AMENDMENT NUMBER 1 - SOLICITATION GLBA035-27

Service Responses to Offeror's Questions on Solicitation No. CC-GLBA035-27

Authorized Services and Guided Tours

Reference: Part I — Required and Authorized Services; Exhibit B — Operating Plan, Section 5

1. Does the proposed concession contract permit the concessioner to offer guided sea kayaking tours, or is the authorization limited to unguided kayak rentals and the specifically identified ancillary services?

   A: The authorization is limited to kayak rentals, the rental of equipment and clothing associated with kayak rental activities, and land-based shuttle transportation between Bartlett Cove and Gustavus in support of kayak rental activities. Guided activities are not authorized under the draft contract.

2. If guided kayaking is not authorized under this contract, could the concessioner separately apply for a Commercial Use Authorization (CUA) or other authorization to conduct guided kayaking tours?

   A: Guided day and overnight kayaking tours are not authorized under a Commercial Use Authorization (CUA), as these services are provided through concession contracts.

3. Does NPS currently authorize guided hiking or bicycle tours within Glacier Bay National Park and Preserve through CUAs or other permits? If so, which activities and locations are eligible?

   A: A Commercial Use Authorization (CUA) is not currently offered for bicycling tour operations.

   Commercial Use Authorizations (CUAs) are available for both frontcountry and backcountry hiking activities. For specific conditions please see Approved CUA Services and Stipulations For Glacier Bay - Glacier Bay National Park & Preserve (U.S. National Park Service)

4. Would holding this concession contract create any restrictions or conflicts for a concessioner simultaneously operating other separately authorized visitor services?

   Q: A concessioner may hold additional concession contracts for different authorized services, as well as CUAs, provided the visitor services are authorized and operated under the provisions of each contract and/or CUA.

Employee Housing and Staffing

Reference: Exhibit B — Operating Plan, Sections 3 and 4

5. Is any NPS-owned, concessioner-operated, or other employee housing available for personnel supporting this concession?

   A: No.

6. Are there existing housing arrangements associated with the incumbent concession that could potentially be continued or transferred?

   A: This is outside of park jurisdiction and not a part of this concession contract.

7. Are there restrictions on concessioner employees residing in privately arranged housing in Gustavus and commuting to Bartlett Cove?

   A: This is outside of park jurisdiction and not a part of this concession contract.

8. Can NPS provide historical staffing levels or other information regarding the incumbent's seasonal staffing model?

   A: This information is not collected and is not required under the current concession contract.

Kayak Inventory and Storage Facilities
Reference: Part I — Investment Analysis; Exhibit B — Operating Plan, Section 5 and Addendum 2

9. Exhibit B authorizes up to four kayak racks and three single-story storage sheds. Are there specific dimensional, construction, material, or design requirements for these structures?

   A: Specifications for structures are purposely nonprescriptive. Reference Exhibit B: Draft Operating plan 5)A)(3) (g-k) and (p).

10. Is the incoming concessioner expected to provide and install all kayak racks and storage sheds at its own expense?

    A: Yes.

11. The Operating Plan indicates that the incumbent's existing sheds will be removed. Could an incoming concessioner negotiate to purchase and retain those structures in place, subject to NPS approval?

    A: The existing concessioner sheds are their personal property. Any transfer or acquisition of their personal property would need to be negotiated between an incoming operator and the existing concessioner.

12. Can NPS provide information regarding the incumbent's current kayak fleet, including quantities, makes, models, and approximate ages?

A: This information is not collected and is not required under the current concession contract.

13. Are there restrictions on maintaining additional rental inventory or supporting equipment at a privately operated facility outside the park in Gustavus?

    A: No.

Operational Infrastructure and Logistics

Reference: Exhibit B — Operating Plan, Sections 3 and 5 and Addendum 2

14. Are electrical, water, communications, or other utility connections available at or near the designated operating site, even if they are not provided by NPS?

    A: Not at this time.

15. Would portable solar power systems or other self-contained electrical equipment be permitted within the authorized operating area?

    A: At this time, self-contained electrical equipment would not be permissible in the area.

16. What restrictions apply to vehicle access for equipment delivery, maintenance, and seasonal setup or removal?

    A: As noted in the draft operating plan: "The Concessioner is authorized motorized access to the authorized site along the Tlingit Trail from time to time, when necessary. Vehicles or trailers shall not be parked unattended along the Tlingit Trail, and shall be moved out of the corridor as soon as equipment is dropped off or picked up. Visitor Information Station staff or a Park Ranger shall be notified prior to driving on this access. As a general practice, the Concessioner shall access and transport equipment to and from the site by foot or nonmotorized conveyance."

    Relevant language from the Superintendent's Compendium:

    Leaving a kayak unattended on the floats or pier without prior permission from the Superintendent is prohibited.

    May 1-Sept 15 Trailers specifically designed for transport of kayaks and canoes are allowed on the dock when authorized by a park ranger. However, when backing, the trailers must be detached from the tow vehicle and backed by hand. All other trailers and commercial passenger carrying vehicles (such as B&B vans, taxis and buses) are prohibited from driving onto the dock unless authorized by a park ranger.

17. Are there anticipated changes to the concession's operating area under the Frontcountry Management Plan that could affect future storage arrangements or operating costs?

A: The identified operating location may be temporary. At the discretion of the Service, the operating location may be updated in the Operating Plan during the term of the contract. The Service will endeavor to provide the Concessioner with advance notice when possible if implementation of elements in the Park's Frontcountry Management Plan result in changes to the contract's operational area. For more information visit https://www.nps.gov/glba/learn/management/frontcountry.htm

Historical Operations, Visitor Demand, and Financial Information

Reference: Part I — Historical Concession Data and Market Area Overview

18. Can NPS provide historical annual kayak rental transaction counts, rental days, or utilization figures for 2023–2025?

A:

	Multi Day Rental	Multi Day Rental	Full Day Rental	Half Day Rental
	Total Use Days	Total Guests	Total Guests	Total Guests
2023	418	219	179	146
2024	475	260	105	159
2025	427	227	127	143
2026	533	259	133	166

19. Can NPS provide the incumbent's current approved rental rate schedule, including half-day, full-day, and multiday rental pricing?

    A: Existing concessioner rates are available at: https://glacierbayseakayaks.com/backcountry-rentals/equipment-a-rates/

20. Are historical operating expense summaries, staffing expenses, or other financial information available to assist prospective offerors in evaluating financial feasibility?

    A: The Service does not release historical financial information beyond what it required by regulation (see 36 CFR § 51.5).

    Does NPS have historical information regarding the percentage of rentals originating from advance reservations versus walk-in customers?

    A: The existing concessioner is not contractually obligated to provide this information.

21. Can NPS provide annual visitation figures specifically for visitors arriving at Bartlett Cove by land, air-connected transportation, or vessels that permit passenger disembarkation, excluding passengers aboard large cruise ships that do not come ashore?

    A: Official NPS visitation data reported by visitor use day:

Year	Concessioner Lodging	Tent Campers	Backcountry Campers	Miscellaneous Overnight Stays	Non Recreation Overnight Stays

2025	17,525	618	3,348	12,752	1,775
2024	13,748	773	3,710	12,268	6,820
2023	12,354	669	3,648	9,518	3,960

Incumbent Concessioner and Preferred-Offeror Rights

Reference: Part I — Preferred Offeror; Part II — Preferred Offeror Determinations

23. Can NPS clarify the process through which Glacier Bay Sea Kayaks, Inc. may exercise its preferred-offeror right, including how that right interacts with preferences established under ANILCA Section 1307?

    A: The existing concessioner may exercise a right of preference under the Concessions Management Improvement Act of 1998 (16 U.S.C. 20) as outlined in the response to question #24.

    Separately, Section 1307 of ANILCA affords a preference to local residents and most directly affected Native Corporations in providing visitor services within National Park Service units in Alaska. 36 CFR 13.315 implements the preference by directing award of an authorization to a preferred operator if the best offer from a preferred operator is at least substantially equal to the best offer from a non-preferred operator. If an offer from an entity other than a preferred operator is determined to be the best offer, the preferred operator will be given the opportunity to meet the terms and conditions of the best offer received.

    The Native Corporation(s) determined to be "most directly affected" under 36 CFR 13.315 and local residents have equal preference. The rights of preferred operators under ANILCA Section 1307 (36 CFR 13.315) take precedence over the right of preference that may be granted to existing satisfactory NPS concessioners pursuant to the Concessions Management Improvement Act of 1998 (16 U.S.C. 20) and its implementing regulations and procedures.

24. If another offeror receives the highest evaluation score, will the incumbent have an opportunity to match that proposal before final award, provided the incumbent has submitted a responsive proposal?

    A: Regulations at 36 CFR Part 51 Subpart E explain the circumstances when an incumbent concessioner may have a right of preference to a new concession contract and the process the Service must follow. Specifically, when an incumbent with a right of preference submits a responsive proposal but does not receive the highest cumulative score, the regional director must make a written determination concluding:

    - *That the proposal submitted by the incumbent preferred offeror was responsive as defined by the prospectus.*

- That the proposal submitted by the offeror submitting the highest scoring proposal was responsive as defined by the prospectus.

- That the proposal submitted by the offeror submitting the highest scoring proposal was the best proposal submitted.

The regional director also must identify the better terms and conditions of the highest scoring proposal as compared to the proposal submitted by the incumbent preferred offeror.

Once the regional director makes these determinations, they must send a letter to the incumbent preferred offeror that includes:

- The better terms and conditions of the highest scoring proposal.

- The right for the incumbent preferred offeror to submit an amended proposal to match the better terms and conditions of the best offer.

- The deadline by which the incumbent preferred offeror must submit the amended proposal.

Upon receipt of the amended proposal from the incumbent, the regional director must determine whether the incumbent preferred offeror submitted an amended proposal:

- Within the timeframe allowed by the regional director.

- That matches all the better terms and conditions of the highest scoring proposal.

If the regional director determines this was the case, they will select the incumbent preferred offeror for the award of the new contract.

25. Has the incumbent concessioner formally indicated to NPS its intention to compete for Contract CC-GLBA035-27? If that information cannot be disclosed during the solicitation process, can NPS clarify whether the identities or number of prospective offerors will be available following the October 28, 2026, Notice of Intent deadline?

    A: The Service does not provide this information until post-award debriefings.

26. Can NPS provide electronic copies of the prior concession contract GLBA035-04, including extensions, and the existing contract CC-GLBA035-15?

    A: Yes, electronic copies will be provided along with NPS responses.

27. Are there any existing contractual arrangements or obligations that an incoming concessioner would be required to assume?

    A: No.

Additional Commercial Opportunities

Reference: Part I — Required and Authorized Services; Exhibit B — Operating Plan, Section 5

28. Would the concessioner be permitted to maintain a separate commercial base of operations in Gustavus for tourism services conducted outside the park?

    A: Operations outside of park jurisdiction are not a part of this concession contract.

29. Would the concessioner be permitted to market and sell separately authorized tours and activities through its Gustavus business operations, provided those services are not represented as being authorized under this concession contract?

    A: Operations outside of park jurisdiction are not a part of this concession contract.

30. Are there anticipated future concession opportunities, Commercial Use Authorizations, or other commercial visitor-service opportunities in Glacier Bay that prospective operators should be aware of?

    A: There are currently no new commercial service opportunities under development.

Franchise Fee Evaluation

Reference: Part II — Evaluation of Proposals; Part III — Principal Selection Factor 5

31. Does NPS use a defined methodology or scoring scale to distinguish between franchise fee offers above the required 3% minimum? If so, can NPS provide that methodology to assist prospective offerors in evaluating the financial implications of their proposed franchise fee?

    A: As outlined in the Proposal Package and in accordance with the Concessions Management Improvement Act of 1998 (16 U.S.C. 20), the proposed franchise fee 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 however a higher franchise fee is generally beneficial to the Service and accordingly will generally result in a higher score. Principal Selection Factor 5 will be scored relative to other offers with the highest franchise fee offer scoring up to the maximum available points for Selection Factor 5 (4 points) and lower offers receiving lower scores relative to their proposed fees.

Weather, Water Conditions, and Operational Safety

Reference: Exhibit B — Operating Plan, Risk Management and Kayak Rental Operations

32. Can NPS provide historical information regarding weather-related kayak rental cancellations, significant wind or sea-state restrictions, or operational limitations affecting Bartlett Cove?

A: The NPS does not maintain historical data on weather-related kayak rental cancellations. Additionally, the NPS does not currently regulate when a kayak rental company may or may not rent to visitors based on wind or weather conditions. Operational limitations and weather-related restrictions have historically been determined at the prudent discretion of the existing concession operator, relying on their local knowledge, expertise, and effective communication of risks to visitors.

Operational limitations affecting Bartlett Cove include, but are not limited to: weather conditions; Alaska Marine Highway (State Ferry) schedules and cancellations; local airline operating seasons and cancellations; Day Boat camper pickup and drop-off schedules and vessel availability to transport guests up bay; and unexpected wildlife encounters.

33. Are there established paddling boundaries, weather thresholds, tidal-current restrictions, or other operational limitations currently applied to kayak rentals departing Bartlett Cove?

    A: Paddling boundaries, weather thresholds, and similar operational parameters have historically been at the discretion of the incumbent operator. These guidelines are typically communicated verbally to guests based on real-time conditions observed on site.

34. To the extent records are available, can NPS provide information regarding significant kayak rental incidents, overdue renters, capsizes, or rescues associated with the concession during the past five years?

    A: NPS has received one notice of a significant safety incident related to this advertisement that occurred in the park within the last five years.