

GUIS003-17
Questions and Answers

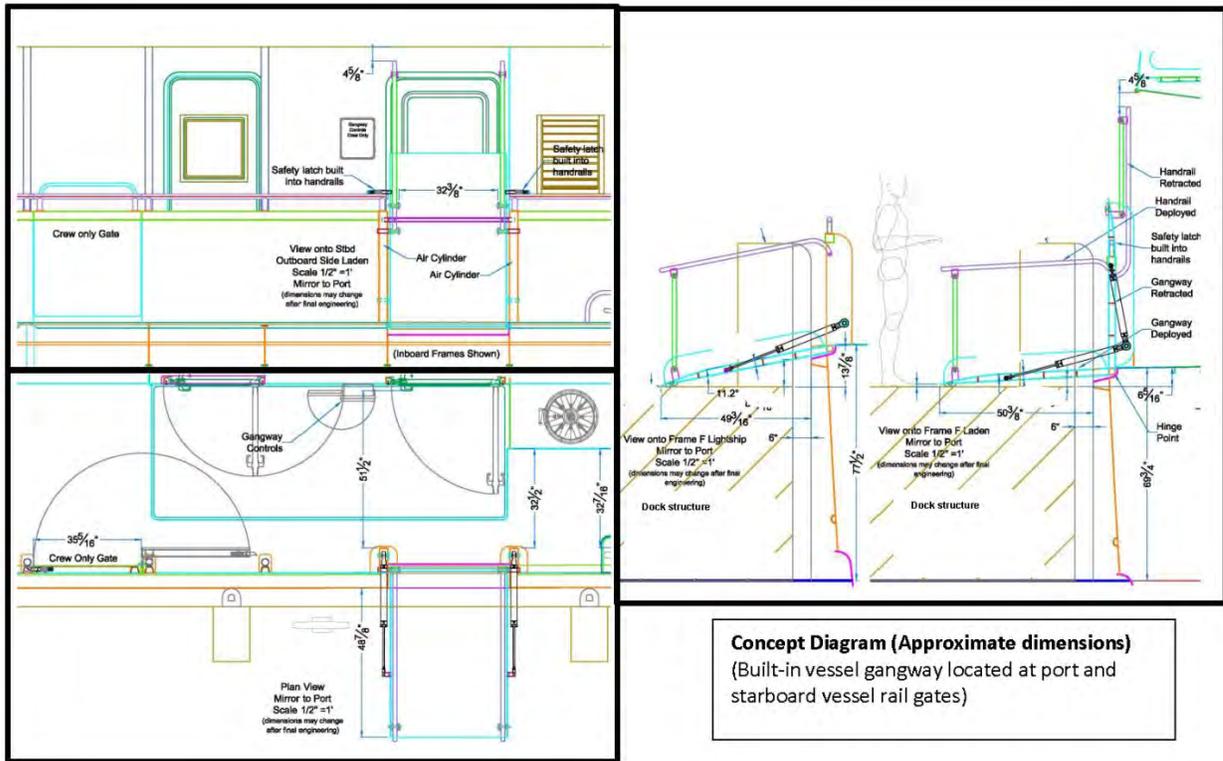
Questions Regarding Requirements and Operations of Park, City, and County

1. What are/Are there any Union requirements?

Answer: There are no union requirements by the Park, Escambia County, or the City of Pensacola.

2. What are the specifications on the ramps used for boarding the ferry? Are they ADA compliant? If they are on the dock as well as on board the ferry will the dock portion be available at all three docks? Are there any modifications we will need to provide (aka power) to the docks or ferries in order to provide ADA access (i.e. hydraulic lifts)? If so, what is the process for the presentation and approval of plans?

Answer: All docks will have ADA-compliant ramps leading to the vessel. Each NPS vessel includes an ADA-compliant-built-in gangway on the port and starboard sides (see illustration below). The ramps and gangway will allow ADA-compliant access to the deck of each vessel. Once on a vessel, however, passengers wishing to access the main cabin must go over a 1.5"-high threshold (doorway combing) between the deck and the main cabin. This threshold is a US Coast Guard requirement for the purpose of making a water resistant seal when the cabin doors are closed. The concessioner is responsible for providing concession equipment for accessible crossing over threshold (combing). Modifications, such as hydraulic lifts, are not anticipated to be necessary.



3. Where will we have access to a pump station/fuel? If one has not been afforded, where will we be provided a drive up location for a truck?

Answer: No pump station/fuel is available at Quietwater or Fort Pickens. Refueling and a pump station (to empty black/gray water holding tanks) are available at the Port of Pensacola.

A dedicated drive up location will not be identified by the City but as the city streets are open to the public, should a fueling company be willing to refuel from the street location to the docks, the City would not prohibit such an operation provided all State and Federal Government regulation are abided by.

At the option of the operator, fueling may be conducted at the Port of Pensacola directly west and adjacent to the downtown Pensacola ferry landing location. Fueling will need to be coordinated in advance with Port of Pensacola Operations Department and all applicable Port Tariff procedures shall be followed. Link to the Port of Pensacola tariff is www.portofpensacola.com/703/Tariff or the Port of Pensacola website. Additionally, there are numerous commercial fueling options available from private operators in the Pensacola Bay area.

A pump out facility for black/gray water holding tanks will be located on the City's floating dock and connected to City sewer.

Questions Applicable to National Park Service Requirements and Operations

4. Can you provide us with the example/approved logo and branding package? Will we be afforded to opportunity to work with the park to develop an alternate branding package (costs will be absorbed by us and then all rights to the logo and branding will be turned over to the park)?

Answer: The logo and branding package are still under development and will be shared once the concession contract is awarded.

5. Upon renovations to the campground store, will the coolers remain?

Answer: No, the coolers will not remain.

6. Confirming that the park will provide the below information for the mine storage
1. all interpretive signage
 2. only furniture included will be built in countertops
 3. Government will provide everything under Kitchen Equipment Key Notes on page 2 of appendix L
 - a. If not, will any of the equipment be provided? What?

Answer: The Service will provide all interpretive signage. The only furniture provided is the countertops. No, the government will not provide all the items listed on Kitchen Equipment Key Notes on page 2 of Appendix L. The Service will provide the four food prep tables (K3, K4, K5, K6), upper storage shelves (K9), three compartment sink (K10), one compartment drop in table top sink (K11), grease interceptor for commercial sink (K12), and stainless steel screen wall (K13).

7. Will the concessioner or the park be responsible for weather related preparation and possible damage to the NPS provided ferries?

Answer: The concessioner will be responsible for all weather related preparation and repairing any damage to the ferries. See Exhibit E, Part B, Section 1) 7) A) of the Prospectus.

8. In order to safely unload passenger and not halt service, on rough sea days, like that of the site visit, will we be afforded a docking location on the inside of the park dock?

Answer: There is an administrative slip for park boats, which receives little use. It can be used by the concessioner if it is available.

9. Can the Park provide us with the ADA modifications made to their ferries?

Answer: See the response to question 2 above.

10. The contract states that the services under the contract are non-exclusive; however, the city and town state “exclusive water-based provider of transport.” Ultimately, will the contract be exclusive or non-exclusive?

Answer: The contract is non-exclusive for all governments involved. The Service is prohibited from providing “in any manner an exclusive right to provide all or certain types of visitor services in a park area.” 36 CFR 51.77. Notwithstanding the foregoing, the City and County have agreed that the facilities that they develop for concessioner use will be for the principle and primary use and occupancy of the concessioner. NPS and City General Agreement, November 2015 (Section C3), and NPS and County General Agreement, November 2015 (Section C2)

11. Will the Park provide Wifi? If not is it available for the concessioner to purchase?

Answer: The Service will not provide the concessioner internet access. There are no wired internet or phone services on the island. Cellular modems and a cradle point router work the best on the island. Satellite is also an option, but use of this service would have to be approved by the Park and any equipment would need to be hidden from the view shed.

12. Will mounted cameras be allowed so that we might keep track of operations? Cameras would be mounted at each dock, retail facility, laundry and on the trams.

Answer: The Service in some circumstances does allow a concessioner to install cameras at its own expense, provided the cameras are discrete and professionally installed. The concessioner must assume the responsibility for maintenance, upkeep and replacement of any cameras it installs. However, the circumstances in which such installation is permitted vary and until there is a specific proposal, the Service cannot provide a definitive answer on whether, where, and when such cameras may be used as part of this concession operation. The City and County would have to approve any use of cameras at the facilities they own.

13. Is there the possibility of the concessioner renting out any park housing located at Fort Pickens?

Answer: No, park housing is not available to the concessioner.

14. Please provide the final layout plans for the campground store and camper registration area?

Answer: The Service is in the process of designing the store and registration area. No plans, even preliminary, are available. Current options for renovation include either (a) revamping the existing structure to house both the store and registration, or (b) constructing a new structure(s) that will serve as campground store, restrooms and campground registration. All options under consideration provide approximately 1,200 square feet for store operations.

Questions Applicable to City of Pensacola Requirements and Operations

15. What are the actual numbers of parking spots available for the ferry? How many parking spaces are available for Ferry service parking at the city of Pensacola site?

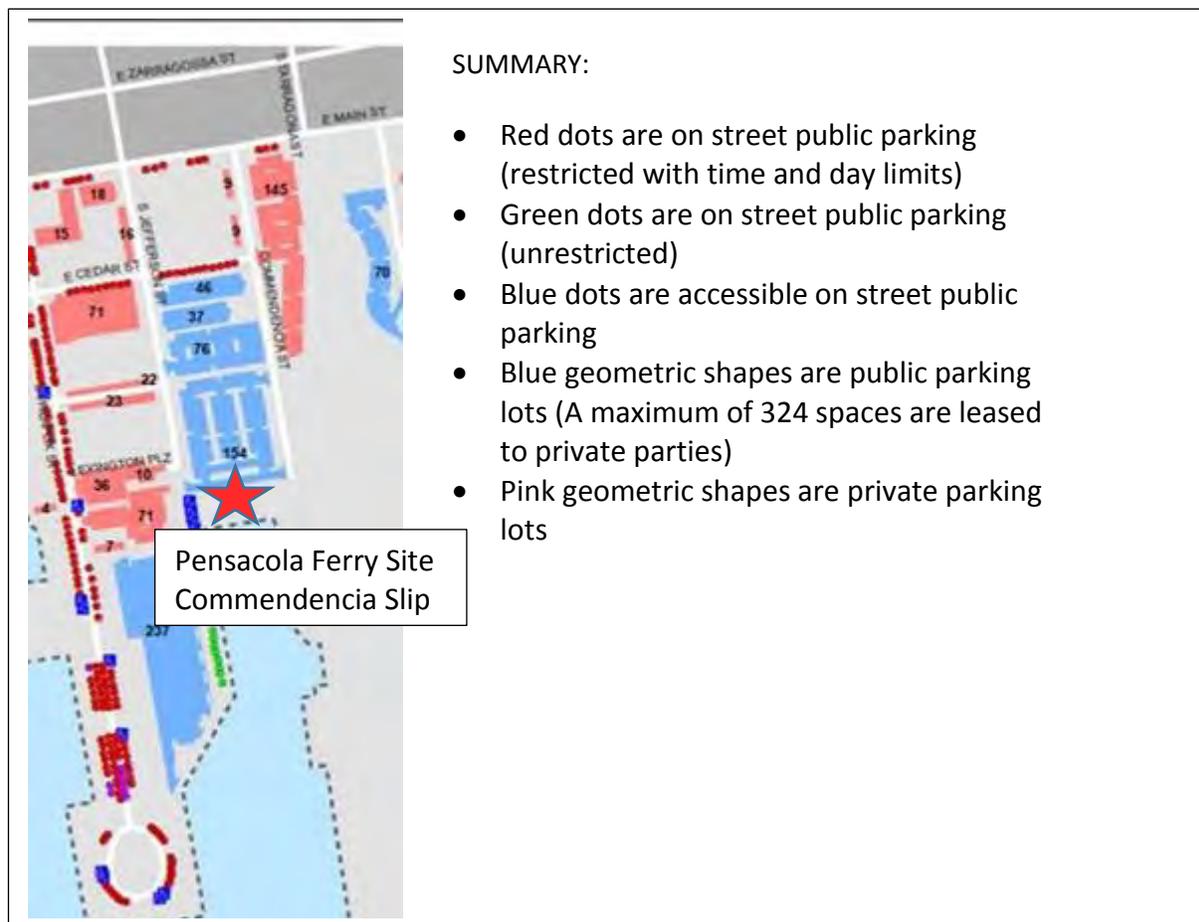
Answer: Provision for parking in the City is made in NPS and City General Agreement, November 2015 (Section C3 (f)). In sum, between 80 and 100 identifiable parking spaces located near Commendancia Slip in public lots will be for use by ferry passengers. Approximately 296 spaces of additional public parking are located within walking distance, approximately 3 to 4 blocks from the slip. Significant on-street parking is available to the public, including ferry passengers. See Pensacola parking map below.

16. Will there be dedicated parking spaces at the Pensacola city location for the Ferry service?

Answer: See answer to number 15 above.

17. Are there any plans to add more parking? If so, how many?

Answer: No new development is planned at this time.



18. How many of the parking spaces are dedicated to other occupants at this location?

Answer: Up to 324 are leased to private parties at this time.

19. What is the square footage of the ferry office/store the city will provide?

Answer: Final design and engineering are underway for the ferry ticket/operation support building. Estimated square footage of the ferry ticket/operation support building and restroom facility is 1,200 square feet. The restroom is approximately 50% of the total square footage.

20. What will be the number of offices or square footage of the office area provided?

Answer: Approximately 600 square feet of conditioned interior open space for operational support and ticket sales will be provided. Interior furnishings must be provided by the concessioner.

Questions Applicable to County of Escambia Requirements and Operations

21. Can the concessioner contribute to the design of the kiosk?

Answer: Plans for the kiosk are under way at this time. We do not anticipate that time will permit any concessioner contributions.

22. Will the concessioner be allowed to rent paddle boards or kayaks from the provided kiosk?

Answer: No

23. If so, is there an area we could store this equipment?

Answer: No

Questions Regarding Other Possible Embarkation Sites

24. Is there a dock available for an additional stop at fort barrancas?

Answer: Base access is determined by the United States Navy. At this time only the three embarkation sites identified in the Prospectus are available for use. Adding an additional site would require Service approval.

25. If we provide a drop off, would the navy provide a shuttle/similar tram from the dock to the fort/museum? (could we provide the staff if they provide the transportation?)

Answer: Base access is determined by the United States Navy. At this time only the three embarkation sites identified in the prospectus are available for use. Adding an additional site would require Service approval.