

## **Amendment No. 2**

### **Solicitation for Concession Contract No. CC-CHIS001-24**

**TO: All Recipients of the Prospectus for Concession Contract No. CC-CHIS001-24, a concession business opportunity to provide boat transportation from Ventura, CA, to Santa Cruz Island, Anacapa Island, Santa Rosa Island, San Miguel Island, and Santa Barbara Island within Channel Islands National Park and back to Ventura, CA.**

The National Park Service ("Service") issued a Prospectus on June 22, 2022 for the operation of Concession Contract No. CC-CHIS001-24, to provide passenger boat transportation from Ventura, CA, to Santa Cruz Island, Anacapa Island, Santa Rosa Island, San Miguel Island, and Santa Barbara Island within Channel Islands National Park and back to Ventura, CA. In the Prospectus, the National Park Service stated it would respond to questions about the Prospectus submitted in writing and received by July 19, 2022. This Amendment No. 2 to the Prospectus provides the following answers in response to those questions received. The Service has also posted an updated Draft Contract Exhibit B: Operating Plan.

**Reference:** Business Opportunity

**Q1.** Are there DBE participation requirements and percentage expectations for this effort?

**A1.** The Service is not certain what the question is referring to by "DBE" but all requirements for the concession contract and proposals are contained in the published documents. The Service's concession contracts are not service or procurement contracts within the meaning of statutes, regulations or policies that apply only to federal service contracts or other types of federal procurement actions.

**Reference:** Business Opportunity, § Concession Opportunity, Other Operating Requirements

**Reference:** Contract Exhibit B: Operating Plan, § 4) General Operating Standards and Requirements, F) General Policies, (2) Reservation Website and Ticketing

**Q2.** What Point-of-Sale (POS) system is currently being used and the costs associated with it?

**A2.** The point-of-sale system being used by the Existing Concessioner is owned and operated by the Existing Concessioner. The Service does not collect information on the type of system or the costs associated with the system.

**Q3.** Is there a preferred payment gateway?

**A3.** The Service does not collect information on the payment gateway used for this concession opportunity. This is an internal operational decision of the Concessioner.

**Q4.** Please provide the annual call volume for 2022, 2021, 2020, and 2019?

**A4.** The Service does not collect this information.

**Q5.** Please provide days/times that the contact center is required to be open?

**A5.** There is no requirement under the Draft Contract for the Concessioner to operate a "contact center." The Concessioner is required to staff a reservation desk and administrative office from at least 9:00 a.m. to 5:00 p.m. every day year-round except for Thanksgiving and Christmas. This requirement can be found in Sections 4)(A)(2) and 4)(F)(2)(b) of Exhibit B: Operating Plan.

**Q6.** Please provide the Service Level Agreement (SLA) for the contact center?

**A5.** The Service does not collect this information. This is an internal operational decision of the Concessioner.

**Reference:** Business Opportunity, § Investment Analysis, Boat Transportation Vessels

**Q7.** Beyond the Tier 3 requirement, what is NPS's expectation regarding vessels' emissions?

**A7.** Please see the Draft Contract Section 2(f)(2)(iv) and Section 2(f)(3)(iii) for information on emission requirements. Additionally, see the Proposal Package (Part III), Secondary Selection Factor 1 for proposal response requirements related to emissions.

**Reference:** Business Opportunity, § Concession Opportunity, Overview of Required Services, Food and Beverage (Boxed Lunches)

**Reference:** Contract Exhibit B: Operating Plan, § 5) Specific Operating Standards and Guidelines, D) Food and Beverage Service

**Q8.** Are kitchen facilities available for the preparation of boxed lunches or any other type of cafeteria/restaurant foods available for lease (i.e. at the Ventura Harbor Embarkation Site, a nearby location owned by the National Park Service, or an nearby unaffiliated site)?

**A8.** The Service will not assign any facilities to the Concessioner under the Draft Contract. It is the responsibility of the interested party to research this information.

**Reference:** Business Opportunity, § Concession Opportunity, Required and Authorized Services

**Q9.** Are any other ancillary revenue opportunities permitted/ available (i.e. media/advertising, special events/ activations)?

**A9.** The Service listed all required and authorized Visitor Services in Section 2(a) of the Draft Contract. The Concessioner is not authorized to provide any additional Visitor Services under the Draft Contract.

**Reference:** Contract Exhibit B: Operating Plan, § 5) Specific Operating Standards and Guidelines, F) Embarkation Site

**Q10.** Please confirm that Ventura is the only required departure location. Are additional departure locations preferred (i.e. continued operations out of Oxnard or other landing sites)?

**A10.** Ventura Harbor is the only required embarkation location. The Service may consider authorizing the Concessioner to provide required services from additional embarkation locations. See the Draft Contract Exhibit B: Operating Plan Section 5)F)(1)(b) for further information

**Q11.** Upon procuring landing site access rights from the Ventura Port District would the operator be permitted to operate ancillary operations beyond the NPS contract terms?

**A11.** The Concessioner may conduct other services outside the scope of the Draft Contract from the Ventura Harbor Embarkation Site pursuant to the Concessioner's agreement with the Ventura Port District. The Concessioner must conduct these additional services outside of the boundaries Channel Islands National Park

**Reference:** Contract Exhibit B: Operating Plan, Attachment 1 – Landing Facilities

**Q12.** Please provide island dock facility plans, security and bathymetric documentation, if possible.

**A12.** Island dock facility plans are available upon request. Please email [Kristen.Jontos@nps.gov](mailto:Kristen.Jontos@nps.gov) to request copies of the schematics. The Service does not have bathymetric data for the dock facilities, and security is not provided by the Service. However, Ventura Harbor Patrol (VHP) regularly monitors Ventura Harbor roadways and parking lots 24 hours a day. Generally, VHP patrol boats monitor the harbor by vessel from 6 a.m. – 10 p.m., unless an incident is called in that requires attention. The Existing Concessioner's dock, where its slip is located, does not have security gates that are closed/locked at night.

**Q13.** Please provide information regarding electric capacity at each of the island landing facilities and the Ventura Harbor Embarkation Site.

**A13.** The Ventura Port District agreed to make available to the Concessioner use of facilities located within Ventura Harbor, adequate to serve as the primary embarkation site for the Visitor Services under the Draft Contract between the Service and the Concessioner and as proximate as possible to the current Channel Islands National Park Visitors Center at 1901 Ventura Drive to better integrate the visitor experience. Interested parties should contact the Ventura Port District to discuss available sites and associated electric capacity. The Service does not have electrical hookups on the island docks and piers. If the Concessioner is staying in the area once they off-load passengers at island destinations, the Concessioner must use a mooring buoy where present or anchor offshore. The Concessioner must not tie up to the Service wharfs/piers and remain "dockside." The Concessioner's vessels may only approach Service wharfs/piers for passenger loading, when loading operations have been staged and are ready to begin. This is a live boating and passenger transfer situation, where vessels do not tie up to the wharfs/piers even where adjustable passenger platforms/gangways are used. The Service landing facilities are located in open ocean, as opposed to protected harbors. It is highly recommended that interested parties conduct research and site visits.

**Q14.** Please provide information regarding Wi-Fi connectivity in all areas where operations will be conducted.

**A14.** The Service does not provide Wi-Fi to contractors or vendors and does not guarantee the availability of such service. There is no Service-provided public Wi-Fi available at this time on the islands where operations will be conducted or at the mainland visitor center in Ventura. Cell service is available on the mainland including at the visitor center in Ventura. On the islands, cell service is spotty and should not be relied upon. Interested parties should source any available third-party Wi-Fi providers.

**Reference:** Contract Exhibit B: Operating Plan, Attachment 5 – Labor Standards Clauses

**Q15.** Is the current operational staff unionized? If yes, to which union(s) do they belong and is there an obligation to assume the terms of the current collective bargaining agreement along with members of the bargaining unit?

**A15.** The Existing Concessioner's staff is not unionized.

**Reference:** Contract Exhibit E: Transition to a New Concessioner

**Q16.** Will there be a transition period with both operators to ensure seamless transition of services?

**A16.** The Service anticipates a transition period of several months to achieve an orderly transition of operations.

**Reference:** Contract Exhibit B: Operating Plan Attachment 6 SCA: Wage Determination

**Q17.** There is not an occupational listing for a licensed boat captain. In the current contract this position is classified as captain, harbor tug.

**A17.** This was an oversight on the part of the Service. The Service updated the wage determination information in the updated Operating Plan Appendix 6: SCA Wage Determination to include this position and the most recent Department of Labor requirements for all wage determination positions.