

To: All Recipients of the Prospectus for Concession Contract No. CC-HOSP002-27, to provide traditional bathhouse services and massage therapy services within Hot Springs National Park.

In the Prospectus issued September 16, 2025, the National Park Service (“Service”) provided instructions for submitting questions related to the Prospectus and stated it would respond to questions about the Prospectus, as appropriate, if submitted according to the instructions and received by December 12, 2025. Below, the Service has responded to all questions about the Prospectus submitted in accordance with the instructions and received within the allotted time.

In developing this Prospectus, the Service relied on the advice of consultants. The reports, studies, and documents provided to the Service by the consultants are protected by the deliberative process privilege pursuant to the Freedom of Information Act. 5 U.S.C. § 552(b)(5). To the extent the Service divulges any information contained in those reports, studies, and documents for the purpose of answering the questions submitted in relation to the Prospectus, such disclosure is not a waiver of the deliberative process privilege by the Service with respect to those reports, studies, and documents as a whole, or to any other information contained therein.

Service Responses to Questions on Solicitation # CC-HOSP002-27

Glossary of terms used throughout this document.

Concessioner: refers to the new concessioner to be awarded Concession Contract No. CC-HOSP002-27 through this solicitation process.

Draft Contract: refers to the new concession contract to be awarded through this solicitation process (Concession Contract No. CC-HOSP002-27).

Offeror(s): refers to the persons or entities that submit a proposal in response to the solicitation for the Draft Contract.

Park: refers to Hot Springs National Park.

Existing Concessioner: refers to the concessioner operating the Existing Concession Contract No. CC-HOSP001-12.

Questions and Responses

HVAC

1. **QUESTION:** Is there a design for the new HVAC system that is going in? If so, can it be provided? If not completely designed, has it been determined if a ducted or ductless system will be installed?

SERVICE RESPONSE: The design is completed with a ducted system. The system will be comprised of chilled water/hot water, 4-pipe fan coil units. Code required air ventilation will be provided to the building by means of a new dedicated outside air system utilizing chilled water cooling, hot water

heating, filtration and energy recovery. Chilled water will be provided to the building's fan coil units by means of a piped distribution system utilizing base mounted pumps with pump speed controlled by variable frequency controllers. An exterior located air-cooled water chiller will be utilized to produce chilled water. Heating hot water will be produced by means of a heat exchanger utilizing thermal hot water. Heating hot water will be provided to the building's fan coil units by means of a piped distribution system utilizing base mounted pumps with pump speed controlled by variable frequency controllers. Back-up gas fired boilers will provide heat to the heating hot water system piping loop should the thermal water be out of service. HVAC on the third floor will be by a stand-alone forced air unit utilizing the building's hot heating water and chilled water. The scope also includes providing a new electrical service for the building that will be located above the local flood plain. A building emergency generator will be installed. The generator's main purpose is to power the elevator in case of power outage. Work includes construction of piping chases, soffits, and walls utilizing light-gauge metal framing and gypsum wall board, and a wainscot of solid-surface material. The finish work includes patching, repairing and painting. The project plans are being provided.

2. **QUESTION: (a)** Can the Service provide design drawings and specifications for the new HVAC system? **(b)** Can we assume that, as part of its design, specialists have identified appropriate HVAC zones and controls?

SERVICE RESPONSE: The project documents are being provided to the Offerors individually? Or attached here? Uploaded to the solicitation page?.

3. **QUESTION:** Ability to propose scope changes/additions - Is there any possibility or opportunity for the selected concessioner to propose scope changes or additions to the HVAC, roof, or other deferred maintenance projects?

SERVICE RESPONSE: No, the project design phase is complete, and a contract has been awarded to a construction company for completion.

4. **QUESTION:** If the Buckstaff roof and HVAC project takes significantly longer than anticipated and materially limits the selected concessioner's ability to operate as proposed during the early years of the term, could this be done during an interim period created by postponing the start date of the new contract?

SERVICE RESPONSE: Yes, if the roof and/or HVAC project takes longer than anticipated, the start of the Draft Contract will be delayed to ensure the same term length from any effective date.

FACILITY MAINTENANCE

5. **QUESTION:** Does the roof replacement that is being done include removing all of the flashing, parapet caps and wrapping new thermoplastic polyolefin over the parapet walls? Is there a scope of work, drawings, or design available? Will this scope be completed after the new HVAC system or in conjunction and fully coordinated?

SERVICE RESPONSE: These projects will be completed in conjunction with each other in the order and on the schedule approved by the Contracting Officer. Project documentation is being provided which will show the existing roof membrane, underlayment, insulation and flashing is being

removed, down to the existing roof deck, and replaced while the terra cotta parapet coping caps are being removed and reinstalled. The stone caps are being recoated and regouted.

6. **QUESTION:** Disposition of existing boiler and heating equipment - Can the NPS clarify what is planned for the existing boiler and associated heating equipment under the new HVAC configuration. Specifically, whether the equipment will be removed, decommissioned in place, or otherwise addressed as part of the current project?

SERVICE RESPONSE: This equipment will be removed.

7. **QUESTION:** The prospectus states that the Buckstaff will be delivered at the start of the new contract term with "no deferred maintenance," and we understand that a separate project is underway to install a new roof and HVAC system. Can NPS (1) confirm the anticipated date for the completion of the Buckstaff roof and HVAC projects, and (2) provide a detailed list or scope of work that will be completed to place the building in a "no deferred maintenance" condition as described in the prospectus?

SERVICE RESPONSE: The planned completion date for the new roof and HVAC system is December 31, 2026. Please see the provided list of completed projects for which the Service has records, and those projects to be completed prior to the effective date of the Draft Contract.

8. **QUESTION:** Will all of the interior plaster damage on the walls and ceilings from previous water leaks either from the roof or plumbing system going to be repaired prior to the new concessionaire taking over?

SERVICE RESPONSE: Yes, the NPS will repair the damaged plaster prior to the Draft Contract.

9. **QUESTION:** The prospectus indicates the Buckstaff will be delivered with "no deferred maintenance." Our concern is that the Buckstaff has undergone decades of "covering up" deficiencies rather than addressing their cause. If this work is performed before the contract begins, can the "awarded concessioner" have conversations with the NPS about their concerns and observations?

SERVICE Response: Yes

10. **QUESTION:** The concrete foundation looks solid but has some spalling and geometric cracking. Given that concrete foundations generally last about 60 years, will this be reinforced or tested?

NPS Response: Nothing has led the Service to test or reinforce the foundation.

11. **QUESTION:** Will the work performed help to protect the basement and building during flooding?

SERVICE Response: A new exterior basement door will be installed to help prevent water intrusion. The Park will work with the new concessioner to approve appropriate measures to protect the basement area during flooding.

12. **QUESTION:** Could the NPS describe the existing sump pump and water expulsion system?

SERVICE Response: The sump pump system is located in the mechanical room. It is 4' length x 4' width x 3' depth with tandem pumps that have a 2" diameter discharge pipe and a metal grate overtop of pit.

13. **QUESTION:** We are particularly concerned about what appears to be rusted rebar throughout the ceilings/floors, as well as covered-up rusting piping throughout. Could the NPS describe how the planned curing of deferred maintenance addresses these issues?

SERVICE Response: A significant contributor to the moisture problems in this facility is airborne moisture from the water introduced into the interior of the building by the various spa functions, tubs, showers, and steam boxes. The installation of the new HVAC system will provide positive air movement into the space to prevent extreme, long-term condensation. However, the Park does not intend to replace pipes and rebar prior to the start of the Draft Contract.

14. **QUESTION:** Are all of the circuits going to the tubs GFCI protected?

SERVICE RESPONSE: To best of our knowledge all circulating pump motors are GFCI protected.

15. **QUESTION:** Is there a history of major repairs, renovations, or system replacements?

SERVICE RESPONSE: Please see the provided list of completed projects for which the Service has records, and those projects to be completed prior to the effective date of the Draft Contract.

16. **QUESTION:** Have any historical preservation upgrades been completed and is any required future work identified?

SERVICE RESPONSE: Please see the provided list of completed projects for which the Service has records, and those projects to be completed prior to the effective date of the Draft Contract. .

17. **QUESTION:** What is the age and condition of plumbing, HVAC, boilers, and electrical systems

SERVICE RESPONSE: Historically, the building has not had an HVAC system. The HVAC system installation is scheduled for completion by December 31, 2026. The existing boilers will be removed as part of the HVAC project. The Concessioner completed an upgrade of the electrical system in 2000. With the NPS buying out remaining Possessory Interest in 2010, there have been no significant repairs or replacements of the plumbing system. The electrical distribution sub panel is a 1999 model. It is the understanding that both systems are in working and serviceable order.

18. **QUESTION:** Are there maintenance and service records available for the buildings and mechanical, electrical, and plumbing systems?

SERVICE RESPONSE: Please see the list provided of known completed maintenance projects.

19. **QUESTION:** Can the NPS confirm that, at the contract start date (or after the NPS cures deferred maintenance), all existing tubs, needling showers, sitz baths, and steam boxes will have access to functioning thermal water? Do they all have access to functioning thermal water now?

SERVICE RESPONSE: All existing tubs, sitz baths and steam boxes currently have access to functioning thermal water. Due to the prohibition against treating the thermal water, the needle

showers need to be plumbed for municipality water. That will be completed prior to the start of the Draft Contract.

20. **QUESTION:** Will the local NPS team work actively in tandem with the concessioner on submissions of CFIPs and CAPEX (and relevant CRR and MO) to be approved through Service historical and environmental compliance?

SERVICE RESPONSE: Yes, the Service will work with the Concessioner on all required submissions and help with any needed approvals.

OPERATING PLAN

21. **QUESTION:** We understand from the existing contract that the Operating Plan is typically reviewed and may be revised by the Superintendent in consultation with the concessioner over time. For the new contract, can NPS clarify whether, and through what process, the draft Operating Plan in Exhibit B may be modified in coordination with the selected concessioner before the contract commencement date (or shortly thereafter)?

SERVICE RESPONSE: The NPS will identify the elements of the better offer and those will be included in the Operating Plan for the first year of operation. No additional changes are expected for the initial operating year. In subsequent years the Superintendent will consult with the Concessioner and may revise the Operating Plan as determined necessary by the Superintendent. As stated in the Operating Plan, any revisions must be reasonable, consistent with the main body of the Contract, and in furtherance of the purposes of the Contract.

22. **QUESTION:** Do we understand correctly that, hypothetically (we are not looking for a guarantee, but a hypothetical), the hours, days, and seasons of the concession operation could possibly be changed, during the contract term if the NPS and concessioner agree that circumstances could warrant it?

SERVICE RESPONSE: The NPS may work with the concessioner on requested changes to the hours and days of operations, after the first year of the Draft Contract. Change requests will be reviewed on a case-by-case basis considering visitor use trends and the basis of the requested change, realizing the ultimate goal is provide the required services to visitors.

THERMAL WATER SYSTEMS AND EQUIPMENT

23. **QUESTION: Historic thermal water maintenance and condition** - Under the Current Contract, we do not see any dedicated "Thermal Water Management Plan" requirement or system-specific inspection/descaling protocol compared to what is required in the new prospectus. Given the high mineral content of the thermal water and its potential to accelerate scaling and deterioration of interior piping, can the Service confirm whether any such thermal-water-specific maintenance program has existed in practice for the Buckstaff thermal water piping system (and, if so, since when), and whether any condition assessments or reports are available?

SERVICE RESPONSE: Yes, the incumbent Concessioner has a requirement for a Thermal Water Management Plan with the current plan effective in 2020, as well as overall Maintenance Plan. There is no requirement for a specific Thermal Water Maintenance Plan or Thermal Water Piping System. A comprehensive condition assessment was completed prior to prospectus development, the condition assessment reports are not released.

24. **QUESTION:** Can the Service provide historical data on thermal water usage for the Buckstaff (for example, annual totals, average daily/seasonal consumption, or typical usage per bath)?

SERVICE RESPONSE: Please see the table below with the monthly usage in gallons. The Park does not have data for daily or per bath consumption.

	Hot		Cooled	
	2025	2024	2025	2024
JAN	347,000	375,000	88,000	94,000
FEB	357,000	425,000	81,000	107,000
MAR	549,000	598,000	193,000	200,000
APR	443,000	557,000	148,000	195,000
MAY	515,000	535,000	194,000	201,000
JUN	404,000	468,000	188,000	211,000
JUL	429,000	470,000	221,000	233,000
AUG	400,000	433,000	181,000	208,000
SEP	389,000	429,000	153,000	184,000
OCT	440,000	496,000	186,000	212,000
NOV	417,000	482,000	156,000	184,000
DEC	389,000	426,000	129,000	133,000

PERSONAL PROPERTY AND GOVERNMENT FURNISHED PROPERTY

25. **QUESTION:** Can the Service confirm whether the whirlpool turbines, as well as the existing washers and dryers in the Buckstaff, are owned as personal property by the current Concessioner rather than as Service real property?

NPS RESPONSE: The washers and dryers are property of the Service. The whirlpool units (17 on first floor and 10 on second floor) are personal property of the incumbent concessioner.

26. **QUESTION:** Can the Service list existing personal property in order to avoid confusion and potential legal claims in the future? Are there any disputes as to the ownership of tubs, steam boxes, etc.? Are there any unknowns?

SERVICE RESPONSE: Please see the provided personal property list that has been agreed upon. There are no known disputes regarding ownership.

SERVICES, PRICING CATEGORIES AND LICENSING

27. **QUESTION:** The Business Opportunity document, page 14 (Exhibit 6), lists “Bath” and “Whirlpool” as separate services. Can the Service clarify how a “Bath” is defined versus a “Whirlpool”?

SERVICE RESPONSE: Bath refers to the traditional bathing experience in a tub of hot thermal water with a bath attendant. Whirlpool is an additional service, typically involving underwater jets, that can be added to the traditional bath.

28. **QUESTION:** Is the Concessioner permitted to offer light food items and non-alcoholic beverages in conjunction with the bath/spa to complement the authorized alcohol service? We ask because it seems unsafe to “only” offer alcohol.

SERVICE RESPONSE: Yes, please see Amendment #6 to the solicitation.

29. **QUESTION:** The Draft Contract lists alcohol service as an authorized service. Has there previously been a liquor license associated with the Buckstaff, and if so, under whose name was it held (NPS, the Concessioner, or another entity)? For the new contract, can NPS clarify which licensing framework will apply (i.e., Arkansas state/local licensing only, or any federal overlay), and whether the liquor license is expected to be obtained and held directly by the concessioner?

SERVICE RESPONSE: There has never been a liquor license associated with the Buckstaff since NPS ownership. Refer to page B-14 Section 6 of the Draft Operating Plan for requirements regarding alcohol sales.

30. **QUESTION:** Is there any other information relevant to operational or preservation considerations?

SERVICE RESPONSE: Consistent with the elements identified in the Business Opportunity, Draft Contract, and Maintenance Plan, Offerors should provide operational and preservation considerations.

ENVIRONMENTAL AND HEALTH RISK

31. **QUESTION:** For this pre-1915 structure, can the Service provide any existing environmental or industrial hygiene reports for the Buckstaff (e.g., asbestos surveys, lead-based paint assessments, mold or moisture intrusion reports)? If additional hazardous materials are discovered after contract award in areas needed for concessioner improvements or routine maintenance, will the NPS bear abatement and associated costs, or are such costs expected to be the concessioner's responsibility?

SERVICE RESPONSE: The Concessioner removed the asbestos from the basement in 1995. The Service does not have a report for this abatement work. The roof and HVAC projects will abate/encapsulate asbestos and lead paint as part of the work. Designs will be provided for the HVAC work. It is not expected that hazardous materials will be encountered in the performance of the contract. If suspected hazardous materials are encountered on NPS property, do not disturb, immediately notify the Park. Hazardous materials, including asbestos and lead paint, discovered on NPS property will be addressed by NPS in accordance with federal law.

32. **QUESTION:** Has any building environmental study been done for asbestos, mold, contaminants, etc. in any of the building materials or piping to include underground civil utility piping systems, an otherwise? If so, is that report available?

SERVICE RESPONSE: Lead paint was identified as part of the scoping for the roof project. This will be abated as a component of this work. No report is available to share.

33. **QUESTION:** Regarding Pathogens, has inhabitation of rodents and/or bats in the area been an issue affecting the Bathhouse due to the plentiful water in the area and proximity to so many other businesses and external factors? If relevant, will the new concessioner be provided with more detailed information and history for planning the IPM and mitigation?

SERVICE RESPONSE: Rodents and/or bats have not been an ongoing issue. Current methods of pest management undertaken by the incumbent include wooden mouse/rat traps and fly swatters. The Service will work with the Concessioner on a more robust Integrated Pest Management Plan should the need arise.

FINANCIAL ASSUMPTIONS

34. **QUESTION:** Under the existing contract, the franchise fee is 1.5% of gross receipts, whereas the new prospectus establishes a minimum franchise fee of 6%. In developing this new minimum, did the NPS factor in the additional operating and maintenance costs associated with the new HVAC system at the Buckstaff? If so, can NPS share the estimates or assumptions used for these HVAC-related costs in the franchise fee determination?

SERVICE RESPONSE: Yes, new operating and maintenance costs were considered. The Service engaged the services of an outside consultant to estimate the operating costs, as well as revenue assumptions. The internal analysis is not available, and Offerors should use their own estimates in determining the financial viability of this opportunity.

35. **QUESTION:** Can the NPS confirm which federal and local wage requirements apply to this contract (including any current executive orders establishing a minimum wage for federal contractors) and whether these requirements were explicitly incorporated into the prospectus financial assumptions and the determination of the minimum 6% franchise fee

SERVICE RESPONSE: The federal minimum wage, under the terms of Executive Order 13658, applies to this contract. The current minimum wage is currently \$13.30 per hour that went into effect on January 1, 2025. The Concessioner will be responsible for monitoring and implementing future wage increases. The Service considered implications of the Federal minimum wage requirements in the analysis of the minimum franchise fee, and Offerors must consider the impacts of these wage requirements when developing their financial projections.

GENERAL

36. **QUESTION:** What is the number of baths and treatment areas?

SERVICE RESPONSE: Please see the provided floor plans for details.

37. **QUESTION:** We read a stipulation that concessioners can't use paper straws but can use plastic according to the EO. Can we procure paper straws regardless and have both available? What if we only ordered paper straws? Would this be violating the EO?

SERVICE RESPONSE: Yes, this would violate the EO. “The heads of executive departments and agencies (agencies) shall take all appropriate action to eliminate the procurement of paper straws and otherwise ensure that paper straws are no longer provided within agency buildings.”

38. **QUESTION:** Insurance Requirements, liability waivers, is it Liability, or acknowledgment of Risk?

NPS RESPONSE: The Concessioner may require clients (or their legal guardian if the client is under 18 years of age) participating in Area activities identified by as “higher risk” to sign exculpatory agreements that include a Visitor Acknowledgment of Risk (VAR), Waiver of Liability (WoL) and indemnification clauses.

39. **QUESTION:** Can we be more progressive in collection with electronic methods for check in processes versus paper?

SERVICE RESPONSE: Yes, the Concessioner is encouraged to employ best business practices whenever suitable.

40. **QUESTION** Is the Service considering leasing out the Maurice Bathhouse as an additional functioning bathhouse on the row? If so, how many tubs has that bathhouse historically contained? How many square feet is it? Has there been an analysis of the potential business impact on the Buckstaff? Is there a potential timeline involved?

SERVICE RESPONSE: The NPS is preparing to release a Request for Proposals (RFP) for a long-term lease of the Maurice, rather than a concession contract or commercial use authorization. **Under a leasing process, the Park may authorize uses other than bathhouse and spa services.** While the NPS has not conducted a study specific to the business impact on the Buckstaff, the NPS has determined that spa services and retail operations are appropriate and a feasible business opportunity on Bathhouse Row since the downtown area is already a major tourism and shopping destination. The NPS will welcome the submission of proposals for other types of business opportunities consistent with the terms of the RFP. The Maurice is a three-story structure with 19,300 square feet of usable space. Initially there were thirty tubs. In 1931, an additional 10 tubs were added for a total of forty tubs and a therapy pool in the basement. The NPS expects to release an RFP in calendar year 2026.

41. **QUESTION:** What is the total building square footage of the Buckstaff.

SERVICE RESPONSE: The building square footage is 22,565 sq feet.

42. **QUESTION:** We were surprised that a large part of the facilities, including tubs, appear to have personal storage items in them. Much of the facility appears to be storage. Is the current operator subleasing contracts for other professions (manicure, salon) or renting out these spaces for storage?

SERVICE RESPONSE: No, subcontracting is not allowed under the current contract.

SERVICE AMENDMENTS

Proposal Package Document

Principle Selection Factor 1. (Page 10)

Old Language:

Subfactor 1(a): Asset Management. Recent renovations and improvements were completed for the

Buckstaff Bathhouse that is assigned to the Concessioner, resulting in no deferred maintenance.

New Language:

Subfactor 1(a): Asset Management. Renovations and improvements will be completed for the Buckstaff Bathhouse that is assigned to the Concessioner, resulting in no deferred maintenance.

Draft Contract.

Section 3(a)(2) Authorized Services (Page 4)

Old Language:

v. Alcohol Sales, Within the bathhouse

New Language:

v. Alcoholic drinks, Prepackaged Snacks and Non-alcoholic drink Sales, Within the bathhouse

Operating Plan.

Section 4) B) (2) Vending (Page B-13)

Old Language:

(2) Vending. The Concessioner is authorized to offer food and beverage items in vending machines in the main building. The requirements for vending machines can be found on the 10-RET form as well as in the CS Guide section 6.16.19.

New Language:

(2) Pre-Packaged Food and Beverage. The Concessioner is authorized to offer pre-packaged food and beverage items through vending machines or on demand in the main building. The requirements can be found on the 10-RET form as well as in the CS Guide section 6.16.19.

Maintenance Plan

Section D) (Page H-5)

Added Language:

(7) Asbestos and Lead Paint

It is not expected that hazardous materials will be encountered in the performance of the contract. If suspected hazardous materials are encountered on NPS property, do not disturb, immediately notify the Park. Hazardous materials, including asbestos and lead paint, discovered on NPS property will be addressed by the NPS in accordance with federal law.