



## DEPARTMENT OF CONSERVATION AND NATURAL RESOURCES

### Bald Eagle State Park Nature Inn

#### Innkeeper RFP

(DCNR-38-09-01)

#### PREPROPOSAL CONFERENCE

**Bald Eagle Environmental Learning Center**

**10:00am, September 15, 2009**

1. Ladies and Gentlemen, my name is Dave Barrett. I am the **Chief of the Park Operations and Maintenance Division for the PA Bureau of State Parks**. Other Commonwealth personnel present are Dave Sariano, Assistant Bureau Director, Alan Lichtenwalner, Assistant Regional Manager, John Ferrara, Bald Eagle State Park Manager, and Terri Kromel, Information & Interpretive Project Section Chief. Also present are Michelle Flynn, Procurement Section Chief, Lori Nygard, Program Services Section Chief, Keith Taylor, Park Reservation and Revenue Section Chief, and Gayle Nupnau, from the Department of General Services, Bureau of Minority and Women Business Opportunity. And from the Comptroller's Office are Barb Clark, Randy Schmoyer and Deb Hoffman.

Please be sure to sign the attendance register. May I ask you now to introduce yourselves giving your name, title and the firm you represent? ----Thank you.

2. This preproposal conference has **four** purposes:
  - a. To furnish you some of the background leading to the issuance of this request for proposals;
  - b. To emphasize those requirements of the RFP we consider especially important;
  - c. To point out some areas Offerors have had problems with in the past; and
  - d. To answer your questions concerning the RFP.

### 3. LORI

Good morning, I will be providing you with the background and critical points of this RFP.

**BACKGROUND:** The Bald Eagle Nature Inn will provide the opportunity to create outdoor connections for Pennsylvania's citizens and visitors. The Nature Inn will not only expand the base of State Park users by offering overnight accommodations that do not require the visitor to provide basic amenities but will also provide the opportunity to provide educational messages to help people make lifestyle decisions that will enhance and protect natural resources. This will fulfill the Department's mission to create recreational connections with the outdoors and to help build a broader understanding of conservation and stewardship. The Nature Inn will include 16

guest rooms, a reception area, public social areas, outside common areas, meeting room, fireplace, environmental education displays, food preparation area, and an innkeeper suite. The Inn will be able to accommodate both educational and business meetings. The theme of the inn at Bald Eagle is birding.

The Bureau of State Parks is using this RFP process to acquire an innkeeper to oversee the daily operation of the Nature Inn. A complimentary breakfast will be provided to inn guests and catering for groups will be available by request. The innkeeper will be required to live on-site in housing provided, and will be responsible for the overall operations of the inn including the daily support functions, guest services, front desk, housekeeping, limited maintenance, marketing, recordkeeping, and food & beverage operations.

**Critical Points in the RFP.** To minimize delays in evaluation and to avoid rejection of your proposal, read the RFP carefully and submit a complete proposal. Our evaluation will be based almost entirely on what is submitted by you.

You should take into account all associated costs in providing the services and system requirements required by this RFP and generally included in these categories; providing food and beverage operations and staff to include the morning breakfast, housekeeping duties for the entire building, operation of the front desk for the required hours including bookkeeping and night operations, routine light maintenance and housekeeping, marketing, professional fees (legal and accounting), and presenting an environmental message to customers. Reservations for the inn will be made through the Bureau's central computerized reservation system. Revenue generated by the facility will be reconciled and deposited by the Offeror in Sovereign Bank, Jersey Shore. BSP staff will be responsible for transmittal to the Commonwealth's primary bank. The majority of reservations are expected to be accepted on-line or through central call center. The bureau's specific objectives are listed in **Part IV** of this RFP.

Follow as completely as possible the proposal format given in **Part II** of the RFP. All Offeror's are required to complete a Pricing Worksheet following Option A and alternative pricing for Option B, as described in Appendix G; this will aid us in making our comparative evaluation.

The innkeeper's compensation package will include housing, a fixed payment, a variable payment based on the number of room nights rented, and a commission on retail items sold.

The innkeeper will be responsible for the costs associated with expendable items associated with guest stays such as room amenities, continental breakfast, and cleaning supplies. A more detailed description of the expendable items is listed in Appendix C.

The evaluation committee will be reviewing the technical submittal for the contractor's Understanding the Problem and Management Summary, Soundness of Approach (Work Plan), Contractor and Personnel Qualifications

#### 4. KEITH

Ladies and Gentlemen, I will be providing you with items to note and to review the questions portion of this RFP.

- No answer is official until it is confirmed in writing. The official answers will be posted on the DGS website no later than Wednesday, September 23, 2009.

- Proposal must be timely received from and properly signed by the Offeror. Again your proposal is due October 7, 2009.
- The proposal shall consist of **three** separately sealed submittals:
  - i. Disadvantaged Business Submittal; **Gayle Nuppau, from the Department of General Services, Bureau of Minority and Women Business Opportunity.** She is here to provide you with some information on this submittal portion and answer any questions regarding this submittal.
  - ii. Technical Submittal;
  - iii. Cost Submittal; the only guaranteed payment is the Base Compensation. This amount will be paid to the Offeror monthly regardless of the overnight activity. All other items on the cost sheet would increase the amount paid to the Offeror if overnight occupancy and retail sales increased.
- If you specify that the proposal is not firm for the time period specified in Section I-12 of the RFP, your proposal may be rejected.
- If there are any assumptions included in the cost submittal, your proposal may be rejected.
- If you state that the proposal is contingent on negotiation of offeror terms and conditions, your proposal may be rejected.
- If the Issuing Office deems it necessary to revise any part of this RFP before the proposal response date, the Issuing Office will post an addendum to the DGS website as noted on the board. <http://www.dgsweb.state.pa.us/RTA/Search.aspx>
- The Bureau reserves the right to conduct discussions with Offeror's for the purpose of obtaining "best and final offers". To obtain best and final offers from Offeror's, the Issuing Office may do one or more of the following; schedule oral presentations; request revised proposals; and enter into pre-selection negotiations.

#### CLARIFICATION/UPDATES ON RFP ISSUES:

- A. **Term of Contract:** The term of the contract will commence on the Effective Date and will end **on February 1, 2013, with an option for an annual renewal for two (2) success terms with a final term date of February 1, 2015.** The Issuing Office will fix the Effective Date after the contract has been fully executed by the selected Offeror and by the Commonwealth and all approvals required by Commonwealth contracting procedures have been obtained. The selected Offeror shall not start the performance of any work prior to the Effective Date of the contract and the Commonwealth shall not be liable to pay the selected Offeror for any service or work performed or expenses incurred before the Effective Date of the contract.
- B. **Appendix C:** A revised Appendix C is required due to some items that BSP will be providing that were omitted from the list. Additionally it was relayed that in the event an item that is needed for the operation of the inn is a fixed asset it will be provided by BSP once both the Offeror and BSP agree on the item being required.

**Questions:** I will now answer those questions that have been submitted to us, in writing, after which the committee will attempt to answer any further questions you may have.

1. The Contractor's on-site representative must be divulged during the RFP. What if something happens to this individual that we have identified early on, but, for some other reason, decides or is unable to begin work at the property?

**Answer: The Contractor is responsible to notify BSP as soon as possible of the individual not being involved with the operation and provide BSP with this individual's replacement. Along with the new personnel name, BSP expects to have a thorough resume or similar document, education and experience in operating/working at an inn, bed and breakfast, or small lodge.**

2. How do you handle newer, small companies that do not have independent audited financials? Does this automatically remove the company from consideration?

**Answer: An independent audit of the financials would not remove the company from consideration. If a financial statement is not included, BSP would consider other information that would provide financial stability that is submitted.**

3. How do you handle a company that does not have local, state, or federal recommendations? Does this eliminate the company from consideration?

**Answer: Not providing recommendations would not eliminate a company from consideration as it would just impact the evaluation teams scoring. These recommendations are not restricted to governmental as it could be a local business.**

4. Does the company have to be licensed to do business in the Commonwealth prior to the bid, or can it be after acceptance?

**Answer: The supplier is not required to be licensed/registered to do business with the Commonwealth in order to respond to this RFP solicitation. However, in order for DCNR to proceed with the evaluation portion of the RFP process, the vendor must provide their Commonwealth of PA vendor number to allow for proper checks with regard to the Commonwealth's Contractor Responsibility Program.**

5. Innkeeper's Suite/Manager's Apartment: The two bedroom layout suggests that this position may be filled by a couple with one minor child. Please confirm.

**Answer: The innkeeper manager or onsite person is permitted to have children and not restricted to a single person or couple.**

6. Appendix C: DCNR Provided Materials: The list of equipment and supplies, who's responsible initially and on-going, makes no mention of:

- a. Commercial kitchen pots, pans, dishes, utensils and non-fixtured kitchen appliances.

**Answer: Yes, Appendix C to be amended**

b. Common Room service including china, flatware and linen.

**Answer: Yes, Appendix C to be amended**

c. Housekeeping equipment including laundry and housekeeping carts, vacuums, racks/shelving/storage components for clean linens and supplies.

**Answer: Yes, Appendix C to be amended**

Please confirm that the contractor should assume, absent specific mention in the RFP document of specific equipment and/or supplies deemed necessary to meet the terms therein, that procurement, maintenance and replacement of such items will be solely at the contractor's discretion and expense.

**Answer: Basically assumption is that if it is a consumable item such as soap, dishwashing detergent, etc. the innkeeper is responsible to purchase/restock the item. All fixed items (assets that have a life expectancy of more than 1 year) such as storage shelves, carts, equipment, vacuum cleaners, etc. BSP will be responsible for. Items that have not been identified will be jointly agreed upon and the contract amended to reflect those items.**

7. Please detail utilities and sources available at the Nature Inn. Specifically:

a. That electric service arrives at site via underground transmission lines?

**Answer: all utilities arrive underground**

b. Will there be any back-up electricity generation capabilities at the site?

**Answer: Yes**

c. Water source? Sewage and effluent?

**Answer: Park provided water and sewage. The innkeeper will not be responsible for any monthly utility bills related to water and sewer.**

d. Propane and/or gas service available? It's noted that the exterior patio grill will be serviced by portable LP tank.

**Answer: LP Tank needed for patio grill only**

e. Fuel source for commercial kitchen equipment?

**Answer: Electric**

f. Correct in assuming that the two indoor fireplaces and outside fire pit use cord wood? And, if so, that the contractor is responsible for the purchase and maintenance of an adequate stockpile to service the inn's needs?

**Answer: All fireplaces and the outside fire pit use cord wood and will need to be provided by the Innkeeper. Wood can be purchased at the park concession or other local vendors.**

8. Is the contractor or BSP responsible for the cost of trash removal from the centrally located dumpster?

**Answer: BSP is responsible for the cost of emptying the dumpster(s) that are provided at the inn.**

9. Have the 2010 rates been finalized for the single and double rooms, basic, small and large suites?

**Answer: The rates are in draft form and need to be published in the PA Bulletin to become finalized. This is expected to occur by the end of October.**

10. What are the components of the kitchenettes offered in the small and large suites?

**Answer: A small refrigerator and microwave**

11. For the purposes of safety, emergency response and preparedness, please address the following:

a. No mention in the RFP, but is it reasonable to assume that DCNR/State Parks will be providing an AED unit for the inn?

**Answer: BSP will be looking into purchasing an AED for the inn.**

b. Please detail the current first responder, EMS, ambulatory and hospital protocols. Specifically:

i. Are BSP Rangers trained and certified First Responders?

**Answer: No**

ii. Is there a resident ranger? Seasonal or year round?

**Answer: There is a salaried ranger on staff, but does not reside in the park and is not always available. In addition there are two park managers with law enforcement powers who are on call, but also do not reside in the park.**

iii. Confirm that Centre County EMS responds to 911 emergency calls. Their estimated response time?

**Answer: Average response time is 10 to 15 minutes**

iv. Confirm that Lock Haven is the closest and preferred hospital for referring Park visitors.

**Answer: Yes**

12. Please verify that per Appendix A: Standard Contract Terms and Conditions, Section 8 (Payment), paragraph a.:

- a. The contractor can reasonably expect to be paid within 30 days after invoices have been received by the Commonwealth.

***Answer: As stated in Appendix A, Section 8, PAYMENT – the Commonwealth will put forth reasonable efforts to make payment by the required payment date. In cases where a required payment date is not specified, the Commonwealth calculates required payment date as 30 days after receipt of a proper invoice.***

- b. Clarify what would constitute “proper” invoicing not having occurred due to the Commonwealth not accepting the service as satisfactorily performed.

***Answer: An invoice is not considered proper until the services have been performed in accordance with the terms of the Contract. Payment will not be made until services are satisfactorily performed in accordance with the Contract and accepted by the Commonwealth.***

13. What is your profit management system?

***Answer: It is ReservePA (handles all state park revenue) which is provided by Active Network Inc.***

14. What is the approval process for hiring (sub-Contractors) housekeepers, desk clerks, and linen service?

***Answer: There is no approval process for subcontractors. The Offeror is ultimately responsible for their performance. Refer to the RFP Part I-18 Prime Contractor Responsibilities.***

15. What are the contents of the on site laundry?

***Answer: There is a commercial washer and dryer.***

16. What recourse does the contractor have if the state does not respond in time to a supply request such as linens, towels, etc..?

***Answer: If the park manager is unable to provide items in a timely manner for whatever reason, i.e., budget or disagreement on amount or required item, the park manager shall attempt to resolve the issue locally with the contractor. The park manager shall be the sole judge of any conflict between normal activities involving operational issues at the inn. The park manager shall have the full authority to resolve the conflict in the best interest of the Commonwealth. Contractor shall abide by the decision of the park manager. If the disagreement isn't resolved by the park manager, the offerer would then go to the regional manager.***

***BSP and the contractor will develop a process that addresses issues of concern that establishes replacement of items. This will also cover what is a reasonable time frame and quantity.***

17. What is the anticipated contract start date and opening date of facility?

***Answer: The anticipated contract start will be around February 1. The anticipated opening of the facility will be around April to early May (soft opening) with a grand opening the end of May. More definite plans will be available in November.***

18. What is the current plan to build the new proposed BSP visitor center?

***Answer: There are no plans at this time to move forward on the proposed visitor center at Bald Eagle, due to budgetary constraints. The building is on the parks master plan for future consideration.***

19. Does your reservation program tie in with other booking engines?

***Answer: Not at this time. As the program was developed by another vendor state parks is limited in our options.***

20. What is Offerors ability to discount rates and offer packages through the reservation program?

***Answer: Yes, The innkeeper's management personnel will be able to discount rooms at the last minute to increase occupancy as well as provide packages. The packages will need to be developed cooperatively with the park manager and the reservation section.***

21. Please elaborate on what is meant by a continental breakfast? Do you require table service with this breakfast or is it at the discretion of the Offeror?

***Answer: The breakfast is whatever you propose. The minimum breakfast requirements for what is to be provided are noted in IV-3g. As for table service the RFP does not require that service and is optional to the Offeror to propose.***

All questions and written answers will be posted to the DGS website as an addendum to, and shall become part of, the RFP. Each Offeror is responsible to monitor the DGS website for new or revised RFP information.