PROPOSAL PACKAGE

CC-ACAD01X-24

Department of the Interior

National Park Service

Acadia National Park

Proposal to Operate
Narrated Interpretive Bus Tours within Acadia National Park
on Mount Desert Island, Maine

PROPOSAL SUBMISSION TERMS & CONDITIONS

1. The Offeror's Transmittal Letter set forth below indicates your acceptance of the terms and conditions of the concession opportunity as set forth in this Prospectus. It indicates your intention to comply with the terms and conditions of the Contract**. The letter, submitted without alteration, must bear original signatures**. The National Park Service (Service) will review the entire Proposal Package to determine whether your proposal in fact accepts without condition the terms and conditions of this Prospectus. If it does not accept without condition the terms and conditions of this Prospectus, your proposal may be considered non-responsive, even if you submitted an unconditional Offeror's Transmittal Letter.

2. The Proposal Package is drafted upon the assumption that an Offeror is the same legal entity that will execute the new concession Contract as the Concessioner. If the entity that is to be the Concessioner is not in existence as of the time of submission of a proposal, the proposal must demonstrate that the individual(s) or organization(s) (hereinafter Offeror-Guarantor) that intends to establish the entity that will become the Concessioner has the ability and is legally obliged to cause the entity to be financially and managerially capable of carrying out the terms of the Contract. In addition, the Offeror-Guarantor must unconditionally state and guarantee in its proposal that the Offeror-Guarantor will provide the Concessioner with all funding, management, and other resources that the Draft Contract requires and the proposal offers.

OFFEROR'S TRANSMITTAL LETTER

Regional Director
Interior 1, North Atlantic - Appalachian
1234 Market Street 20th Floor
Philadelphia, PA 19107

Dear Director:

The name of the Offeror is ____________________. If the Offeror has not yet been formed, this letter is submitted on its behalf by ___________________ as Offeror-Guarantor(s), who guarantee(s) all certifications, agreements and obligations of the Offeror hereunder and make(s) such certifications, agreements and obligations individually and on behalf of the Offeror.

The Offeror hereby agrees to provide visitor services and facilities within Acadia National Park in accordance with the terms and conditions specified in the Draft Concession Contract CC-ACAD01X-24, (Draft Contract) provided in the Prospectus issued by the public notice as listed on the SAM.gov website(Federal Business Opportunity website) and to execute the Draft Contract without substantive modification (except as may be required by the National Park Service pursuant to the terms of the Prospectus and the Offeror's Proposal). If the Offeror is not yet in existence, the undersigned, acting as guarantor(s) of all certifications, agreements and obligations of Offeror hereunder, makes such certifications, agreements and obligations individually and on behalf of the Offeror.

The Offeror is enclosing the required "PROPOSAL" which, by this reference, is made a part hereof.

The Offeror certifies that the information furnished herewith is complete, true, and correct, and recognizes that false statements may subject the Offeror to criminal penalties under 18 U.S.C. 1001. The Offeror agrees to meet all the minimum requirements of the Draft Contract and the Prospectus. The Offeror certifies that it has provided all of the mandatory information specified in the Prospectus.

The Offeror certifies in accordance with applicable law the following (initial all that apply):

1) None of the individuals or entities acting as Offeror or with an ownership interest in the Offeror is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from a public transaction by a federal department or agency. ________

2) Within the three years preceding submission of the Proposal, none of the individuals or entities acting as Offeror or with an ownership interest in the Offeror has been convicted of, or had a civil judgment rendered against them for, commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state or local) transaction or contract under a public transaction, or for violation of federal or state antitrust statutes or for commission of embezzlement, theft, forgery, bribery, falsification of records, making false statements, or receiving stolen property. ________

3) None of the individuals or entities acting as Offeror or with an ownership interest in the Offeror is presently indicted for or otherwise criminally or civilly charged by a federal, state or local unit of the government with commission of any of the aforementioned offenses. ________

4) The individuals or entities acting as Offeror or with an ownership interest in the Offeror have not had one or more public transactions (federal, state or local) terminated for cause or default within the three-year period preceding the submission of the Proposal. ________

5) The individuals or entities seeking participation in this Concession Contract have not had one or more public transactions (federal, state or local) terminated for cause or default within the three-year period preceding the submission of the Proposal. ________

6) If a corporation, the Offeror does not have any unpaid Federal tax liability that has been assessed, for which all judicial and administrative remedies have been exhausted or have lapsed, and that is not being paid in a timely manner pursuant to an agreement with the authority responsible for collecting the tax liability. ________

7) If a corporation, the Offeror has not been convicted of a felony criminal violation under any Federal law within the preceding 24 months. _________

If the Offeror is unable to certify one or more of the items above, it may sign this transmittal letter and, together with this transmittal letter, must submit detailed information explaining why it is unable to certify the item(s). The information the Offeror must submit includes a description of every incident that prevents the Offeror from certifying the item(s); the current status of each incident; and, if resolved, how each incident was resolved. The Offeror must explain how these incidents may affect the Offeror's ability to fulfill the terms of the Draft Contract.

The Offeror, by submitting this Proposal hereby agrees, if selected for award of the Draft Contract:

1) To perform, in a timely and competent manner, the minimum requirements of the Draft Contract as identified in this Prospectus.

2) To complete the execution of the final Concession Contract within the time provided by the National Park Service when it presents the Concession Contract to the Offeror for execution.

3) To commence operations under the resulting Concession Contract on the effective date of the Concession Contract.

4) To operate under the current National Park Service approved rates until such time as amended rates may be approved by the National Park Service.

5) Include only if the Offeror is not yet in existence.] To provide the entity that is to be the Concessioner under the Draft Contract with the funding, management, and other resources required under the Draft Contract and/or described in our Proposal.

6) [Include only if the Offeror is a business entity, rather than an individual] To deliver to the Regional Director within 10 days following the announcement of the selection of the Offeror as the Concessioner, current copies of the following:

- Certificate from its state of formation indicating that the entity is in "good standing" (if such form is issued in that state for Offeror's type of business entity);
- Governing documents of Offeror (e.g., Articles of Incorporation and Bylaws for corporations; Certificate of Formation and Operating Agreement for LLCs; Partnership Agreement for Partnerships; or Venture Agreement for Joint Ventures); and
- If the business entity was not formed in the State of Maine, evidence that it is qualified to do business there.

The Offeror certifies it has uploaded the following documents on the Service's designated Microsoft Teams site using the email address __________________:

Document Title	**Filename**	**File Size**

NAME OF OFFEROR (or OFFEROR-GUARANTOR(s)): ____
If the Offeror is not yet in existence as of the time of submission – list all entities if more than one and clearly indicate that the entity is an Offeror-Guarantor. If there is more than one Offeror-Guarantor, each Offeror-Guarantor must sign the Offeror's Transmittal Letter.

BY ________________________________ DATE _________________________
(Type or Print Name)

ORIGINAL SIGNATURE ____

TITLE ____

ADDRESS ____

____

____

(END OF OFFEROR'S TRANSMITTAL LETTER)

CERTIFICATE OF BUSINESS ENTITY OFFEROR
(OR OF OFFEROR-GUARANTOR IF OFFEROR IS NOT YET FORMED)
(Offerors who are individuals should skip this certificate)

I, ___________________________________, certify that I am the ___________________ of the [specify one] corporation/partnership/limited liability company/joint venture named as Offeror (or Offeror-Guarantor, if applicable) herein; that I signed this proposal for and on behalf of the Offeror (or Offeror-Guarantor, if applicable), with full authority under its governing instrument(s), within the scope of its powers, and with the intent to bind the entity.

NAME OF ENTITY: ____

BY ________________________________ DATE _________________________
(Type or Print Name)

ORIGINAL SIGNATURE ____

TITLE ____

ADDRESS ____

____

____

SELECTION FACTORS

Response Format

1) Please number each page and section in your completed proposal. Add information to your proposal only to the extent that it is necessary and relevant to respond to the selection factor. Each page should have a heading identifying the selection factor and subfactor to which the information contained on the page responds. It is important that your response stays within the organizational framework in the Proposal Package and provides all relevant information directly in response to each selection factor. The Service may consider relevant information contained elsewhere in a proposal in assessing the proposal's response to each particular selection factor.

2) The evaluation panel will only take firm commitments into account when evaluating proposals. Responses that include terms such as "look into," "research," "may," "if feasible," and similar terms are not considered as firm commitments. In addition, the Service considers responses that include a specific time for commitment implementation as a stronger response. For example, "XXX commits to provide recycling containers in each lodging room by December of 2017."

3) Where page limits are set out in the Proposal Package, the Service will not review or consider the information on any pages that exceed the page limitations stated, including attachments, appendices, or other additional materials the Offeror submits. The Service would like to see clear and concise answers. A longer answer will not necessarily be considered a better answer.

4) The Service considers text on two sides of one sheet of paper as two pages.

5) Offerors must use letter-size paper unless a subfactor asks for schematics or drawings, in which case Offerors may use legal or ledger-size paper for the schematics or drawings. Offerors must use 11 or 12 point font for all text within the proposal, including all tables, charts, graphs, and provided forms. The Service will accept images of sample material with smaller fonts.

6) Page margins must be 1 inch. Page numbers and identifications of confidential information may appear within the margins.

PRINCIPAL SELECTION FACTOR 1. THE RESPONSIVENESS OF THE PROPOSAL TO THE OBJECTIVES, AS DESCRIBED IN THE PROSPECTUS, OF PROTECTING, CONSERVING, AND PRESERVING RESOURCES OF THE PARK. (0-5 POINTS)

Service Objectives:

The Service's objectives under this factor are for the Concessioner to minimize impacts to natural resources, cultural resources, and scenic resources by operating in an environmentally and culturally sensitive manner. The Service sees the Concessioner as a partner in educating visitors about the resources of Acadia National Park (Park).

Note: Please do not describe the environmental benefits or performance of your proposed bus fleet in your response to this selection factor. Secondary Selection Factor 1 asks for specific information related to environmental performance of the bus fleet. Please focus on operational strategies in your response to this question.

The Park's Foundational Document (2016) lists the following Fundamental Resource Values and Other Important Resources and Values:

- Range of Visitor Experience
- Glacial Landscape
- Mosaic of Habitats
- Legacy of Conservation Ethic and Philanthropy
- Network of Historic Roads and Trails
- Scenic Resources and Values
- Opportunities for Science and Education
- Clear Skies and Clean Water
- Ethnographic Resources and Values
- Cultural Landscapes
- Historic Architecture
- Maritime Heritage

Using not more than three (3) pages, including all text, pictures, and graphs:

(1) Describe the measures you will take to ensure that drivers/tour guides are well trained, maintain up-to-date knowledge, and promote best management practices in their interactions with the Area's natural, cultural, and scenic resources. A better answer will include measures that exceed the minimum driver requirements in Exhibit B of the Draft Contract.

(2) Describe how you will conduct operations to minimize negative impacts on the park's resources: *Your answer must include:*
   (a) how you will identify and assess resource disturbance caused by your operations; including but not limited to managing conflicts among road user groups (buses, cyclists, pedestrians, and private vehicles), crowding at popular locations, and limited parking along the Park Loop Road. and
   (b) actions you commit to taking under the Draft Contract that will improve operations if resources are being disturbed.

(3) Describe how you will educate passengers about natural, cultural, and scenic resource stewardship.

PRINCIPAL SELECTION FACTOR 2. THE RESPONSIVENESS OF THE PROPOSAL TO THE OBJECTIVES, AS DESCRIBED IN THE PROSPECTUS, OF PROVIDING NECESSARY AND APPROPRIATE VISITOR SERVICES AT REASONABLE RATES. (0 - 5 POINTS)

Service Objectives:

The Service's objective is for the Concessioner to provide visitors with high-quality interpretive information and a high-quality visitor experience not only onboard the tour buses, but also prior to boarding, on the Concessioner's website, and within the Park. The Park seeks the Concessioner's support in providing high quality interpretive messages and amenities onboard the tour bus.

In addition to selling passenger tickets onsite at a staging location in the Mount Desert Island area, the Concessioner must employ a secure, online ticketing system and website that presents relevant information about the Park, and the tours available for purchase.

The Concessioner must provide bus tour service that offers high-quality, detailed interpretive information about the resources and history of Acadia National Park. While onboard the bus, visitors should have an extraordinary experience through the Concessioner's offering of programming and amenities that ensure visitor comfort and safety. Examples of interpretive materials and tools that might be used onboard the bus include:

(1) Graphics and exhibits, such as: enhanced interpretive graphics on the interior and exterior of the bus; uniforms, objects/replicas, models, and opportunities for tactile and other sensory experiences; and
(2) Technology, such as user-controlled onboard audio connections, technologies that magnify and enhance images of wildlife, mobile apps, audio devices, closed-captioned services, and recordings in multiple languages.

Using no more than seven (7) pages, including all text, pictures, and graphics:

(1) Describe how you will present trip planning information, Park orientation information, and information about available tours via your website. How will you design a user-friendly online ticketing system?
(2) Identify your proposed bus staging and boarding areas within the greater Mount Desert Island area and describe any initial agreements you have made with local businesses (such as hotels) for use of parking lots.
(3) Describe how you will provide high-quality interpretive information (i.e., live, recorded, or a combination) and explain how your program will provide for excellent visitor experience and understanding of the Park.
(4) Describe how you will provide for passenger comfort (e.g., by providing high quality seating, large windows, audio programming in multiple languages, a high-fidelity sound system, etc.).

PRINCIPAL SELECTION FACTOR 3. THE EXPERIENCE AND RELATED BACKGROUND OF THE OFFEROR, INCLUDING THE PAST PERFORMANCE AND EXPERTISE OF THE OFFEROR IN PROVIDING THE SAME OR SIMILAR VISITOR SERVICES AS THOSE TO BE PROVIDED UNDER THE CONCESSION CONTRACT. (0-5 POINTS)

***Note to Offeror**: To assist the Service in the evaluation of proposals under this and other selection factors, provide the following information regarding the organizational structure of the business entity that will execute the Draft Contract. This organizational structure information will not be scored for selection purposes but may be used for assessing responses to various selection factors. If the Offeror is not yet in existence, the Offeror-Guarantor(s) should describe its own experience and explain how such experience will carry over to the Offeror entity.*

Offeror's Organizational Structure

Describe the entity with which the National Park Service will contract, specifying whether it is currently in existence or is to be formed. Clearly explain and define the Offeror's relationship to any related entities that will affect how the Offeror will perform under the Draft Contract. Identify the entity, if other than the Offeror, that has the authority to allocate funds, and hire and fire management employees, of the Offeror. Identify any individual or business entity that holds or will hold a controlling interest in the Offeror. If the Offeror is an unincorporated sole proprietorship, identify and provide information about the individual who owns and operates the business. If the Offeror is a limited liability company, a partnership, or a joint venture, identify and provide information about each managing member or manager, general partner or venturer, respectively.

Submit your organizational documents (e.g., partnership agreement, articles of incorporation, operating agreement).

Using the appropriate Business Organization Information form (as applicable) at the end of this Principal Selection Factor 3, identify the Offeror and each business entity and/or individual to be involved in the management of the proposed concession operation. Use the form appropriate for your business entity or sole proprietorship and include all information necessary to make the relationship among the parties clear. When completed, the Business Organization Information form should convey the following information:

1) The full legal name of the Offeror and any trade name under which it proposes to do business.

2) The legal form of the Offeror, if other than an individual.

3) The name, address and, if applicable, form of business entity of all owner(s) of the Offeror, including, the precise extent of their ownership interests.

4) The name, address and, if applicable, form of business entity of all related business organizations and/or individuals that will have a significant role in managing, directing, operating, or otherwise carrying out the services to be provided by the Offeror. Describe in detail how these relationships will work formally and in practice. Use additional pages if the information does not fit within the forms provided.

5) If applicable, the length of Offeror's existence as a business entity.

If the Offeror is not yet formed, submit a Business Organization Information form for each Offeror-Guarantor.

<u>Subfactor 3(a)</u>. Operational Experience

Demonstrate the Offeror's experience in providing services similar to those required by the Draft Contract by providing not more than two examples of experience operating bus tours or other road transportation/tour services, including the system for managing reservations and ticketing. The selection panel will not necessarily consider two examples as better than one. If the Offeror is not yet in existence, describe the Offeror-Guarantor(s) experience and explain how such entity will apply that experience directly to the operations at the Park.

Using not more than three (3) pages, provide not more than two examples including the following:

(1) Name and location of operation
(2) Nature and tenure of the Offeror's involvement, status of business (e.g., owned and operated by Offeror, sold, open but no longer operated by Offeror, closed, etc.)
(3) Description of services provided (if multiple routes or tours, describe each one; include any interpretive and educational programs and other services; reservation and ticketing system)
(4) Operating seasons and hours
(5) Size of operation: number of buses, passenger capacities, gross revenues for the most recent three years of operation in which the Offeror was involved with the business, and service volume (e.g., number of passengers, number of daily departures)
(6) Number of employees: full-time employees, part-time employees, and seasonal employees; segregated by peak and off-peak seasons

Subfactor 3(b). Customer Service

Using no more than two (2) pages, including all text, pictures, graphs, etc.:

(1) What internal (gathered by your company) and external (ratings websites, etc.) metrics do you use to measure customer service performance? Describe how you assess weaknesses, improve, and continually deliver outstanding customer service using internal and external metrics. Explain how you report those to appropriate permitting authorities such as the Service would be under the Draft Contract.
(2) What personnel practices do you employ to ensure redundancy and continuity of operations (no cancelled trips or downtime due to staffing issues)?

Subfactor 3(c). Commercial Operator Incident Reporting

The safety of an Offeror's vehicles and operations is of paramount importance to the Service. This subfactor addresses an operator's history and is intended to elicit information to assist the Service in evaluating operational safety.

For purposes of this subfactor, the following definitions apply:

(1) **Documents** will include, without limitation, citations, letters, letters of deficiency, audit deficiencies, notices of violation, penalties, fines, marginal public health inspections, or other communications issued by a Regulator.
(2) **Incident** will mean an unintended event that disturbs normal operations, or an unplanned, undesired event that adversely affects completion of a task.
(3) **Offeror** will mean the Offeror, its affiliates, parent, subsidiaries, predecessor companies, or any other related business entity, as well as any of its principals and employees (collectively, the "Business Entities").
(4) **Reporting Period** will mean the period beginning ten years prior to the date of this Prospectus.
(5) **Regulator** will mean any federal, state, or local government entity that has jurisdiction over operations and vehicle fitness, safety and operation. An example of a Regulator is the U.S. Department of Transportation.

For all bus and other tour operations:

(1) Provide all documents related to incidents occurring as a result of operations issued to the Offeror during the Reporting Period by any Regulator. Please ensure that these documents are logically organized, for example, in reverse chronological order, for ease of review.

(2) Describe each incident or occurrence that is the subject of each document (collectively, the Incidents) and correlate the description with the relevant documents. For example, if you received 5 pieces of

correspondence related to one incident, (for example, an accident), state that documents 1 through 5 relate to that incident.

Include the following information to the extent applicable:

(a) Name of Business Entity involved;
(b) Name of driver involved;
(c) Date of the Incident;
(d) Name of the vehicle or type of vehicle involved;
(e) How the matter was resolved. If the matter has not been resolved, describe its current status.
(f) How have you ensured that the concerns raised by each Incident are addressed for the future?

For each Incident, use the following incident-reporting spreadsheet.

Description of Incident	Date of Incident	Vehicle Involved	Regulator	Business Entity Involved	Resolved (Yes or No)	How Resolved or Current Status

(3) If you report no infractions, **using not more than three (3) pages**, including all text, pictures, graphs, etc., describe how you will continue to prevent future infractions for all required services as described in Section 3 of the Draft Contract. Also, explain how you will respond if you do receive an infraction in the future and the process that you will follow to prevent its recurrence.

Subfactor 3(d). Violations or Infractions

The Service is aware that any business may receive the occasional notice of violation, penalty, fine, less than satisfactory public health rating, or similar regulatory notice from a federal, state, or local agency (hereinafter collectively referred to as “Infractions”). The Service is interested in understanding how your business manages these Infractions and your overall strategy to minimize Infractions.

Using not more than five pages, including text, pictures, and graphs, demonstrate your understanding of the Service’s concern.

1) Describe all Infractions that have occurred in your operations in the past five years that the Service should know about prior to selecting you as the Concessioner under the Draft Contract. Keep in mind the services required under the Draft Contract only.

2) Explain how you responded to each Infraction, including actions you took to prevent a recurrence of the Infraction.

3) List the Related Entities (as defined below) you considered in providing the foregoing information.

4) Describe your overall strategy to minimize Infractions and how you resolve, or plan to resolve, Infractions when they do occur.

Related Entities. In responding to this subfactor, consider the Offeror and all of its principals (for corporations, their executive officers, Directors, and controlling shareholders; for partnerships, their general partners; for limited liability companies, their managing members and managers, if any; and for joint ventures, each venturer) and all parent entities, subsidiaries or related entities under the primary organizational entity (such as, a parent corporation and all subsidiaries), that provide the same or similar services as required or authorized by the Draft Contract.

* Offeror will mean the Offeror; its affiliate, parent, subsidiary, and predecessor companies; other related business entities; and the Offeror's principals and employees (collectively, the "Business Entities").

OMB Control No. 1024-0029
Expiration Date: 06/30/2023

BUSINESS ORGANIZATION INFORMATION
Corporation, Limited Liability Company, Partnership, or Joint Venture
(Principal Selection Factor 3)

Note: Either a Form 10-357A or Form 10-357B is completed for each proposal, depending on the nature of ownership of the company.

Complete separate form for the submitting business entity and any and all parent entities.

Name of Individual and Tradename, if any	
Address	
Telephone Number	
Fax Number	
Email Address	
Contact Person	
Title	
Tax ID #	
State of Formation	
Date of Formation	

Ownership	**Percentage of Ownership Interests**	**Current Value of Investment**
Names and Addresses of those with controlling interest and key principals of business		

Total Interests Outstanding and Type(s):		

Officers and Directors or General Partners or Managing Members or Venturers	Address	Title and/or Affiliation

Attach the following:

- Description of relationship of any Offeror-Guarantor to the Offeror with respect to funding and management.

NOTICES
PRIVACY ACT STATEMENT

Authority: The authority to collect information on the attached form is derived from 54 U.S.C. 1019, Concessions and Commercial Use Authorizations.

Purpose: The purposes of the system are to assist NPS employees in managing the National Park Service Commercial Services program allowing commercial uses within a unit of the National Park System to ensure that business activities are conducted in a manner that complies with Federal laws and regulations and to evaluate offerors who desire to conduct or are conducting business within units of the National Park System.

Routine Uses: In addition to those disclosures generally permitted under 5 U.S.C.552a(b) of the Privacy Act, records or information contained in this system may be disclosed outside the National Park Service as a routine use pursuant to 5 U.S.C. 552a(b)(3) to other Federal, State, territorial, local, tribal, or foreign agencies and other authorized organizations and individuals based on an authorized routine use when the disclosure is compatible with the purpose for which the records were compiled as described under the system of records notice INTERIOR/NPS-15, Concessions Management Files 48 FR 51696 (November 10, 1983); Modification published 73 FR 63992 (October 28, 2008) and 86 FR 50156 (September 7, 2021). This notice can be found at https://www.doi.gov/privacy/sorn.

Disclosure: Providing your information is voluntary, however, failure to provide the requested information may impede the evaluation of your proposal in response to available concession opportunities.

PAPERWORK REDUCTION ACT STATEMENT

We collect this information under the authority of Title IV of the National Parks Omnibus Management Act of 1998 (Pub. L. 105–391). We use this information to evaluate a concession proposal. Your response is required to obtain or retain a benefit. We may not collect or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB control number. OMB has approved this collection of information and assigned Control No. 1024-0029.

ESTIMATED BURDEN STATEMENT

We estimate that it will take you 1 hour to complete this form, including time to review instructions, gather and maintain data, and complete and review the form. You may send comments on the burden estimate or any aspect of this form to the Information Collection Clearance Officer, National Park Service, 1201 Oakridge Drive, Fort Collins, CO 80525. Please do not send your completed form to this address.

OMB Control No. 1024-0029
Expiration Date: XX/XX/XXXX

BUSINESS ORGANIZATION INFORMATION
Individual* or Sole Proprietorship
(Principal Selection Factor 3)

Note: Either a Form 10-357A or Form 10-357B is completed for each proposal, depending on the nature of ownership of the company.

Complete separate form for the submitting business entity and any and all parent entities.

Name of Individual and Tradename, if Any**	
Address	
Telephone Number	
Fax Number	
Email Address	
Contact Person (if other than the Offeror)	
Tax ID #	
Years in Business (of same type as required service(s))	
Current Value of Business	
Role in Providing Concession Service(s)	

* Due to difficulties determining authority to act and ownership, the Service will not accept a proposal from spouses jointly as a purported business entity. Either one individual must serve as the Offeror or the spouses must form a corporation, partnership, or limited liability company to serve as Offeror.

**If the sole proprietorship acts under a name other than that of its owner (i.e., does business as "company name"), also add the jurisdiction where the company's trade name is registered, if any.

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Purpose: The purposes of the system are to assist NPS employees in managing the National Park Service Commercial Services program allowing commercial uses within a unit of the National Park System to ensure that business activities are conducted in a manner that complies with Federal laws and regulations and to evaluate offerors who desire to conduct or are conducting business within units of the National Park System.

Routine Uses: : In addition to those disclosures generally permitted under 5 U.S.C.552a(b) of the Privacy Act, records or information contained in this system may be disclosed outside the National Park Service as a routine use pursuant to 5 U.S.C. 552a(b)(3) to other Federal, State, territorial, local, tribal, or foreign agencies and other authorized organizations and individuals based on an authorized routine use when the disclosure is compatible with the purpose for which the records were compiled as described under the system of records notice INTERIOR/NPS-15, Concessions Management Files 48 FR 51696 (November 10, 1983); Modification published 73 FR 63992 (October 28, 2008) and 86 FR 50156 (September 7, 2021). This notice can be found at https://www.doi.gov/privacy/sorn.

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RECORDS RETENTION. TEMPORARY. Destroy/Delete 3 years after closure. (NPS Records Schedule, Commercial Visitor Services, (Item 5D) (N1-79-08-4))

PRINCIPAL SELECTION FACTOR 4. THE FINANCIAL CAPABILITY OF THE OFFEROR TO CARRY OUT ITS PROPOSAL. (0-5 POINTS)

Notes to Offeror:

In the event the Offeror is not yet in existence, provide the information described below with respect to both the to-be-formed Offeror and the Offeror-Guarantor(s). The submission must include the Offeror's Transmittal Letter signed by each Offeror-Guarantor that unconditionally states and guarantees the Offeror-Guarantor will provide the Offeror with all funding, management and other resources that the Draft Contract requires and the proposal offers. Failure to provide the required documentation may lead to the National Park Service determining your offer is non-responsive and ineligible for award of the Draft Contract.

All forms are provided electronically as an Appendix to the prospectus. The Offeror must complete all forms provided and submit the Excel spreadsheet file.

This selection factor has no subfactors. The Service will score the selection factor based upon the entirety of the response

Demonstrate that you have a credible, proven track record of meeting your financial obligations. The Offeror (or each Offeror-Guarantor) must provide comprehensive materials to demonstrate that it has a history of meeting its financial obligations by providing the following:

1) The completed **Business History Information** form provided at the end of this section for the Offeror AND any entity that will provide financial or management assistance. If the Offeror is not yet formed, provide a business history form for each Offeror-Guarantor.

2) A complete credit report in the name of the Offeror and a complete credit report for any entity that will provide financial assistance that includes scores and is dated within six months prior to the date of the proposal. The report must be from a major credit reporting company such as Equifax, Experian, TRW, or Dun & Bradstreet. If the Offeror is not yet formed, include a credit report for each Offeror-Guarantor.

Demonstrate the Offeror's business experience and financial capacity by providing the following:

Submit the Offeror's audited financial statements for the two most recent fiscal years, with all notes to the financial statements. Audited financial statements must also be provided for any general partners in a partnership (or deemed partnership, such as husband and wife), and all venturers in a joint venture. If the Offeror is not yet formed, submit audited financial statements for each Offeror-Guarantor.

If audited financial statements are not available, explain in detail why they are not available.

If audited financial statements are not available but reviewed statements are, explain why the statements were reviewed rather than audited.

If neither audited nor reviewed statements are available, explain in detail why they are not available and submit:

Certified financial statements. The Offeror (or Offeror-Guarantor(s), as applicable) must submit its financial experience including financial statements that are <u>certified as to accuracy and completeness</u> by an authorized officer of the entity or by the individual Offeror, as appropriate.

If none of the above are available, explain in detail why they are not available and submit:

Personal financial statements. The Offeror (or Offeror-Guarantor(s), as applicable) must submit personal financial statements <u>certified as to accuracy and completeness</u> by the submitting individual for each of the Offeror's principals (as listed in NPS Form 10-357A).

Demonstrate that your proposal is financially viable and that you understand the financial obligations of the Draft Contract by providing the following:

Your estimate of the acquisition and start-up costs of this business using the Initial Investment and Start-Up Expense and the Initial Investments and Start-Up Expense Assumptions forms included in the Excel spreadsheets provided as an Appendix to the prospectus. Explain fully the methodology and the assumptions used to develop the estimate. The information provided should be of sufficient detail to allow a reviewer to understand how the estimates were determined. If you are the Existing Concessioner and do not anticipate any additional initial investment or start-up costs, please state that you consider the current personal property and assets adequate to operate this concession opportunity successfully.

Using the Excel spreadsheets provided as an Appendix to the prospectus, complete the Income Statement and Income Statement Assumptions forms and the Cash Flow Statement and the Cash Flow Statement Assumptions forms found in tabs within the Excel workbook. Provide estimates of prospective revenues and expenses of the concession business in the form of annual prospective income and cash flow statements for the entire term of the Draft Contract. Complete the Operating Assumptions tab to explain your financial projections. Also complete the Recapture of Investment and the Recapture of Investment Assumptions forms. Recapture amounts should also be included in the cash flow proforma, not the proforma income statement.

Below are some general notes regarding the provided forms found in the Appendices attached to the Prospectus.

- The Service has provided forms that request the information in the format it desires. These forms may differ from the format and requirements set forth in generally accepted auditing standards (GAAS) with regard to prospective financial statements. The Service does NOT request that the prospective financial statements be reviewed in accordance with GAAS.

- Do not add or eliminate rows on the Excel spreadsheets provided in the appendix. Columns should not be deleted; however, columns may be added to reflect the number of years in the Draft Contract term, if necessary. If you wish to provide additional information, do so in additional spreadsheets, outside of the ones provided. If additional information is provided, clearly identify how it fits into the income statement, cash flow, and/or assumption tables. For the purpose of the pro forma statements, use the calendar year as the fiscal year.

- Provide a clear and concise narrative explanation of the method(s) used to prepare the estimates and the assumptions on which your projections are based. Information must be sufficiently detailed to provide a full understanding of how the estimates were determined.

- Complete **all of the forms provided** and submit an electronic Excel workbook file.

Demonstrate your ability to obtain the required funds for the initial investment, as listed in the Business Opportunity, and other investing activities under the Draft Contract by providing credible, compelling documentation, particularly evidence from independent sources, such as bank statements, audited or reviewed financial statements, and signed loan commitment letters. Fully explain the financial arrangements you propose, using the following guidelines.

The more definite the terms stated in the documentation, the more credible the Service is likely to find the Offeror's ability to obtain the required funds.

1) If funds are to be obtained from cash on hand or operating cash flows from the Offeror's current business, document each source and the availability of these funds by providing your previous and current audited financial statements for the two most recent fiscal years, with all notes to the financial statements (see 4(b) above if audited financial statements are not available). Depending on the Offeror's form of entity,

provide audited financial statements for any individual Offerors, general partners in a partnership, and all venturers in a joint venture.

2) If the Offeror is not formed and the Offeror-Guarantor is funding the required start-up costs, provide for each Offer-Guarantor the documentation for the appropriate type of Offer-Guarantor (individual, business entity) as described below.

3) If funds are to be obtained from lending institutions (banks, savings and loans, etc.), provide supporting documents, including documents that describe the approximate amount of the loan, the term of the loan and any proposed encumbrances on the Draft Contract. Include a letter (addressed to the National Park Service from the lender on the lending institution's letterhead) stating the amount of funds available to the Offeror at the date of the letter. In addition, the letter must outline the Financial Institution's historical relationship with the Offeror. Specifically, the Financial Institution should provide the following information: number of years of the relationship; description and amount of all credit facilities extended along with their average annual outstanding balance and current outstanding balance; current account balance; and statement of whether the Offeror has met all obligations with the Financial Institution as required.

4) If funds are to be obtained from an individual, or a business entity whose primary fund source is an individual, provide the following as appropriate with respect to such individual:

- Signed funding commitment from the individual (stating the approximate amount of the loan, the term, and any proposed encumbrances on the Draft Contract)
- Current personal financial statement certified as to accuracy and completeness by the individual submitting it
- Current bank/financial institution documents that verify the account(s) and account balance(s) for the primary fund source
- Documentation of any assets to be sold
- Any other assurances or documents that demonstrate that the funds are available

5) If funds are to be obtained from working capital liabilities (such as advance deposits), please provide estimates and a rationale for each estimate. The information provided should be of sufficient detail to allow a reviewer to fully understand how the estimates were determined.

6) If funds are to be obtained from another source (e.g., a business entity whose primary fund source is not an individual), provide the following as appropriate:

- Signed funding commitment from the fund source stating the approximate amount of the loan, the term, and any proposed encumbrances on the Draft Contract
- Current audited financial statements for the most recent year (see 4(b) above if audited financial statements are not available)
- If the current audited financial statements do not evidence that the source has the necessary funds to make the funding commitment, provide additional documentation.

***NOTE**: If the Offeror is obtaining any of the necessary funds from another entity, the Service must be able to determine from the documents submitted that the Offeror is highly likely to obtain either a stated amount or an unlimited amount of funding from an entity with sufficient financial capability to provide the funds.*

BUSINESS HISTORY INFORMATION FORM
PROPOSAL PACKAGE
CC-ACAD01X-24
(Principal Selection Factor 4)

Business history information should be provided for the Offeror AND any entity that will provide financial or management assistance. If the Offeror is not yet formed, provide a business history form for each Offeror-Guarantor.

The information provided below is for the entity: ________________________________

(1) Has Offeror ever defaulted from or been terminated from a management or concession contract, or been forbidden from contracting by a public agency or private company?

❑ YES ❑ NO

If YES, provide full details of the circumstances.

(2) List any Bankruptcies, Receiverships, Foreclosures, Transfers in Lieu of Foreclosure, and/or Work-Out/Loan Modification Transactions during the past five years. Include an explanation of the circumstances, including nature of the event, date, type of debt (e.g., secured or unsecured loan), type of security (if applicable), approximate amount of debt, name of lender, resolution, bankruptcy plan, and/or other documentation as appropriate. If none, check the box below. Otherwise, provide full details below.

❑ NONE

(3) Describe any pending litigation or administrative proceeding (other than those covered adequately by insurance) which, if adversely resolved, could materially impact the financial position of the Offeror. If none, check the box below. Otherwise, provide full details below.

❑ NONE

(4) Describe any lawsuit, administrative proceeding or bankruptcy case within the past five years that concerned the Offeror's alleged inability or unwillingness to meet its financial obligations. If none, check the box below. Otherwise, provide full details below.

❑ NONE

(5) Describe any liens recorded against the Offeror within the past five years (whether from taxing authorities or judgments) and, if resolved, provide a copy of any lien release. If none, check the box below. Otherwise, provide full details below.

❑ NONE

NOTICES
PRIVACY ACT STATEMENT

Authority: The authority to collect information on the attached form is derived from 54 U.S.C. 1019, Concessions and Commercial Use Authorizations.

Purpose: The purposes of the system are to assist NPS employees in managing the National Park Service Commercial Services program allowing commercial uses within a unit of the National Park System to ensure that business activities are conducted in a manner that complies with Federal laws and regulations and to evaluate offerors who desire to conduct or are conducting business within units of the National Park System.

Routine Uses: : In addition to those disclosures generally permitted under 5 U.S.C.552a(b) of the Privacy Act, records or information contained in this system may be disclosed outside the National Park Service as a routine use pursuant to 5 U.S.C. 552a(b)(3) to other Federal, State, territorial, local, tribal, or foreign agencies and other authorized organizations and individuals based on an authorized routine use when the disclosure is compatible with the purpose for which the records were compiled as described under the system of records notice INTERIOR/NPS-15, Concessions Management Files 48 FR 51696 (November 10, 1983); Modification published 73 FR 63992 (October 28, 2008) and 86 FR 50156 (September 7, 2021). This notice can be found at https://www.doi.gov/privacy/sorn.

Disclosure: Providing your information is voluntary, however, failure to provide the requested information may impede the evaluation of your proposal in response to available concession opportunities.

PAPERWORK REDUCTION ACT STATEMENT

We collect this information under the authority of Title IV of the National Parks Omnibus Management Act of 1998 (Pub. L. 105–391). We use this information to evaluate a concession proposal. Your response is required to obtain or retain a benefit. We may not collect or sponsor and you are not required to respond to a collection of information unless it displays a currently valid OMB control number. OMB has approved this collection of information and assigned Control No. 1024-0029.

ESTIMATED BURDEN STATEMENT

We estimate that it will take you 1 hour to complete this form, including time to review instructions, gather and maintain data, and complete and review the form. You may send comments on the burden estimate or any aspect of this form to the Information Collection Clearance Officer, National Park Service, 1201 Oakridge Drive, Fort Collins, CO 80525. Please do not send your completed form to this address.

RECORDS RETENTION. TEMPORARY. Destroy/Delete 3 years after closure. (NPS Records Schedule, Commercial Visitor Services, (Item 5D) (N1-79-08-4))

PRINCIPAL SELECTION FACTOR 5. THE AMOUNT OF THE PROPOSED MINIMUM FRANCHISE FEE AND OTHER FORMS OF FINANCIAL CONSIDERATION TO THE DIRECTOR. (0-4 POINTS)

The minimum franchise fee acceptable to the Service is as follows:

3.0% of Gross Receipts for annual Gross Receipts from $0 to $500,000; plus

15.0% of Gross Receipts for annual Gross Receipts from $500,001 to $1,000,000; plus

25.0% of Gross Receipts for annual Gross Receipts greater than $1,000,000.

The offer of a higher franchise fee than this minimum is generally beneficial to the Service and accordingly will generally result in a higher score under this selection factor; however, consideration of revenue to the United States is subordinate to the objectives of protecting, conserving, and preserving resources of the park area and of providing necessary and appropriate visitor services to the public at reasonable rates.

State the amount of franchise fee you propose in the chart below. Such fee must be at least equal to the minimum franchise fee (see above) and expressed as a percentage of annual Gross Receipts.

Do not propose additional tiers and do not change the gross receipt threshold of each tier.

Gross Receipt Tier	**Minimum Franchise Fee Required (% of annual Gross Receipts)**	**Proposed Franchise Fee (% of annual Gross Receipts)**
From $0 to $500,000	3.0%	
From $500,001 to $1,000,000	15.0%	
Greater than $1,000,000	25.0%	

For franchise fee calculation example, refer to the Business Opportunity.

SECONDARY SELECTION FACTORS

SECONDARY SELECTION FACTOR 1. THE QUALITY OF THE OFFEROR'S PROPOSAL TO CONDUCT ITS OPERATIONS IN A MANNER THAT FURTHERS THE PROTECTION, CONSERVATION AND PRESERVATION OF THE PARK AND OTHER RESOURCES THROUGH ENVIRONMENTAL MANAGEMENT PROGRAMS AND ACTIVITIES, INCLUDING, WITHOUT LIMITATION, ENERGY CONSERVATION, WASTE REDUCTION, AND RECYCLING. (0-3 POINTS)

The Draft Contract requires the Concessioner to operate at least three (3) buses no longer than 38 feet with a capacity of between 20 and 36 passengers. The Concessioner may operate additional vehicles of this size or smaller. Buses within the proposed fleet do not have to be the same model or have the same fuel consumption or emissions profile.

The Service provides the minimum operational and environmental performance standards for the buses in Sec. 5(B) of Exhibit B (Operating Plan). **Your response to this subfactor must demonstrate that your buses meet the minimum Draft Contract requirements.**

Using not more than three (3) pages, including all text, pictures, graphs (but not including the Bus Specification Forms required in Subfactors 1 and 2 below):

(1) Describe the buses you propose to operate in the Area by providing, for each bus, the information requested on the Bus Specifications Form on the following page. Submit one form per bus. ***NOTE: The selection panel will not score this part of the question. The form is intended to provide the Service with information that allows the Service to determine whether the Offeror has conducted due diligence in planning to meet the Draft Contract's bus requirements.*** If you will use alternative vehicles in the interim between the effective date of the contract and your in-service dates for the proposed bus fleet, please submit additional forms and identify the interim buses.

(2) Your proposed bus fleet must be placed into service by the beginning of the third season of the Draft Contract term (expected to be May 1, 2026). Please provide your timeline for placing the bus fleet into service, including commitments from manufacturers. ***NOTE: The selection panel will award more points to responses demonstrating firm commitments to in-service dates prior to the 5/1/26 deadline. If the Service is delayed in awarding these contracts, the Service may approve a more lenient schedule for the transition to the primary bus fleet.***

(3) Describe how your proposed bus fleet will help protect the resources of the Area. Describe environmentally friendly practices and products that you will commit to providing and utilizing in order to improve performance, ensure reliability, and reduce adverse impacts on air quality and the soundscape. At a minimum, address fuel consumption, emissions, and noise levels in your response.

Bus Specifications Form	**(complete a separate form for each bus)**
Date Built (or propose custom build delivery date):	
Manufacturer:	
Length (ft.) (maximum 38 feet):	
Height (ft.) (maximum 11 feet, 8 inches):	
Width (ft.) (maximum 8 feet):	

Bus Specifications Form	**(complete a separate form for each bus)**
Passenger Capacity: [Note: The Service requires at least three primary buses with 20-36 passenger capacity. Additional buses may have smaller capacities.]	
Fuel Type (gasoline, diesel, biodiesel, electric hybrid, etc)**:**	
Fuel Consumption (MPG city/highway):	
Proposed Purchase or Order Date:	
Proposed Date in Service (for primary buses, must be prior to 5/1/26)**:**	

SECONDARY SELECTION FACTOR 2. MARKETING AND PROMOTING NARRATED INTERPRETIVE BUS TOURS. (0-3 POINTS)

The Service requires the Concessioner to provide a marketing strategy that promotes a visitor experience for narrated interpretive bus tours.

Using no more than four (4) pages including all text, pictures, and graphics:

(1) Describe the advertising campaign you will use to market and promote narrated interpretive bus tours, especially to visitors who may be reluctant to take a tour rather than drive their private vehicles.
(2) Identify target markets, why you consider them target markets, and how you plan to reach these markets effectively.
(3) Describe how you will promote greater ridership during off-peak and shoulder seasons.
(4) Describe how you will promote your offerings to non-English speaking visitors and international visitors.
(5) Describe how you will promote your tours to encourage a diverse set of visitors to participate.
(6) Describe how you will promote your tours to visitors with disabilities.
(7) Identify media, tourism organizations, and partnerships you will use to implement the marketing strategy.