### Attachment 8: Sample Operations Plan

Offerors to this RFP are required to submit an annual operations plan for the first year of operation as a part of their proposal. This plan, the contract stipulations included in this RFP and other portions of the successful offeror’s proposal shall control the contractor’s activities allowed in the park. It is understood that all of these items may be modified by negotiations between the state and successful offeror (which will become the contractor). Further, the plan and contract stipulations may be modified during the period of the contract by mutual agreement of the parties.

Generally, the state does not regulate prices. Please specify how prices and fees shall be established, how money will be collected, etc. Offeror should provide a list of all proposed fees to be charged to the public within the first three years of the contract, including pricing policies. The proposed fees should be tied to your proposed operating plan provisions and sample menu.

Please provide detailed information regarding the facility management and operation plan, as it relates to this RFP. Additionally, list any revisions, deletions, and additions that you wish to make to the contract terms or stipulations. These proposed changes to the contract terms and stipulations will be the subject of negotiations. The state will assume that, unless specifically identified by the offeror in this section, the contract terms and stipulations in this RFP are acceptable.

The following outline may be used to help structure the operations plan.

**Sample Operating Plan Outline**

1. Staffing and Management
   1. Staffing
   2. Personnel
   3. Employee Training
   4. Employee Services
   5. Employee Conduct
   6. Contingency Plans for staff turnover
   7. Uniforms or insignia
2. General Operations
   1. Gift Shop Facility Operations
      1. Hours of Operation
      2. Seasonal changes to schedule for days and hours
      3. Cleaning and Maintenance
   2. Pricing Policy and Fee Management
      1. Fee schedule (define fees to be charged, and what types of services may be provided at no charge to visitors, if applicable)
      2. Fee collection and refunds
      3. Other service fees/rentals
      4. Sundries
      5. Financial control and accounting procedures
   3. Insurance
   4. Communication systems
   5. Equipment and supplies
   6. Use reports
   7. Utilities
   8. Garbage Management
   9. Water system operation and testing
   10. Waste management
   11. Site Hazards
   12. Signs and Posters
   13. Advertising
   14. Vandalism
   15. Improvements
   16. Other optional services
3. April through September Operations
4. October through March Operations
5. Special Conditions