

Amendment No. 1

Solicitation #: LACH003-26

To: All Recipients of the Prospectus, LACH003-26, to operate lodging, food and beverage, retail, campground, and related visitor services at Lake Chelan National Recreation Area

Any proposal must be received via email by the Commercial Services Office by 5:00 p.m. PT on April 18, 2025 in order to be evaluated and considered for award of the concession contract. Statements of intent to propose must be submitted by March 21, 2025.

Subsequent to January 21, 2025, the National Park Service (“Service”) has issued two policy changes which has resulted in updated Exhibit B (Operating Plan) and Exhibit I (Insurance) to the Draft Contract. Exhibit B, Section 7C has been updated to reflect the Service’s new policy regarding exculpatory agreements (i.e., waivers of liability and indemnifications). Exhibit I (original Section 2(m) and Section 3(f) removed) has been updated to reflect the Service’s new policy that it will not define deductible or self-insured retention limits for liability or property insurance required in concession contracts. The Service has also updated language contained in Secondary Selection Factor 1 in the updated Proposal Package.

In the Prospectus issued January 21, 2025, the Service stated it would respond to questions about the Prospectus if submitted in writing and received by February 12, 2025. Questions were received in a timely manner. This Amendment 1 to the Prospectus provides the following answers in response to those questions.

1. “Given the recent evacuation, what is the expectation and who incurs the cost for real property fire mitigation measures, including foil coverings and logistical costs for displaced employees and in some cases visitors?”

The Service is responsible for real property fire mitigation measures as a result of wildfire suppression activities only. The Service is responsible for removal of equipment, supplies, materials used for wildfire response efforts as a result of protection of the Concession Facilities. The Service is not responsible to provide compensation for displacement of concession employees or visitors in the event of evacuation of facilities for wildland fire incident response.

2. “How does the Service intend to provide visitor protection and response to potential life safety events? Will there be year-round Law Enforcement, EMTs, and Boat service for emergencies?”

Emergency service response is coordinated through Chelan County Emergency Services Management (Chelan EMS) in conjunction with local resources and the National Park Service. Lifeflight provides air ambulance services to/from Stehekin. Passenger ferry services to/from Stehekin run year-around and may be available for limited emergency response when vessels are in port. Other privately owned vessel transportation services may also be available.

3. “What is the minimum staffing level for service personnel in Stehekin? Will the visitor center and interpretive programs be available and provided during peak seasons annually?”

The Service is uncertain of staffing levels at this time and cannot provide a response.

4. "When the Service manages the web based centralized customer satisfaction program, will it be in lieu of the concessionaire's own comment feedback collection? Will the concessionaire be able to recommend questions asked? Will the data collected including addresses be shared with the concessionaire for day traffic and overnight feedback? Will our responses be private to the customer?"

The Concessioner may utilize their own internal visitor comment/survey process. The Service anticipates it will develop a set of standardized visitor satisfaction questions and that once developed, the Concessioner must include these questions in its visitor satisfaction survey and make results available to the Service. What data and the extent to which it will be shared with the Concessioner is still in development.

5. "How many bed spaces come with the employee housing for the new contract?"

There are several housing units assigned to the concessioner under the Draft Contract. The assigned units range from single occupancy units to bunkhouse style housing. The number of available beds is determined by the concessioner in consideration of staffing needs to meet required elements of the Draft Contract. The Service estimates 30-34 beds (one bed per available room), however the offeror may choose to allocate bed spaces to fit operational priorities.

6. "Is the Service willing to identify designated parking spots for the community in an effort to manage traffic more efficiently?"

The Service does not currently manage a parking program at Stehekin.

7. "Has a fire protection condition assessment ever been completed? If so, when?"

The Service is unable to locate any fire protection condition assessment.

8. "Does the Structural Fire Manager need to be part of onsite staff, or can this position be supported remotely?"

The Structural Fire Manager position may be supported remotely; however, the Concessioner must designate a Primary Response employee who is duty stationed on-site and is certified, trained and skilled in performing the required duties of the Structural Fire Manager.

9. "Can the Service please define taxi service as it relates to this contract? Is a shuttle bus considered taxi service?"

Shuttle bus services are neither required nor authorized under the Draft Contract. "Taxi services" are defined as vehicle for hire with a driver, used by a single passenger or small group of passengers, for a non-shared ride and provides point-to point service for guests or concessioner clients only.