

To: Interested Parties for the Request for Proposals (RFP), Solicitation No. CC-GOGA010-22, for the Lands End Restaurant Properties Lease within Golden Gate National Recreation Area.

The RFP was issued January 18, 2022, and the National Park Service (“Service”) accepted questions through noon on March 4, 2022. There are the questions submitted and the Service responses.

Questions & Answers

SITE TOUR AND PRE-SUBMITTAL CONFERENCE

QUESTION 1: Attendee Lists. “[R]equesting the following documents in connection with the Request for Proposals issued January 18, 2022: sign-in sheets and/or attendee lists for information sessions; shortlists of interested parties; sign-in sheets and/or attendee lists for property tours and/or pre-submittal conferences.”

SERVICE RESPONSE: The Service did not hold a site visit or other “information sessions” due to the COVID-19 pandemic; however, the Service has included a list of the companies that signed up for a property inspection at the end of this document (“Property Inspection Attendees”).

PROPERTY OFFERED FOR LEASE

QUESTION 2: Lands End Restaurant (1090 Point Lobos Avenue). “What improvements have been added in the last 5 years?”

SERVICE RESPONSE: The primary capital improvement completed within the last five years was the replacement of the HVAC system.

While the Service does not have a comprehensive list, here are a few examples of other cyclical maintenance and component renewal completed in the last five years: installation of a gas fireplace (2016); repair and replacement of fire alarms (2016); general maintenance and repair of flat roofs (2017); painting of the exterior left front side and above entry (2017); grout and tile repair and tile replacement in hallway (2017); replacement of wall coverings within the garbage area and epoxy floor covering completed in the delivery entrance and garbage areas (2018); and alarm upgrade (completed by the Service, 2020). Respondents are encouraged to review the Cliff House Condition Assessment from 2018 (TIC #: GOGA-177896) and the update from 2021 (TIC #: GOGA-177897), available on the [Request for Proposals website](#).

QUESTION 3: Lands End Restaurant (1090 Point Lobos Avenue). “For the space in the former Sutro’s dining room, can the respondent reconfigure the ADA ramp, while keeping it compliant?”

SERVICE RESPONSE: Yes, the Lessee can reconfigure the ADA ramp, ensuring it complies with accessibility code requirements, but must follow all requirements outlined in the Draft Lease regarding project approvals.

QUESTION 4: Lands End Restaurant (1090 Point Lobos Avenue). “Must we have both ramps in the north side of restaurant?”

SERVICE RESPONSE: No, however, dining room access must comply with accessibility code requirements.

QUESTION 5: Café at the Lands End Lookout Visitor Center (680 Point Lobos Avenue). “Will the Service please verify the operating days and hours of the Lookout Visitor Center?”

SERVICE RESPONSE: As stated in the Request for Proposals (pgs. 3-4) and the Draft Lease (Section 10.5(b)) the Lands End Lookout Café’s operating hours are consistent with the Lands End Lookout Visitor Center and generally have been Monday through Sunday from 9:00 a.m. to 5:00 p.m.

QUESTION 6: Evening Valet Parking (Point Lobos Parking Lot). “Is the 60-space parking lot across from 902 Point Lobos Avenue part of the land assignment for this lease? Is the Lessee responsible for insuring this lot? What about maintenance and upkeep? If this lot is full, will the NPS still require the Lessee to provide valet parking services?”

SERVICE RESPONSE: Per the Draft Lease (Section 2.7 Non-Exclusive Nature of Parking Lot Premises and Section 10.1(c)), the Lessee is assigned a non-exclusive use of the parking lot (consisting of approximately 23,179 SF and approximately 60 spaces) for the required evening valet service. To the Service’s knowledge, the parking lot has not been full during the period the Lessee has been required to provide the valet service. The Lessee is not required to obtain property insurance or maintain the parking area; Respondents should review the minimum insurance requirements (Section 23) and the maintenance requirements (Section 11) in the Draft Lease.

QUESTION 7: Evening Valet Parking (Point Lobos Parking Lot). “Will the Service designate parking spaces specifically for the use of the Lessee?”

SERVICE RESPONSE: No.

HISTORIC REVENUES AND OPERATING INFORMATION

QUESTION 8: “What was the average R&M & P&M costs per month for the last tenant?”

SERVICE RESPONSE: The Service does not have this information.

QUESTION 9: “Please provide the revenue breakdown based on meal segments and revenue centers: Lunch/dinner/brunch/bar/banquets/retail. If there is a breakdown between the rooms, that helps too.”

SERVICE RESPONSE: In the Request for Proposals, the Service provided Historic Revenues by Department (Table 1, page 4) and the Range of Covers/Transactions by Department (Table 2, page 4). The Service will not provide any additional information.

QUESTION 10: “What was the average PGE bill for the last recent in 2019 [sic]?”

SERVICE RESPONSE: The Service does not have this information.

QUESTION 11: Tenant and Capital Improvements, Repair and Maintenance. “Will the Service please provide historical utilities expense for the Lands End facility for all utilities?”

SERVICE RESPONSE: The Service does not have this information.

TENANT AND CAPITAL IMPROVEMENTS, REPAIR AND MAINTENANCE

QUESTION 12: Repair and Maintenance. “What is the list of Deferred Maintenance?”

SERVICE RESPONSE: The list of deferred maintenance is provided as part of the Supporting Documents, included on the [Request for Proposals website](#). Specifically, Respondents should review the Cliff House Condition Assessment from 2018 (TIC #: GOGA-177896) and the update from 2021 (TIC #: GOGA-177897)

QUESTION 13: Repair and Maintenance. “How old is the roof? What is the current condition of the roof?”

SERVICE RESPONSE: Information regarding the age and condition of the roof are provided as part of the Supporting Documents, included on the [Request for Proposals website](#). Specifically, Respondents should review the Cliff House Condition Assessment from 2018 (TIC #: GOGA-177896) and the update from 2021 (TIC #: GOGA-177897).

QUESTION 14: Repair and Maintenance. “May we install an awning to the exterior wall on the concrete deck/patio?”

SERVICE RESPONSE: The Lessee might be able to install an awning; however, not all the deck/patio space is for exclusive use. Respondents should review the Draft Lease (Section 14, Design of Initial Improvements and Alterations), to understand that any exterior improvements including, but not limited to, painting, lighting, signage, etc. must be approved in writing by the Service and be consistent with requirements as outlined in the Draft Lease. Respondents should also review *The Cliff House and Environs, Design Criteria* (TIC #: GOGA-D464) included in the Supporting Documents on the [Request for Proposals website](#).

QUESTION 15: Repair and Maintenance. “Are we beholden to the current paint color and lighting on the exterior walls? What is the process to change if so.”

SERVICE RESPONSE: No, the Lessee is not “beholden to the current paint color and lighting”. Respondents should review the Draft Lease (Section 14, Design of Initial Improvements and Alterations), to understand that any exterior improvements including, but not limited to, painting, lighting, signage, etc. must be approved in writing by the Service and be consistent with requirements as outlined in the Draft Lease. Respondents should also review *The Cliff House and Environs, Design Criteria* (TIC #: GOGA-D464) included in the Supporting Documents on the [Request for Proposals website](#).

QUESTION 16: Heating and Air Conditioning. “How many HVAC Units are there in the building? How old are the units? Have they been maintained regularly? Is there a separate HVAC unit for each (fine dining, Café, retail)?”

SERVICE RESPONSE: The number of HVAC units and other information is provided as part of the Supporting Documents, included on the [Request for Proposals website](#). Specifically, Respondents should review the Cliff House HVAC document (TIC #: GOGA-177895).

QUESTION 17: Heating and Air Conditioning. “Is this accurate? ‘In November 2020, the prior Concessioner completed a major HVAC system replacement project at an estimated cost of \$957,000.’ Did they spend almost \$1Million to replace the HVAC system in November 2020?”

SERVICE RESPONSE: Yes, the HVAC project which had started well before the COVID-19 pandemic, was completed by the prior concessioner, and formally accepted in late 2020.

QUESTION 18: Heating and Air Conditioning. “Will the building MEP particularly the HVAC be in working order by lease signing?”

SERVICE RESPONSE: The Service is working to ensure the warranted work is aligned with the Draft Lease. All Respondents should review the Draft Lease terms, specifically Section 3.1 As Is Condition of the Premises, as the Lessee “...expressly accepts the Premises and all improvements thereon in their existing ‘as is’ condition...”. Additionally, as stated in the Request for Proposals (pg. 8) the selected Respondent “will have an additional opportunity for follow-up inspections...”.

QUESTION 19: Accessibility. “Are the restrooms ADA compliant?”

SERVICE RESPONSE: The Restaurant Premises was brought up to code during the 2002-2006 remodel and new construction project by the Prior Contract.

The Service noted the door to the accessible stall does not have the appropriate clearance to pull open and is not self-closing; however, the Service does not represent the above statement is a complete evaluation of the Restaurant Premises. It is the responsibility of the Respondents to undertake appropriate due diligence regarding accessibility requirements.

QUESTION 20: Accessibility. “Are the exit doors ADA compliant?”

SERVICE RESPONSE: The Restaurant Premises was brought up to code during the 2002-2006 remodel and new construction project by the Prior Contract. It is the responsibility of the Respondents to undertake appropriate due diligence regarding accessibility requirements.

QUESTION 21: Elevators. “How many elevators are there? When were the elevator/s installed? Have they been maintained regularly?”

SERVICE RESPONSE: There are two separate elevators: a service and a guest elevator. The Service can confirm the guest elevator was installed during the 2002-2006 remodel and new construction project required by the Prior Contract. Regarding the service elevator, it is unclear when it was installed but appears to have been a new addition during the 2002-2006 remodel and new construction project required by the Prior Contract. The Prior Concessioner was required to maintain the elevators during the term of the Prior Contract. The Service is in the process of contracting for a new service contract with the intent to deliver the elevators fully operational and certified.

QUESTION 22: Utilities. “Are there separate electrical meters for each (fine dining, Café, retail)?”

SERVICE RESPONSE: No, the Restaurant Premises and the Camera Obscura (an existing tenancy as described in the Request for Proposals, pg. 6) are on one meter. The Lookout Café Premises is on the same meter as the Lookout Visitor Center. Respondents should review the Draft Lease regarding the shared expenses between the Lookout Café Premises and the Parks Conservancy that operates the Lookout Visitor Center (see Draft Lease, Sections 1.51, 1.52, and 5.7). Additionally, the Service has provided the prior Lands End Lookout Operations Agreement as part of the Supporting Documents (TIC #: GOGA-177894) for informational purposes only.

QUESTION 23: Utilities. “Are there separate water meters for each (fine dining, Café, retail)?”

SERVICE RESPONSE: No.

QUESTION 24: Utilities. “Are there separate gas meters for each (fine dining, Café, retail)?”

SERVICE RESPONSE: No.

QUESTION 25: Utilities. “What is the age and load capacity of the electrical panel?”

SERVICE RESPONSE: On March 22, the Service submitted a Sam.gov notification and provided an email notification to all interested parties, that the building drawings for the Premises were included on the [Request for Proposals website](#) under the Supporting Documents section (TIC #: GOGA-179738). The Service reviewed these plans during the 2002-2006 remodel and new construction project completed by the Prior Concessioner, but cannot warrant the current age or load capacity of the electrical panel.

QUESTION 26: Utilities. “What is the condition of the hood?”

SERVICE RESPONSE: Information regarding the condition of the hood is provided as part of the Supporting Documents, included on the [Request for Proposals website](#). Specifically, Respondents should review the Cliff House Condition Assessment from 2018 (TIC #: GOGA-177896) and the update from 2021 (TIC #: GOGA-177897).

QUESTION 27: Kitchen. “May we obtain electrical records?”

SERVICE RESPONSE: The Service does not have this information. Building drawings for the Premises are included on the [Request for Proposals website](#) under the Supporting Documents section (TIC #: GOGA-179738).

QUESTION 28: Kitchen. “May we obtain kitchen plumbing, installation and sizing, maintenance records?”

SERVICE RESPONSE: The Service does not have maintenance information. Building drawings for the Premises are included on the [Request for Proposals website](#) under the Supporting Documents section (TIC #: GOGA-179738).

QUESTION 29: Kitchen. “What is the condition of the grease traps?”

SERVICE RESPONSE: The Prior Contract required the Prior Concessioner to maintain the grease trap. Additionally, it is the Service’s understanding the Prior Concessioner cleaned the grease trap prior to vacating the Restaurant Premises. The Service is in the process of obtaining follow-up service and will provide information related to the condition of the grease traps, as appropriate, but may not be before the solicitation period closes.

QUESTION 30: Kitchen. “What type of power is in kitchen? Full electric rational requires 240/480-volt 70+amp with ¾ water connection.”

SERVICE RESPONSE: Building drawings for the Premises are included on the [Request for Proposals website](#) under the Supporting Documents section (TIC #: GOGA-179738).

PERSONAL PROPERTY: FURNITURE, FIXTURES, AND EQUIPMENT

QUESTION 31: “Will you provide a complete list of existing equipment including any fixtures? If so, when will it be available.”

SERVICE RESPONSE: The Prior Concessioner removed most of its personal property at the end of the term of the Prior Contract. The Lessee is required to complete a written inventory of all Fixtures and Trade Fixtures as described in the Draft Lease (Section 16.4 (d)).

The Service has posted a 360-degree virtual “walkthrough” of each interior floor of the Restaurant Premises. Additionally, there is currently a temporary art exhibition located within the Restaurant Premises and to accommodate this short-term use, some existing doors and shelving were removed and stored but will be reinstalled at the end of the show. Any other furnishings brought in for the short-term use will be removed prior to the Draft Lease effective date.

USES OF THE OFFERED PROPERTY

QUESTION 32: “Are kiosks and carts allowed on the concrete deck/patio?”

SERVICE RESPONSE: As stated in the Request for Proposals (pg. 6), Respondents may present ancillary uses in its concept plan. Respondents should be aware the lower deck is not exclusive use (must allow for public viewing and egress) and there is an existing tenancy in the form of the Camera Obscura (Request for Proposals, pg. 6). Any kiosk or cart must be approved in writing by the Service in advance of use.

SUBMISSION CONTENT

QUESTION 33: General. “How will the Service evaluate respondents regarding their ability to operate the gift shop?”

SERVICE RESPONSE: The gift shop is an ancillary component of the larger restaurant operations offering. The Service will evaluate the Respondents’ “experience, organizational, and management capacity to successfully develop, manage, and operate the operations in type, scale, and complexity to that proposed in the RFP...” (see Selection Criteria 3: Qualifications and Experience).

QUESTION 34: General. “How will the Service evaluate respondents regarding their ability to manage the valet parking operation?”

SERVICE RESPONSE: Valet parking is an ancillary component of the larger restaurant operations offering. The Service will evaluate the Respondents’ “experience, organizational, and management capacity to successfully develop, manage, and operate the operations in type, scale, and complexity to that proposed in the RFP...” (see Selection Criteria 3: Qualifications and Experience).

QUESTION 35: General. “How will the Service evaluate respondents’ ability to implement and maintain a program to provide interpretive and educational information to visitors?”

SERVICE RESPONSE: The Service will only evaluate the Respondents responses to the selection criteria as asked in the Request for Proposals.

QUESTION 36: General. “The RFP makes clear that the Lessee must operate a gift shop and provide valet parking. Will the Service add a criterion or subsection to one of the established criteria so that respondents can be evaluated on both their experience and plans for providing these services?”

SERVICE RESPONSE: No.

QUESTION 37: Selection Criteria 2. Financial Capability. “The Service requests audited financial statements for the three most recent fiscal years, but the forms referenced (10-354 and 10-353) request two years. Can you please verify how many years of statements respondents should request?”

SERVICE RESPONSE: Respondents should submit audited financial statements for the **three** most recent fiscal years.

QUESTION 38: Selection Criteria 3. Qualifications and Experience. “[T]he Service asks for operational information for the ‘two most recent full years of business.’ Since many restaurants were shut down in 2020 due to the pandemic, are respondents allowed to submit information for 2019 and 2021?”

SERVICE RESPONSE: The Service has amended the language included in this Selection Criteria (under item #2), accepting the **three** most recent full years of business for the examples the Respondent plans to provide. Respondents must clearly articulate this in their response and these years should be consistent with the audited financial information provided in response to Selection Criteria 2. The updated Request for Proposals with this change is available on the [Request for Proposals website](#).

QUESTION 39: Selection Criteria 4. Plan for Improvements. “[D]oes ‘conceptual floor plans with elevations’ mean that respondents must submit floor plans produced by a licensed architect?”

SERVICE RESPONSE: No.

GENERAL

QUESTION 40: Plans and Drawings. “May we secure floor plans ASAP?”

SERVICE RESPONSE: On March 22, the Service submitted a Sam.gov notification and provided an email notification to all interested parties, that the building drawings for the Premises were included on the [Request for Proposals website](#) under the Supporting Documents section (TIC #: GOGA-179738).

QUESTION 41: Plans and Drawings. “When can CAD plans be made available?”

SERVICE RESPONSE: On March 22, the Service submitted a Sam.gov notification and provided an email notification to all interested parties, that the building drawings for the Premises were included on the [Request for Proposals website](#) under the Supporting Documents section (TIC #: GOGA-179738). On April 12, the Service posted the AutoCAD As-Built drawings to [SAM.gov](#).

QUESTION 42: Prior Rehabilitation. “May we contact the Architect from the 2002 renovation?”

SERVICE RESPONSE: The Service confirmed with the architect, Debra Lehtone (currently with BAR Architects), that she is comfortable with interested parties reaching out to her; however, she has no relationship with the Service and is not required to respond to calls, answer questions, or provide any documents to interested parties. She can be reached at dlehtone@bararch.com and the email must include “Cliff House” in the subject line. Contact with Debra Lehtone is independent of the Request for Proposals process and the Service makes no warranties regarding any information an interested party might obtain nor is the Service obligated to ensure all interested parties obtain the same information.

QUESTION 43: General. “Are there any vendor relationships that we would be obligated to?”

SERVICE RESPONSE: No, vendor relationships are up to the Lessee to determine and manage.

QUESTION 44: General. “Is union labor required for construction? And for service?”

SERVICE RESPONSE: Applicable federal law does not require union labor for construction or service. As noted in the Request for Proposals, the Offered Property is within an area of proprietary jurisdiction, which applies in areas where the United States has acquired title to the land, but the state has not ceded any measure of its authority over the area. The Lessee must contact state and local agencies regarding what laws, regulations, and taxes are imposed on the operation.

EXHIBIT A: PROPOSAL INSTRUCTIONS

QUESTION 45: Response Requirements for Submission of Electronic Proposal. “Response requirement 1, subpoint C of the Proposal Instructions states: ‘A responsive proposal means a timely submitted hardcopy of the ‘Respondent Transmittal Letter’...’ Does this mean a hardcopy of the transmittal letter must be mailed separately from the electronic submission?”

SERVICE RESPONSE: Respondents must submit a signed hardcopy of the Respondent Transmittal Letter to the attention of Kimberley Gagliolo, National Park Service, Interior Regions 8, 9, 10 and 12, Commercial Services, 333 Bush Street, Suite 500, San Francisco, CA 94104.

Additionally, Respondents must include a scanned pdf copy of the signed Respondent Transmittal Letter in the electronic copy of its proposal. The Service has provided an updated version of Exhibit A (Proposal Instructions) to the [Request for Proposals website](#).

EXHIBIT F: DRAFT LEASE

QUESTION 46: Section 23, Insurance. “Are any of the structures assigned to the Lessee located in a Special Flood Hazard Area (SFHA zones “A” and “V”). I.e., is flood coverage required for the Lessee?”

SERVICE RESPONSE: At this time, the Premises are not located in a Special Flood Hazard Area. If this changes during the term of the Draft Lease, the Lessee must ensure it obtains insurance in accordance with Section 23 (Insurance) of the Draft Lease.

QUESTION 47: Section 27, Transfer and Subletting. “Will the Service please explain the differences between the NPS concession contract transfer approval process versus the NPS lease transfer approval process? Is there any reason for respondents to believe that any future lease transfer would be more difficult or less likely to be approved than a typical concession contract transfer?”

SERVICE RESPONSE: The Draft Lease is managed under separate federal legislation and is independent of law overseeing concession contracts. The Draft Lease (Section 27 Transfer and Subletting) provides specific information regarding transfer process.

QUESTION 48: Section 35, Lessee Termination Right. “Will the Service please explain the process if the Lessee would like to terminate the lease at any time before the tenth (10th) anniversary of the Commencement Date?”

SERVICE RESPONSE: The Lessee is not able to terminate the Draft Lease at any time before the identified timeframe, as described in the Draft Lease, Section 35 (Lessee Termination Right).

The term of the Lease will be for twenty (20) years. If the Lessee would like to terminate the Lease early, the Lessee only has one opportunity to do so as provided in Section 35 and that early termination date must occur during the 11th year of the Lease term. Therefore, the Lessee must provide its written notification of the early termination 3 years prior to the early termination date identified.

PROPERTY INSPECTION ATTENDEES

Company Name
Andrew Boudin Bakeries, Inc.
Ocean Beach Café
Native Since 1898, LLC
Terminal Plaza Associates, LP
Ortega National Parks
Silva-Management and Construction Services, LLC
Restaunomics, LLC
Big Wines Inc., dba Indie Wine & Beer Bar, SF Wine Center
Cushman & Wakefield