

Arkansas Department of Parks, Heritage and Tourism
RFP #: SP-21-0068, Consulting Services
Questions & Answers

Question ID	RFP Reference (page number, section number, paragraph)	Specific RFP Language	Question	Response
1	Page 4, 1.8, B 3: Voluntary Produce Accessibility	Voluntary Product Accessibility Template, if applicable...	Is 508 compliance Applicable for this engagement?	No
2	Page 6, 2.1	Listing of Lodges	Does ADPHT desire to include an assessment or the roles of cabins at each of these parks as well as lodge rooms?	Yes, lodge rooms and cabins (excluding camping and yurts)
3	Page 6, 2.4 A, 1,2,&3	Analysis of current and historic	What is the time period in years that ADPHT, would like to be evaluated under the term "historic"?	The past 7 years
4	Page 6, 2.4 A, 2	Analysis of current and historic room rates and...	Does ADPHT participate in and or gather Smith Travel Reports for each of its lodge properties?	No
5	Page 6, 2.4 A, 3	Review of maintenance...	What facility condition and maintenance reports are available on each lodge?	Information will be available at park level and vary by location; several years of Fundamental Yearly Inspection (FYI) reports will be available to the Contractor
6	Page 6, 2.4, A 2	Analysis of current and historic rates and...	What software is ADPHT using for lodge reservations, property management and lodge financials?	Maestro
7	Page 7, 2.4, 5	Comparative Review of Public Wi-Fi	Does ADPHT desire to understand comparison of WIFI speeds within guest rooms and public places or insight on whether Wi-Fi should be charged or free or something other area of investigation?	The goal is to evaluate the current levels of WIFI being provided to guests and determine if guest needs and expectations are being met.
8	Page 7, 2.4, 7	Review of Group Sales Operation	Is Group Sales accomplished at the property or headquarters level or a combination of both?	Currently at the park level; ADPHT is evaluating a centralized approach
9	Page 7,2.4, 8	Review and analysis of comparable "success stories"	Is ADPHT referring to success stories for improving lodge operations in other state park systems?	Yes, but also a comparison to the private sector
10	Page 7, 2.4,9	Review of comparable lodging operations...	Does ADPHT desire to understand characteristics of just state run lodge comparable or also include state lodges run under other management models (e.g. concession contracts, mgmt. contracts) for the comparability evaluation?	ADPHT is open ideas, recommendations, and comparisons of multiple management models leading to efficiencies
11	Page 7, 2.4, 7	Review of comparable lodging operations...along with hospitality and lodging operations in the vicinity of those state park systems.	What does ADPHT seek to understand about the lodging operations in the vicinity of those state park systems?	Further details of comparables will be discussed during Discussions
12	Page 7, 2.5, A,1	Summary of relevant and current regional national trends and guest expectations within the hospitality industry	Can ADPHT expand on the term TREND, to more clearly define the type of information it is seeking under this section.	Trends in the lodging industry that could convey to state park operations, such as updated amenities, guest expectations, specific accommodations, reservation trends, etc; anything that taking place within the industry that could impact or improve state park operations