



**REQUEST FOR QUOTATION
RIVERSIDE MUNICIPAL CAMPGROUND ATTENDANT
2026-2028
For the
Town of Smithers**

RFQ Number: COM25-02

Request Issue Date: Tuesday, December 2, 2025

Closing Date: Tuesday, December 16, 2025, at 4:00 pm

Contact Person:
Samantha LeBlanc
Interim Director of Community Service
Email: sleblanc@smithers.ca
1027 Aldous Street, PO Box 879, Smithers, BC V0J 2N0

1. OVERVIEW

The Town of Smithers invites quotations from qualified individuals or firms to provide Campground Attendant Services for the Riverside Municipal Campground. The Attendant will operate as an independent contractor, responsible for the day-to-day operation, supervision, and maintenance of the campground, ensuring a clean, safe, and welcoming experience for all guests.

The contractor will also manage the Town's online campground booking system through the software PerfectMind, supporting efficient and customer-friendly reservation services.

Key responsibilities include park supervision, customer service, fee collection, campground maintenance, and coordination with Town staff to ensure smooth operations in accordance with Town policies and procedures.

2. CONTRACT TERM

The contract will cover three seasons from May 2026 – October 2026, with the option of renewal upon mutual agreement between the contractor and the Town of Smithers.

3. BOOKING SYSTEM RESPONSIBILITIES

The contractor will be responsible for managing the Town's PerfectMind online reservation system for the Riverside Municipal Campground. Responsibilities include:

- Handling reservation bookings and inquiries through PerfectMind.
- Processing reservation refunds, changes, and cancellations as required.
- Participating in PerfectMind orientation and training sessions with Town staff prior to the campground opening.
- Ensuring that trained and qualified staff are available to operate the PerfectMind system throughout the season.
- Providing approximately 500 hours of service dedicated to PerfectMind system management, including pre-season setup, in-season operations, and end-of-season wrap-up.
- Managing all customer and system data in accordance with the Town's privacy and information management policies.

4. ON-SITE ACCOMMODATION

The Campground Attendant will reside on-site in an RV unit provided by the contractor for the duration of the season, unless other agreed-upon arrangements between the Town and contractor have been established. The Town will provide the RV pad rental and associated servicing (water, sewer, and electricity) at no cost to the contractor.

5. MINIMUM REQUIREMENTS

- Valid Class 5 Driver's Licence.
- Clear Criminal Record Check, including the section related to working with children and vulnerable persons.
- Strong customer service, communication, and problem-solving skills.
- Experience in campground or facility operations, parks maintenance, or related fields is considered an asset.

6. QUOTATION CONTENTS

- Letter and resume or portfolio summarizing your experience and interest in this position.
- Estimated quotation per contract season for completing the above-stated responsibilities.

7. QUOTATION SUBMISSION

Quotations must be received by **4:00 pm on December 16, 2025**.

Quotations may be emailed to sleblanc@smithers.ca, with the subject line "RFQ COM25-02-A for Riverside Municipal Campground Attendant Contract". Alternatively, hardcopy quotations for this RFQ may be submitted to:

Samantha LeBlanc, Interim Director of Community Services
Town of Smithers, PO Box 879,
1027 Aldous Street, Smithers, BC V0J 2N0

The Town of Smithers reserves the right to waive informalities in or reject any or all quotations, or to accept the quotation deemed most favourable in the interest of the Town. The lowest or any quotations will not necessarily be accepted. The award of this contract is subject to funds being legally available.