

**RFP 07092025**

**Garvan Woodland Gardens Auxiliary Services (Parking)**

**Vendor Q&A**

1. *Question (asked at the Solicitation Conference held on Wednesday, July 23 at 2:00 PM CST):* Is there a designated overflow parking lot?

*Answer:* The ancillary roads leading up to the Gardens serve as a waiting/staging area for visitors entering. The roads entering and exiting the Gardens are one-way. On projected busy nights, one (1) parking attendant shall be located at Twin Oaks Drive & Arkridge Rd and one (1) parking attendant shall be located at the entrance to the light display on Arkridge Rd.

There is a vacant lot at the base of the service road that could be used for overflow parking. However, usage would require prior coordination with and approval from Garvan staff.

1. *Question:* Training Hours & Expectations - Can you clarify the duration and scope of supervisor training? Pay Rate for Garvan to compensate contractors for the supervisor’s training time, or should that be embedded in the price? How long is training?

*Answer:* Supervisor training shall be included in the overall price. We anticipate 4-6 hours of training total.

1. *Question:* Electric Golf Cart Requirements - What specifications should the electric golf cart meet (e.g., terrain capability, seating capacity)? Will charging access be available on-site?

*Answer:* The electric golf cart or similar will be on paved or gravel surfaces. Our entry drives are steep, but all other surfaces will be flat. The golf cart has been used by the Parking Crew's supervisor to monitor the staff, count available spaces, troubleshoot, etc. Lights are required as the vehicle will be operated after sunset. A minimum of two seats should be provided, additional if the parking supervisor would like to move the crew to positions, etc. A charging station will be available. \*Electric carts are preferred, but a gas cart will be acceptable.

1. *Question:* First Responder Preference - What documentation is required to qualify as a “first responder”? CPR certified sufficient? Is it preferred per contract, or per shift/night?

*Answer:* First-Aid Certification, including CRP certified. This is a preferred qualification, with nightly/shift coverage preferred, especially on peak nights.

1. *Question:* Weather Policy / Early Dismiss - What is the procedure for releasing the crew early due to weather or low turnout? How much notice is typically provided to supervisors or crews?

*Answer:* Two hours per employee are provided as a minimum each night. If ticket sales are low, we aim to give notice a minimum of two hours before reporting for duty. This may include reducing the number of required crew on typically peak or non-peak nights. If poor weather or other circumstances require us to close the Garden or reduce the parking team, the Garden's Manager on Duty will give notice to the Parking Team's supervisor, who will alert the parking team. It is up to the Parking Team supervisor to determine which team members are sent home.

1. *Question:* Billing and Log Submission - Can you confirm the preferred format for invoicing and log submissions (electronic or paper)? Is there a dedicated email or system for uploading logs?

*Answer:* Please provide invoices and log submissions in an electronic format, emailing Michael Francois ([mf062@uark.edu](mailto:mf062@uark.edu)), and cc: Heather Boyett ([hd024@uark.edu](mailto:hd024@uark.edu)), and Aaron Wright ([apwright@uark.edu](mailto:apwright@uark.edu)).

1. *Question:* Holiday Lights Crew Count on Overlap Days - On nights where programming overlaps (concerts during Non-Peak), which staffing level should be followed—Community or Non-Peak?

*Answer:* We have incorporated special events and their projected admissions into our requested staffing levels.

1. *Question:* Miscellaneous Costs - What are acceptable charges under “Miscellaneous”? Would this include admin, management, or set-up costs?

*Answer:* Any additional costs associated with the fulfillment of the contract that are not already included in line items 1-5 of each table on the Official Price Sheet shall be included in the miscellaneous line. Each miscellaneous cost, if applicable, shall be clearly defined and itemized. Please review section 3 (Costs/Pricing) of the RFP document for additional information.

1. *Question:* Reference Expectations - Are non-university clients (e.g., city-sponsored festivals, large venues) acceptable if higher ed references are not available?

*Answer:* Yes. Section 4 of the RFP document states “preferably in higher education” in regard to the University’s preference that references in higher education be included.

1. *Question:* Are Gas Golf carts an acceptable option as well? And if so, how many would it take to adequately accomplish the mission?

*Answer:* See answer to question 3.

A minimum of one is required. Two carts or another vehicle to transport employees to the Twin Oaks and Entry Gate positions would expedite operations.

Additionally, past parking teams have utilized vehicles with flashing lights at the Main Entry (service road) and at the Twin Oaks intersection to provide a visual que for oncoming guests to turn.