



## United States Department of the Interior



NATIONAL PARK SERVICE  
INTERIOR REGIONS 6, 7, & 8  
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Denver, Colorado 80225-0287

IN REPLY REFER TO:  
Commercial Services Program  
CC-GRCA002-24

### Memorandum

To: All Requesters of the Prospectus for a Concession Business Opportunity to Provide Guided Multi-Day Interpretive Whitewater River Trips within Grand Canyon National Park, Glen Canyon National Recreation Area, and Lake Mead National Recreation Area.

From: Acting Regional Director, Interior Regions 6, 7, & 8 **KATHARINE HAMMOND** Digitally signed by KATHARINE HAMMOND  
Date: 2022.10.14 17:00:29 -06'00'

Subject: Amendment 1 and Responses to Questions Regarding the Prospectus for Solicitation CC-GRCAXXX-24.

This notice provides updates to the prospectus and responses to questions received for a *Concession Business Opportunity to Provide Guided Multi-Day Interpretive Whitewater River Trips within Grand Canyon National Park, Glen Canyon National Recreation Area, and Lake Mead National Recreation Area* for Solicitation CC-GRCAXXX-24.

### **Amendment 1:**

- 1) Part III, Proposal Package, Secondary Selection Factor 2, the page limit is increased to allow for three (3) pages.
- 2) Part III, Proposal Package, Secondary Selection Factor 1, amend the last sentence to read “The Service will not consider reducing or removing the use of motors or using electric motors in evaluating this response.”
- 3) Part III, Proposal Package, Principal Selection Factor 2(b) Customer Safety, 2), delete 2(b)1) and replace in its entirety with the following: 1) Describe the processes you will implement to reduce customer risks for illness and injuries when not on the rafts (i.e., in camp, on side hikes, etc.).
- 4) In Part IV, Draft Contract, Exhibit B Operating Plan, Section 4) A) 3) (c), amend heading *to read as “Partnering for Compliance with “One Trip Per Year” Rule.”* Additionally, delete the second bullet in its entirety and replace it with the following: The Concessioner must make every commercially reasonable effort to confirm the client understands the One Trip Per Year rule and provide information to the Service.”

- 5) Business Opportunity, 2018 – 2020 Historical Revenue Chart, page 13-14, make the corrections as reflected below:

Concession Contract	2018 Gross Revenue	2019 Gross Revenue	2020 Gross Revenue
CC-GRCA011-08	<del>\$1,097,343</del> \$1,187,443	\$1,131,013	\$515,415
CC-GRCA017-08	<del>\$2,421,041</del> \$2,503,458	\$2,591,825	\$1,439,275

- 6) Business Opportunity, 2018 – 2020 Historical Franchise Fees Paid Chart, page 14, make the corrections as reflected below:

Concession Contract	2018 Franchise Fees Paid	2019 Franchise Fees Paid	2020 Franchise Fees Paid
CC-GRCA011-08	\$82,493	\$75,722	<del>\$212,333</del> \$21,233
CC-GRCA017-08	<del>\$247,605</del> \$261,733	\$278,011	\$109,494

### **Responses to Questions:**

Below please find the National Park Service's (NPS) responses to questions regarding the CC-GRCAXXX-24 Prospectus.

### **Proposal Instructions:**

- 1) On page 3 of the Proposal Instructions, it discusses a legend to include on pages with confidential information. Is it acceptable to include the legend in the margins/footer/header so as to save space for our responses?

**NPS Response:** Yes. Offerors are reminded that information within the headers or footers still needs to remain within the margin limits required in Section 2(e) of the Proposal Instructions, which states, "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. Page margins must be 1 inch."

### **Proposal Package:**

- 2) Principal Selection Factor 2, Subfactor 2(b) Customer Safety 1) Describe the processes you will implement to keep customers safe when not on the rafts (i.e., in camp, on side hikes, etc.). Could this question be reworded to acknowledge inherent risks involved in trips of this nature? For example, "Describe the processes you will implement to reduce risk to customers when not on the rafts (i.e., in camp, on side hikes, etc.)."?

**NPS Response:** The NPS changed the language in Principle Selection Factor 2 as reflected in Amendment 1 above.

- 3) In the memorandum from NPS Intermountain Region dated April 3, 2018, in reference to CCGRCAXXX-19, regarding amendment 2 and responses to questions, in response to question number 74 (pg. 24-25), the Service stated "The Service excluded motors from the environmental purchasing portion of this question strictly to level the playing field between motorized and non-

motorized offers. This is no way was meant to keep any offeror from implementing best management practices of leading the way in using more efficient technologies.”

In Secondary Selection Factor 1 of the proposal package for CC-GRCAXXX-24, the Service does not exclude motors from the environmental purchasing best management practices. In addition, while the Service does specify at the end of that question that electric motors will not be considered, it does not specify that it won’t consider reducing or removing motor use, *which it did in the CC-GRCAXXX-19 prospectus*.

Will NPS consider the purchasing and/or use of motors in evaluating the responsiveness of the Offeror regarding environmental best management practices?

*The Service changed the language in Secondary Selection Factor 1 as reflected in Amendment 1 above.*  
Will NPS consider reducing or removing motor use in evaluating responses to Secondary Selection Factor 1?

***NPS Response:*** *The Service changed the language in Secondary Selection Factor 1 as reflected in Amendment 1 above.*

- 4) It is our understanding that the Service prefers answers to questions with multiple subpoints be answered by each subpoint, rather than in the aggregate. Secondary Selection Factor 2 has five primary subpoints, with additional subpoints within some of these five. Will the Service reconsider its two (2) page maximum for this question?

***NPS Response:*** *Yes. As part of Amendment 1 above, the Service restated the page limit for Secondary Selection Factor 2 as three (3) pages.*

- 5) In subfactor 3(a), the Service asks for the annual gross receipts, number of trips, and number of customers for the past two seasons. When the response to prospectus is due, our annual AFRs for 2022 will not be complete; however, we will be able to generate numbers for gross receipts, number of trips, and customers for 2022. Would NPS like us to prepare the numbers requested in 3(a) for 2020 & 2021 (same as the provided AFRs) or for 2021 & 2022 (which will be the most recent season completed when the response is due)?

***NPS Response:*** *The Service does not require that the data for the past two seasons be reviewed or audited, so providing 2021 and 2022 would be appropriate should those numbers be finalized in time to include in your proposals. The Offeror should provide the years that provide the offeror the best opportunity to fully answer the question.*

- 6) The proposed Operating Plan, on page B-10 (*Sic*) B-11, states that “The Concessioner must work with the other Area guided multi-day interpretive whitewater river trip concessioners to establish a system approved by the Service to ensure compliance with the One Trip Per Year Rule and provide to the Service a report certifying the Concessioner is in compliance.” Concessioners are not in a position to “ensure” compliance with the One Trip Per Year Rule, particularly given that not all trips that count toward the limit are operated by the Concessioners. As requested, every Concessioner educates its customers about the Rule and working cooperatively through its trade association provides its annual customer data report to the Service, but it is the Service that maintains and has access to the entire database of annual trip participants. Will the Service revise this provision of the Operating Plan so that it is captioned “Partnering for Compliance with ‘One Trip Per Year’ Rule” and, instead of requiring Concessioners to “ensure” compliance, require them to use their best efforts to confirm that

customers understand the Rule? This would be consistent with the treatment of this issue in the existing temporary contracts.

***NPS Response:*** Yes. See Amendment 1 above.

- 7) On Page 4 of the Proposal Package section, Subfactor 1(a). Protecting Natural and Cultural Resources through Interpretation of the Grand Canyon from the Perspective of American Indian Tribes...It is our understood that the Park is developing an updated tribal interpretation program with the participation of the tribes and other concessioners, CUA holders, and stakeholders. We do not want to do ANYTHING independently that might interfere or be in conflict with those efforts. Can you provide the potential offerors guidance as to how to best proceed?

***NPS Response:*** The Service recognizes that the Park is developing an updated tribal interpretation program; however, Offerors should develop responses to PSF1(a) independent of this Park effort.