26	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Newland	NA	Ingenico Lane3600	NA
Kiosk Gift Shop #5	10/25/23	10/25/26	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Newland	NA	Ingenico Lane3600	NA
Kodiak Point	8/16/23	8/16/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Kona Ice	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA

Lorikeet	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Oasis #1 (NEW)		3/3/30	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Outpost Carousel #1	6/23/23	6/23/26	Touch Dynamic Inc.	QK10 J1900	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Outpost Carousel #2	6/23/23	6/23/26	Touch Dynamic Inc.	QK10 J1900	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Outpost Farm #1	6/23/23	6/23/26	Touch Dynamic Inc.	QK10 J1900	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Outpost Farm #2	6/23/23	6/23/26	Touch Dynamic Inc.	QK10 J1900	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Outpost Zipline #1	6/23/23	6/23/26	Touch Dynamic Inc.	QK10 J1900	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Outpost Zipline #2	6/23/23	6/23/26	Touch Dynamic Inc.	QK10 J1900	Epson VI	Newland	Yes	Ingenico Lane3600	NA
Plaza Dippin Dots #1	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Plaza Dippin Dots #2	9/21/24	9/21/27	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Retail Manager	7/20/23	7/19/26	HP	HP Elite Mini 800 G9 Desktop PC	NA	Newland	NA	NA	NA
Sky-Tykes	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
SSA Warehouse - Kimberly Janson	7/21/23	7/20/26	HP	HP Elite Mini 800 G9 Desktop PC	NA	Newland	NA	NA	NA
Testing / Training #1	10/16/22	10/15/25	LENOVO	11TG000 7US	Boca, Epson VI	Newland	NA	NA	NA
Testing / Training #2	10/17/22	10/16/25	LENOVO	11TG000 7US	Boca, Epson VI	Newland	NA	NA	NA
Testing / Training #3	6/29/21	6/28/25	LENOVO	11DC003 7US	Boca, Epson VI	Newland	NA	NA	NA

Testing / Training #4	6/6/22	6/5/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	NA	NA	NA
Testing / Training #5	10/11/22	10/10/25	LENOVO	11TG000 7US	Boca, Epson VI	Newland	NA	NA	NA
Testing / Training #6	5/29/22	5/28/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	NA	NA	NA
Testing / Training #7	6/29/21	6/28/25	LENOVO	11DC003 7US	Boca, Epson VI	Newland	NA	NA	NA
Testing / Training #8	10/18/22	10/17/25	LENOVO	11TG000 7US	Boca, Epson VI	Newland	NA	NA	NA
Train	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
Tuskers #1	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Tuskers Kiosk #1	6/28/23	6/28/26	Elo Touch Solutions	Elo i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA
Tuskers Kiosk #2	6/28/23	6/28/26	Elo Touch Solutions	Elo i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA
Tuskers Kiosk #3	6/28/23	6/28/26	Elo Touch Solutions	Elo i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA
Tuskers Kiosk #4	6/28/23	6/28/26	Elo Touch Solutions	Elo i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA
Watering Hole #1	9/21/24	9/21/27	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Watering Hole 2 / FNB Pop Up		3/3/30	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Wild Burger #1	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
Wild Burger Kiosk #1	8/16/23	8/16/26	Elo Touch Solutions	Elo i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA
Wild Burger Kiosk #2		3/3/30	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA
Wild Burger Kiosk #3		3/3/30	Elo Touch Solutions	I-Series 3 with Intel(R) i5	Epson VI	Zebra	NA	Ingenico Lane3600	NA

Zoo Access Control #1	11/27/23	11/27/26	DTRI	DT313R Y	NA	Zebra DS3678- SR	NA	NA	Integrated
Zoo Access Control #2	11/27/23	11/27/26	DTRI	DT313R Y	NA	Zebra DS3678- SR	NA	NA	Integrated
Zoo Access Control #3	11/27/23	11/27/26	DTRI	DT313R Y	NA	Zebra DS3678- SR	NA	NA	Integrated
Zoo Access Control #4	11/27/23	11/27/26	DTRI	DT313R Y	NA	Zebra DS3678- SR	NA	NA	Integrated
Zoo Access Control #5	11/27/23	11/27/26	DTRI	DT313R Y	NA	Zebra DS3678- SR	NA	NA	Integrated
Zoo Access Control #6	11/27/23	11/27/26	DTRI	DT313R Y	NA	Zebra DS3678- SR	NA	NA	Integrated
Zoo Ticket Booth #1	3/5/22	3/4/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #10	3/7/22	3/6/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #2	3/7/22	3/6/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #3	3/26/22	3/25/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #4	4/4/22	4/3/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #5	6/29/21	6/28/25	LENOVO	11DC003 7US	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #6	3/6/22	3/5/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #7	3/29/22	3/28/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Booth #8	3/6/22	3/5/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920

Zoo Ticket Booth #9	3/5/22	3/4/25	LENOVO	11CU000 HUS	Boca, Epson VI	Newland	Yes	Ingenico Lane3600	HD Pro Webcam C920
Zoo Ticket Cart	9/10/24	9/10/27	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
	6/28/23	6/28/26	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA
	11/27/23	11/27/26	DTRI	DT313R Y	NA	Newland	NA	NA	Integrated
		3/3/30	Elo Touch Solutions	Elo WinPP P5	Star TSP100 Cutter (TSP143)	Newland	Integrated	Ingenico Lane3600	NA

- Software:
  - CRM Plus:
    - 1 seat
    - Cost/Seat: \$36,000
    - Customer Relationship Management software
  - eGalaxy Web App:
    - 1 seat
    - Cost/Seat: \$15,595
    - Webstore Application
  - eGalaxy Server:
    - 1 seat
    - Cost/Seat: \$7,795
    - Webstore Hosting
  - Galaxy Food & Beverage Kiosks
    - 6 seats
    - Cost/Seat: \$4,000
  - Galaxy Retail Kiosk:
    - 5 seats
    - Cost/Seat: \$4,000
  - Point of Sale
    - 155 seats
    - Cost/Seat: \$1,000
  - QSR
    - 1 seat
    - Cost/Seat: \$375
    - Kitchen Display System
- Server
  - Model: ProLiant DL380 Gen10

- OS: Windows Server 2019 Standard Edition (Build 17763) (64-bit) (Release ID 1809)
- CPU: 2x Intel(R) Xeon(R) Gold 5218R CPU @
- RAM: 256 GB ECC DDR4 2933MHz
- Storage: SAS Hardware RAID 1+0, 10TB usable storage
- Purchased: 3/22/2023
- Warranty Expiry: 1/10/2026

#### Goals for Admission Services

- GA On-Site / On-line
- Membership On-Site / On-line
- Group Tickets
- Concierge Tickets / 3<sup>rd</sup> Party Resellers
- Client Resource Management (CRM)
- Education / School Group Ticketing Resources
- Public Ticketed Events (on-site and on-line)
- Attractions (rides, animal experiences, etc.) Ticketing
- Stored Value capability for Attractions, food, retail

Personnel for day-to-day operations of admissions and attractions will be maintained by Riverbanks.

## 5. HOURS AND DAYS OF OPERATION

Riverbanks Zoo and Garden is open daily from 9:00 am to 5:00 pm. During the winter Riverbanks is open from 9:00 am to 4:00 pm. Riverbanks Zoo and Garden may close the park early per their discretion.

Riverbanks anticipates free days on the following schedule:

- Annually, every Friday in January and February

## 6. HISTORICAL ATTENDANCE

### A. HISTORIC RIVERBANKS ATTENDANCE.

Attendance Category	FY19	FY21	FY22	FY23	FY24
Regular Paid	332,295	324,106	306,084	308,856	342,451
Education Group	14,901	7,142	10,044	11,063	10,337
Facility Rental & Special Events	81,772	61,410	66,974	70,172	57,518
Group Paid	73,009	6,807	38,042	61,374	45,044
<b>Total Paid Attendance</b>	<b>501,977</b>	<b>399,465</b>	<b>421,144</b>	<b>451,465</b>	<b>455,350</b>
<b>Total Membership Attendance</b>	<b>709,032</b>	<b>512,562</b>	<b>678,167</b>	<b>643,093</b>	<b>641,219</b>

Free School Groups- Lexington & Richland	28,112	1,036	15,920	27,913	19,858
Free Friday's-Lexington & Richland Counties	21,582	3,589	11,420	22,165	16,419
Complimentary and Promotional	7,457	3,433	3,503	5,975	9,300
Children Under Two	32,521	20,855	24,506	21,497	39,713
<b>Total Free Attendance</b>	<b>89,672</b>	<b>28,913</b>	<b>55,349</b>	<b>77,550</b>	<b>85,290</b>
<b>Total Attendance</b>	<b>1,300,681</b>	<b>940,940</b>	<b>1,154,660</b>	<b>1,172,108</b>	<b>1,181,859</b>

Complimentary and promotion include media passes, executive comps and other promotions.

Riverbanks has approximately 43,000 household members.

Projected Admission Rates: As of RFP release (subject to change)

	<u>Parking</u>	<u>Sep-25</u>
	<u>Incl</u>	
	-	
Gate Adult		30.95
Gate Child		27.95
Online Adult	*	27.95
Online Child	*	24.95
Group Walk Up Adults		25.95
Group Walk Up Child		22.95
2wk Advance Res Adult	*	21.55
2wk Advance Res Child	*	18.55
Military/Senior/AAA		28.95
Corp Partner tickets		
Corp Discount Adult	*	27.95/22.95
Corp Discount Child	*	24.95/19.95
Catering Events		
Under 100	*	17.95
100-499	*	16.95
500+	*	15.95
Third Party Reseller		
EBG Adult		22.68
EBG Child		20.31
Military Program Adult		22.49
Military Program Child		19.49

## 7. REVENUE

## A. Food Service Revenue

Revenue provided in this section is gross receipts, less taxes and discounts.

Location Name	2023	2022	2021	2019	2018
Base Camp *	\$124,623.07	\$31,043.38	\$100,296.03	\$108,304.87	\$99,436.49
Carousel Ice Cream	\$815,429.40	\$800,069.88	\$598,629.35	\$453,853.70	\$447,809.33
Cones	\$252,186.15	\$201,793.02	\$242,861.70	\$231,091.22	\$226,694.50
Dippin' Dots	\$594,246.13	\$559,731.13	\$516,773.56	\$522,111.29	\$463,577.38
Pop Up Carts	\$132,502.30	\$175,952.01	\$377,053.33	\$372,317.67	\$239,805.64
Icee Hut	\$335,138.99	\$284,264.07	\$368,894.68	\$353,757.13	\$344,749.30
Kodiak Point*	\$616,234.83	\$489,146.37	\$446,184.37	\$380,442.92	\$359,338.94
Oasis*	\$238,035.58	\$136,601.31	\$131,332.84	\$135,710.11	\$150,304.01
The Coop*	\$77,275.45	\$47,916.59	\$81,093.47	\$194,136.83	\$156,560.74
Tuskers*	\$1,854,442.37	\$1,435,246.40	\$1,418,628.58	\$1,375,462.04	\$1,377,638.06
Watering Hole*	\$310,640.18	\$283,459.53	\$255,671.89	\$264,169.60	\$252,496.31
Wild Burger*	\$572,089.05	\$446,735.51	\$528,271.97	\$442,067.97	\$435,673.30
Salty's*	\$35,602.50	\$19,713.80	\$47,048.23	\$49,976.65	N/A
Vending Machines	\$119,954.73	\$116,397.54	\$104,891.67	\$107,587.26	\$128,481.42
<b>TOTAL</b>	<b>\$6,078,400.73</b>	<b>\$5,028,070.54</b>	<b>\$5,217,631.67</b>	<b>\$4,990,989.26</b>	<b>\$4,682,565.42</b>

\*includes beer/wine/liquor sales

## B. Retail Merchandise Revenue

Revenue provided is gross receipts, less taxes and discounts

Location Name	2023	2022	2021	2019	2018
Main Gift Shop	\$2,505,190.55	\$2,453,843.75	\$2,671,164.10	\$2,046,074.95	\$1,943,660.15
Gift Carts	\$442,092.45	\$433,031.25	\$471,381.90	\$361,072.05	\$342,998.85
Adventure Photos	\$466,385.00	\$317,750.00	\$324,162.00	\$154,806.00	\$47,783.00

## C. Catering Revenue

The vendor currently employs a Sales Team of four who market and sell catered events of all sizes ranging from small picnics to park buyouts of several thousand people. The current vendor staffs and runs all events with their own employees. Riverbanks desires to have an exclusive catering relationship with the successful Proposer. As part of this process, the successful proposer will need to demonstrate proficiency in managing \$1 million+ in catering revenues and have a demonstrated ability to adequately staff a catering team capable of this volume of business. This should include but not be limited to a seasoned catering manager and an executive chef, catering staff (part-time, full-time, on-call, or some combination thereof) working under the direction of the General Manager and/or Catering Manager. The successful Proposer will be deemed Riverbanks' exclusive caterer. However, the Commission reserves the right to waive exclusivity through its Chief Executive Officer or Chief Operating Officer when it is in Riverbanks' best interest to do so.



<b>Location Name</b>	<b>2023</b>	<b>2022</b>	<b>2021</b>	<b>2019</b>	<b>2018 (APR-DEC)</b>
Internal Catering	\$202,310.00	\$19,468.00	\$52,411.00	\$189,273.00	\$174,850.00
External Catering	\$821,570.00	\$864,154.00	\$409,513.00	\$965,557.00	\$751,636.00
<b>TOTAL</b>	<b>\$1,023,880.00</b>	<b>\$883,622.00</b>	<b>\$461,924.00</b>	<b>\$1,154,830.00</b>	<b>\$926,486.00</b>

#### D. Admissions Revenue

	2023	2022	2021	2019	2018
GA Adult	\$5,878,518	\$5,201,347	\$4,846,422	\$4,435,663	\$4,986,622
GA Child	\$2,161,127	\$1,798,917	\$1,723,336	\$1,539,331	\$1,802,226
GA Senior	\$284,024	\$281,475	\$259,155	\$209,189	\$244,282
Membership	\$7,442,573	\$7,247,815	\$5,765,059	\$5,835,899	\$5,459,005
Group Sales	\$953,152	\$591,173	\$105,781	\$958,622	\$1,043,523
Education	\$574,051	\$453,923	\$278,226	\$538,766	\$511,005
Ticketed Public Events	\$767,830	\$858,791	\$617,553	\$533,087	\$572,269
Giraffe Feeding	\$308,693	\$284,249	\$248,717	\$226,722	\$241,921
Carousel	\$505,910	\$536,039	\$447,162	\$419,818	\$446,543
Behind the Scenes	\$61,847	\$57,033	\$32,500	\$46,678	\$38,368
<b>TOTAL</b>	<b>\$18,937,725</b>	<b>\$17,310,762</b>	<b>\$14,323,911</b>	<b>\$14,743,775</b>	<b>\$15,345,764</b>

## 8. OPERATOR CAPITAL INVESTMENT

Capital investments by the Operator mutually agreed upon between the Riverbanks Park Commission and the Operator will be amortized over an agreed useful life. The Commission will reimburse the Operator the un-amortized balance of capital investments in the event the contract is terminated early.

## 9. DISCOUNTS

Employees and volunteers will receive a 50% discount on all dining and a 40% discount on retail merchandise purchases, sales of which will be deemed non-commissionable to the Commission. The Commission will receive a 50% discount on published catering menu prices for internal events. Members of the Riverbanks will receive a 10% discount on retail merchandise purchases, with commissions payable by the Operator on the net.

## 10. INTERDEPARTMENTAL TRANSFERS

Departments of the Commission may, at times, for the purposes of business, purchase bulk foodstuffs or bulk retail merchandise items at cost plus 15% shipping & handling.

## 11. SPONSORSHIP

The Operator will be required to meet the terms and conditions of any sponsorship agreements, and the Commission or its assignees shall be entitled to all sponsorship income relating thereto, with the exception of rebates, which may be retained by the Operator. Further, the Operator will be expected to

work in good faith with the Commission to accommodate the requirements of future sponsorship arrangements the Commission may pursue. Operator shall not be asked to enter into a vendor agreement in which merchandise pricing or quality is substantially different than what is commercially available to Operator within its vendor marketplace.

## **12. MASTER PLAN**

In 2023, Riverbanks Zoo and Garden announced an \$80 million expansion which will take advantage of the Saluda River environment. This includes the Saluda Skyride, a riverside restaurant, and several hillside habitats. The Zoo will also continue to modify and expand its animal habitats, support facilities, and infrastructure. The riverside restaurant will be approximately 9,000 square feet with an outdoor dining deck with restrooms. The red panda habitat complex will include a guest hub that may include a snack building, seating, potential restrooms, and other guest amenities.

## **III. CONTRACT TERMS AND CONDITIONS**

### **1. OPERATOR RESPONSIBILITIES**

- A. The Operator will be responsible for all applicable permits, licenses and fees pertaining to the operation of the food service, retail, catering and admissions services and it shall give all notices and comply with all federal, state and local laws, ordinances, rules and regulations related thereto.
- B. The Operator shall be responsible for all taxes imposed as a result of its operation including, but not limited to sales, personal, use, income, and franchise tax. Operator will remit any taxes applied to admissions and attractions. Operator shall not be responsible for any Possessory Interest taxes, if any.
- C. The Operator, as an independent entity, will indemnify and hold harmless the Riverbanks Park Commission or its assignor from any and all liability and loss of any nature whatsoever arising out of the food service and retail merchandise facilities, including, but not limited to, any liability or loss caused by any act of commission or omission of the Operator, its agents, employees or invites, which may arise as a result of its operations. Operator will provide all indemnification and subrogation for Operator's operations to the Commission.
- D. At its own cost and expense, the Operator must comply with all insurance requirements imposed on the Commission. Such conditions include:
  - a) Standard Fire & Extended Coverage at full replacement value. NOTE: Operator is only required to provide property damage insurance for inventory, trade fixtures, equipment and other contents at its retail and warehouse locations. Primary coverage for the existing equipment provided by the Commission. Riverbanks Park Commission covers the buildings.
  - b) Worker's Comp at statutory limits
  - c) Employer's Liability with limits for bodily injury (by accident (\$500,000 each accident), bodily injury by disease (\$500,000 policy limit), bodily injury by disease (\$500,000 each employee)

- d) Commercial General Liability insurance including products & completed operations and personal injury coverages to include:
  - i. Blanket contractual liability
  - ii. Bodily injury
  - iii. Broad form property damage
  - iv. Operations hazard
  - v. Not less than \$1M per occurrence and \$2M aggregate per 12 months
- e) Automobile liability for autos used by Operator including employer's non-ownership and hired auto in amount of \$1M combined single limit per occurrence
- f) Liquor Liability
- g) Any other insurance that the Commission and the Operator may agree on
- h) Operator is responsible for all premium payments, deductibles, etc
- i) Riverbanks Park Commission must be named as additional insureds except for workers comp and employer liability and they must waive any claim or right of subrogation against the Commission.

Said insurance shall be obtained from a company authorized to do business in the State of South Carolina; rated AAA by Bests Insurance Guide; and approved by the Commission.

All policies shall be kept in full force during the term of the contract and each policy shall contain a rider that the policy is non-cancelable without thirty (30) days prior written notice to the parties insured. Copies of the coverage shall be provided to the Vice President of Finance of Riverbanks.

- E. The Operator is responsible for the daily upkeep of the food service, retail, and admissions locations and carts. The floors will be kept free of debris, displays will be kept stocked and clean and seasonally appropriate stock levels will be maintained. All software for admission services will be maintained by the operator.
- F. All internal and external signs deemed necessary by the Operator or the Commission for the operations shall be the responsibility of the Operator. However, design and location of such signs must have the approval of the Commission in advance of fabrication and installation.
- G. The Operator shall provide all labor required for operation of the operations, including salaried management staff and hourly sales associates. In carrying out its responsibilities, the Operator shall provide direct compensation and benefits to, and assume all responsibilities for hiring, training, scheduling and supervising all employed personnel. The Operator will provide all personnel with Riverbanks logoed uniforms and service training. All personnel must meet the Commission's standards for appearance and standards of conduct and are subject to the same pre-employment screening standards as the employees of the Commission.

- H. The Operator will provide all merchandise, ticket stock, and/or products and will be responsible for all expenses related to product acquisition. The Operator shall pay all invoices on a timely basis so as not to jeopardize the receipt of product, equipment or supplies needed for successful operation. The Operator will be responsible for all consumable products used in the operation of the facilities.
- I. The Operator will abide by the Commission's specific regulations regarding products sold in facilities. These regulations include, but are not limited to:
- No sale of balloons on the property.
  - The sale of projectiles, water guns, slingshots or any other weapon-like toys is expressly forbidden.
  - The sale of pins, stickers, gum, tobacco-related products and explosives are prohibited.
  - Active participation in Riverbanks' recycling programs.
- J. The Riverbanks Park Commission will provide and maintain the primary heating, cooling, plumbing and electrical systems. The Operator will be responsible for maintaining the buildings' interiors including but not limited to, wall finishes, floor coverings and other fixtures and finishes subject to normal wear and tear or limited life span and the Commission will maintain the exterior of the food service and retail merchandise locations including roof, windows, and walls.
- K. The Operator shall be fully responsible for the use and operation both of the Operator's and the Commission's equipment and fixtures and for all maintenance, repair, upkeep and replacement thereof. The Operator shall be allowed to use equipment, lighting and fixtures currently in the food service and retail locations and offices that are owned by the Commission. Any replacement of equipment, addition of equipment or fixtures, upgrading of software, equipment leases and maintenance contracts shall be at the expense of the Operator. The Operator agrees to accept said equipment and fixtures in their present condition and to return them to the Commission in the same condition at the termination of contract, normal wear and tear accepted. Admissions hardware and software can be transferred to Operator at no additional cost.
- L. Utilities including electricity, water, natural gas, and local telephone service shall be provided by the Commission.

## **2. CONTRACTUAL DEFINITIONS AND REQUIREMENTS**

### **A. BIDDER'S QUALIFICATIONS**

Bidder must, upon request of the Commission, submit satisfactory evidence of its ability to furnish products or services in accordance with the terms and conditions of this proposal. The Commission reserves the right to make the final determination as to the bidder's ability to provide the services requested herein.

## **B. BIDDER'S RESPONSIBILITIES**

Each bidder shall fully acquaint itself with conditions relating to the scope and restrictions attending the execution of the work under the conditions of this RFP and its proposal. It is expected that this will sometimes require on-site observation. The failure or omission of a bidder to acquaint itself with existing conditions shall in no way relieve it of any obligation with respect to its proposal or to the contract.

## **C. TERM**

The term of the contract for retail operations will be ten (10) years, commencing February 16, 2026. There shall exist an option to renew, for five (5) year terms (unless otherwise agreed to by the parties). Operator must have all applicable permits and licenses before commencing operations on February 16, 2026.

## **D. TERMINATION**

The contract between Operator and the Commission will define the termination rights of each party, both for cause and without cause. Inventory in good condition (in the reasonable opinion of the parties) will be purchased by the Commission or successor based on Operator's actual invoice cost. Terms and timetables of any inventory purchase by the Commission shall be separately negotiated at that time.

## **E. BOOKS & RECORDS**

Operator will be required to maintain complete and accurate financial records for all transactions, and will issue monthly revenue and sales reports to the Commission. Such monthly reports will be made available to the Commission no later than the 20<sup>th</sup> of the following month. The Commission reserves the right to audit the Operator's records.

## **F. COMMISSIONS**

For the purposes of this document gross sales are defined as gross receipts less discounts, credit card and merchant processing fees, customer returns and any applicable state or local sales tax.

Please quote commission rates shall be based upon a percentage of gross sales. A sliding scale whereby commission percentages increase as sales volume increase is acceptable.

The bidder may also quote an alternative commission/compensation plan, but proposals will only be considered if they include a plan based on the above structure as well.

Receipts collected by Operator for Riverbanks fund-raising events through the ticketing system shall be passed through to the Commission, with only a deduction for credit card processing expenses paid to Operator.

## **G. PRIME OPERATOR RESPONSIBILITIES**

The Operator will be required to assume sole responsibility for the complete effort as required by this RFP. The Commission will consider the Operator to be the sole point of contact with regard to contractual matters engaged by the Operator.

## **H. SUBCONTRACTING**

If any part of the work covered by this RFP is to be subcontracted, the Operator shall identify the subcontracting organization and the contractual arrangements made therewith. All subcontractors shall maintain workers' compensation insurance and liability insurance acceptable to the Commission. Any subcontracting must be approved by the Riverbanks Park Commission. The successful bidder will also furnish each subcontractor's corporate or company name, address and principal contact. The Operator is solely responsible for all of the activities of its subcontractors. All subcontractor activity will be subject to all of the terms and conditions of the Operator's agreement with the Commission.

## **I. ALTERATION OF PREMISES**

The Operator may make alterations to the premises only after obtaining prior approval from the Commission. Capital facility improvements or alterations and fixed equipment shall remain on premises upon termination or expiration of the contract.

# **IV. SUBMISSION OF PROPOSALS**

Proposals must be received by the Riverbanks Park Commission by **December 16, 2025 by 10:00 AM EST.**

Proposals should be sent to the attention of:

**Food and Beverage, Retail, Catering and Admission Services**

**RFP 2025-07-06**

**Riverbanks Zoo and Garden**

**Attn: Noelle Kelley**

**500 Wildlife Pkwy**

**Columbia SC 29210**

**Phone: 803.602.0831**

Proposals received by fax will not be accepted.

Please submit **four (4) original proposal and one (1) digital copy** to the above address.

## **1. EVALUATION CRITERIA**

Proposals/proposer will be reviewed and evaluated with emphasis placed in the following areas:

### Experience

- Company's experience with similarly sized Zoos.
- Company's experience operating facilities of a similar scale and size.
- Company's experience operating / managing an admissions / ticketing system of similar size and scope.
- Resumes and meetings with key oversight management who will be working with the Riverbanks' management demonstrating diverse individual background and experience.
- Company's client reference checks and on-site visitation.

### Quality and Content of Written Proposal

- Demonstrated understanding of the Commission's objectives.
- Ability of Proposer to add to the overall attraction power of Riverbanks.
- Proposed concept alignment to the Riverbanks' programs and visitor expectation.
- Presentation of detailed operating plan, concept/design, menus and financial/contractual proposal in a clear and concise format.
- Creative and innovative approach that will provide the Riverbanks' guests and staff the very best of service and maximize revenue potential for the Commission and the Operator.
- Ability of Proposer to demonstrate its ability to develop products and plans that will make the Riverbanks' visitor service program unique and compelling in its own right.

### Other

- Proposer shall furnish and include all the data requested in this Request for Proposals. Statements are required to be complete and accurate. Omission, inaccuracy or misstatement will be sufficient cause for rejection of the proposal.
- Proposer must demonstrate that it is a financially sound organization able to take on the financial obligations of the contract with the Riverbanks Park Commission.
- Promotional materials and other boilerplate material that is not specifically applicable to the proposed retail operations are not necessary and should not be included.

Proposals will be evaluated against the following factors:

- Concepts, innovation, creativity and overall operational proposal; Proposer's ability to add to the attraction power of Riverbanks.
- Proposed rent/commission (percentage of gross revenue) to the Commission.
- Proposer's understanding of the importance of serving guests, donors, loyal customers, Riverbanks' members and varied staff needs.
- Proposer's experience and reputation (with other clients) in operations most similar to Riverbanks.
- Proposer's financial and personnel resources commensurate with the size and scope of Riverbanks' operation and the Proposer's concept and operational plans, financial strength, resources and track-record in managing operations is of critical importance.
- Proposed capital investment Riverbanks.
- Compliance with the Commission's terms and conditions contained in the Request for Proposal document.
- Quality and content of overall proposal submission.
- Proposer being a single-entity proposer

Following the receipt of proposals, the Commission will review those timely submitted and may select the bidder deemed, in the Commission's sole judgment, to be the most qualified to operate Riverbanks Zoo and Garden facilities. Selections will not necessarily be based on the highest financial bid. The Commission reserves the right to reject any and all proposals submitted, to waive any informality, technicality or minor defects in any proposal, to award a contract in what the Commission decides, in its sole discretion, are its best interests, or to award no contract at all.

## **2. PROPOSAL SUBMISSION FORMAT**

Proposals should provide a straightforward, concise description of the Proposer's capabilities to satisfy the requirements of the RFP. Proposals must be complete and concisely worded and must convey all the information requested in order to be considered responsive. Pages containing information of a confidential nature should be stamped as such.

### **A. Cover Letter**

Please provide a cover letter from the person representing the Proposer.

Proposals must be made in the name under which the bidder is registered to conduct business, and must be signed by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal.

### **B. Executive Summary**

Please provide an Executive Summary of your entire proposal that includes highlights of the seven main sections of your proposal (Your Company, Your Food Service Plan, Your Retail Merchandise Plan, Your Admissions Plan, Your Staffing & Transition Plan, Your Sustainability Programs).

- A. A five-year pro forma for the food service, retail, catering and admissions support services indicating projected sales, and commissions paid.
- B. A summary of capital your company will commit to the project, if any

### **C. Table of Contents**

Please provide a Table of Contents and a list of Appendices. All pages of your proposal should be numbered.

### **D. Appendix**

Please include any standard or boilerplate material that directly relates to your proposal in the Appendix.

Please submit proposals in seven sections organized in the following parts:

## **1. Your Company**

### **A. Experience**



1. Evidence of bidder's general background, experience and qualifications to operate successful venues. Evidence should include a complete work history at venues of a similar size and volume.
2. The Commission is particularly interested in similar operations within Zoos. Please provide a complete profile of similar accounts including sales volume by category, type of contract, and tenure at account. Please provide name and telephone number for client liaison.

**B. References**

1. Please provide at least three client references including current lessors. Please provide the names of lessor for any leases at similar facilities, which you have had during the preceding three (3) years. By submission of these references you are indicating a willingness for the Commission to contact these individuals regarding product mix, service and the quality of the relationship. You are to release the received references and the Commission or its agents from any claims arising from responses provided by the received references or inquiries made by the Commission or its agents.

**C. Financial Background**

1. Two years of balance sheet information, or if publicly held, the last two annual reports.

**2. Your Food Service Operational Plan for the Riverbanks Zoo & Garden**

**A. Daytime Visitor Dining Operations**

1. Please provide a concept plan for each facility, including narrative, recommended improvements, on-site marketing, and proposed menus.

**B. Catering**

1. Proposals should include a description of sales efforts, catering capabilities, designs for the use of on-site (or off-site) kitchen and preparation facilities, capital investment, sample marketing plan, and sample catering menus.

**3. Your Retail Merchandise Operational Plan for the Riverbanks Zoo & Garden**

**A. Retail Overview**

1. Please provide an overview of your approach to retail, including design, purchasing, on-site marketing, customer service and other key elements of your services.

**B. Retail Operating Plans**

1. Please provide a concept plan for each facility, including narrative, and estimated capital improvements.

**C. Sample Product Mix**

1. Provide an Overview of your sample product mix for the main store.

**4. Your Admissions Support Plan for Riverbanks Zoo & Garden**

**A. Admissions & Ticketing Overview & Operating Plan**

1. Please provide an overview of your approach to Admissions & Ticketing, including hardware, software, capabilities of the system, system administration, reporting capability, oversight, licenses, maintenance, business strategies and other key elements of your services. Include estimated capital investment and scope of annual support responsibilities.

**5. Personnel & Transition**

**A. Staffing**

1. Provide a sample on-site organizational chart for personnel who may be involved with the proposed Zoo operation.
2. Please provide an overview of your recruiting and training plans for both managers and hourly employees.
3. Please provide an overview of your customer service training programs, if any.
4. Please provide any information regarding internal or external quality control programs you utilize, if any.

**B. Transition Plan**

1. Please provide an overview of the transition tasks your company will undertake between the time of award, and the transition date.

**6. Sustainability & Conservation**

- A. Bidders should describe their sustainability initiatives and conservation programs in detail. These initiatives can either be provided in this separate section, or included in your food service and retail merchandise sections.

**7. Financial Partnership**

- A. Bidders should describe their proposed capital terms, length of Agreement, and commission by applicable category.
- B. Bidders should provide either a 5 or 10 year pro-forma, showing projected revenue and commission by category.
- C. Bidders should summarize any “Added Value” financial information, such as Employee Discounts, Member Discounts, Round-Up Program, Annual Sponsorship, Annual Marketing, etc.

## C. ADDITIONAL NOTES

1. Included in this RFP are representations regarding the Commission’s future plans for major programs and new facilities. These representations are based on current plans, which are subject to change at any time.
2. All questions regarding the information contained in this RFP must be submitted in writing to Noelle Kelley at [nkelley@riverbanks.org](mailto:nkelley@riverbanks.org) by December 9, 2025 by 2:00 PM EST. Questions submitted after this date will not be answered. Any oral statements by the Commission or its agents are not binding upon the Commission unless and until expressly confirmed in writing by the Riverbanks Park Commission.
3. Bidders must meet the following **minimum qualifications** in order to be considered:
  - Current experience managing food service, retail, catering and admission operations in AZA accredited facilities.
  - Annual food service and catering revenue not less than \$3,000,000.00 in similar attractions.
  - Annual retail merchandise revenue not less than \$2,000,000.00 in similar attractions.
  - Annual admission revenue not less than \$12,000,000.00 in similar attractions.
  - The ability to provide the proper hardware, servers, software, and ticketing equipment based on similar experience.
  - The proven ability to provide System Administration support for the ticketing & admissions system.
  - The proven ability to provide an array of admissions reports – both regular and on-demand.
  - Above the unit support capability for Ticketing & Admissions, including on and off-site support, and strategic planning support.
  - The financial capacity to assume responsibility for an operation of this size and to be able to make the required investments and financial guarantees.
  - Commercial membership in the AZA.
  - Experience with Point of Sale (POS) systems with an emphasis on potentially providing a POS system capable of improving promotions that drive attendance and revenue at the attractions.
  - Evidence of a companywide Sustainability mission statement and a team dedicated to delivering Green practices.

4. This solicitation does not commit the Commission to award a contract or to pay any cost incurred in the preparation of a proposal. The Commission reserves the right to accept or reject any or all proposals received, or to cancel in part or in its entirety this proposal if deemed in its interest to do so.
5. Each bidder agrees that its proposal shall remain firm and shall not be withdrawn until accepted or rejected by the Commission.
6. The Commission reserves the right to make inquiries of any bidder (without the requirement that there be notice to any other bidder of any such inquiry) in the case of questions the Commission has or additional information the Commission requires. All responses to such enquiries shall be made to the Commission by the date set by the Commission for a response.
7. The Commission reserves the right to pre-select from the proposals one or more finalists with whom the Commission shall have the right to meet and negotiate the terms of their proposals. This process of pre-selection of and negotiation with finalist(s) will be followed only as the Commission may deem appropriate in its sole discretion and should not be cause for any party submitting a proposal to expect an opportunity to enter into negotiations with Riverbanks regarding the terms of their proposal.