

KSCVC REQUEST FOR PROPOSALS

QUESTIONS AND RESPONSES - RELEASE #2

The following is Release 2 of answers to questions posed by prospective Offerors to the KSCVC Concession Agreement Draft RFP. Responses to a few remaining questions are expected to be released (Release 3) during the week of August 24, 2009. Some questions have been modified to provide clarity or because the same general question was posed by more than one company in a slightly different manner. Specific references to the RFP refer to the draft version of the RFP. In the event of a conflict in an answer posted here and the RFP, the RFP will be the authoritative document to guide proposals. Additional questions may be submitted, but NASA does not guarantee that a response will be released.

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R2.Q1	Please clarify the requirements and/or specifications for "automated structured surveillance" identified in SOW 1.3.3. The title of this section does not seem to relate to the descriptive paragraph that follows? Please Clarify.	The term "surveillance" in this context means the Concessioner performs documented oversight of daily condition of all facilities, shows, bus fleet, etc. to ensure readiness for a quality guest experience.
R2.Q2	In reference to SOW 1.0, Section 1.4, what total annual dollar volume is associated with the "75 projects annually"?	SOW 1.4 will be revised for clarity. An exhibit showing actual historical data will be provided.
R2.Q3	From SOW 2.2, will the Government accept a certified EMT in lieu of a registered nurse?	No.
R2.Q4	From SOW 2.2, what is the Government's definition of a "medical assistant?"	Refer to the definition of "Medical Assistant" in Florida Statute 458.3485.
R2.Q5	As referenced in SOW 2.5, U. how are "sustainable elements and practices" managed and approved by NASA?	The Government encourages the Concessioner to implement programs and processes to support NASA-KSC efforts to meet EO 13423 goals.
R2.Q6	From SOW 3.1.3, how much access to NASA archives and media libraries will the concessioner have? Is this a NASA lead activity?	The concessioner will be the lead for this activity pursuant to 3.1.1 and will have access to all content materials including the NASA archives and media libraries.
R2.Q7	From SOW 3.1.3, can NASA provide clarification on the expected reach of this traveling exhibit, and the target audiences, including geographic traveling distances, expected frequency of use per year, etc?	Refer to SOW 4.11 Section A for geographic region and target audience. Frequency will be determined based on the approved PL-31 Traveling Exhibits Plan and limitations stated in Article 4.5.13.

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R2.Q8	From SOW 3.1.3, how does NASA determine the stories for the traveling exhibits and then measure the experience against the intended outcome?	Ref. PL-31 Traveling Exhibits Plan. Measurements and expected outcomes will be addressed in this plan.
R2.Q9	There were several questions submitted in reference to the KSCVC Comprehensive Master Plan and the related sample problem.	<p>There is no completed/approved KSCVC Comprehensive Master Plan document. The Government's use of this term overstates the current situation. The Exhibit entitled "KSCVC Comprehensive Master Plan" will be deleted and the information contained therein will be incorporated into the RFP section entitled Kennedy Space Center Public Visitor Program: Past, Present, and Future (titled "Background" in the Draft RFP). Cost, design, or schedule details for thematic items included in this exhibit have not been fully developed or approved for the concepts discussed in the RFP.</p> <p>The Offerors are still required to respond to a sample problem on the orderly growth and development of the KSCVC. This problem will allow Offerors the opportunity to respond to the presented concepts as well as explain their</p>
R2.Q10	SOW 4.3.8 Ticket Sales, calls for staffing "Main Campus – Sales Office" from 8 a.m. – 9 p.m. If KSCVC is not open, what is the intent?	RFP will be edited to clarify SOW Sections 4.3.2 and 4.3.8.
R2.Q11	What do "other appropriate factors or special conditions" mean as references in SOW 4.4.2? Please clarify.	An example of appropriate factors or special conditions would be if Offeror was sole vendor for critical items, such as water, during an outdoor event. The concessioner would never be required to price below cost.

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R2.Q12	What is the scope of the term "Central Florida Attractions" used in SOW 4.4.3? Please clarify the intent of this paragraph.	"Central Florida Attractions" refers to those attractions located within the central Florida region as generally understood by the public, media and travel industry.
R2.Q13	SOW Section 4.5.9 requires 50% discounts off standard catering menus for NASA events. Obviously, such pricing is below the actual cost to the concessioner. What volume of business do these events represent? Are there annual limitations to the number or dollar level of these events? How does NASA define and determine that an event is NASA or NASA sponsored? Without guidelines or limitations, there appears to be significant concessioner financial risk in this requirement. Finally, Schedule of Articles 4.5.11 seems to provide a conflicting and more desirable methodology. Can you please clarify?	SOW 4.5.9 will be edited to reflect the same pricing as defined in Article 4.5.11. There are approximately 65 NASA Sponsored Events annually. No annual limitations to the number or dollar value that NASA may require. NASA Sponsored Events primarily consist of activities performed at KSCVC facilities requiring setup and/or catering support for NASA and affiliate organizations conducting official business at KSC. Some of these events are reimbursed through contracts from NASA or affiliates to the Concessioner while other events are complimentary subject to Article 4.5.12. Risk to concessioner is de minimus as these events are provided at cost. Organizations requesting the NASA Sponsored rates are screened and approved by a designated NASA Technical Representative.
R2.Q14	Does the current NASA recycling system include all of the items listed in SOW 5.1.3?	Yes, the NASA recycling system does include all the items listed in SOW 5.1.3.

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R2.Q15	Will the Government consider increasing to the Page Limitations set forth in Proposal Instructions, Section 5?	The Government will change the Page Limitations as follows: Volume I Executive Summary page limit will decrease to 5 pages: Volume II – Management Approach will be increased to 125 pages: Volume III – Technical Approach will be increased to 125 pages: Volumes IV and V will remain unchanged, Volume VI – Relevant Experience and Past Performance will be increased to 45 pages.
R2.Q16	Categories on staffing forms in exhibit: Management, Protective Services, Public Engagement, KSCVC collections, Guest Services, Maintenance, Other (specify). Should these headings cover all labor categories to be employed by the concessioner? If so, can you provide the SOW references for each?	The functional areas identified in the SOW should not be construed as a proposed organizational structure requirement. To eliminate confusion, the labor categories will be added along with the SOW reference.
R2.Q17	Please provide all memorandums of understanding (MOU) relating to referenced Collective Bargaining Agreements.	All memorandums of understanding (MOUs), if any, will be released as an exhibit with the final RFP.
R2.Q18	What year do the contracts at both Orlando International Airport (OIA) retail locations expire and what is the associated revenue and profit?	The contract terms for both locations end September 30, 2010. The associated revenue and profit will not be released.

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R2.Q19	In reference to Schedule of Articles, Article 11, how will NASA balance price increases and the ability to pay more consideration vs. the ability to pay less consideration with limited price increases from another proposal?	NASA will evaluate the Offeror's approach to achieving the highest quality experience while keeping the price value affordable to reach an audience across a broad demographic range.
R2.Q20	With regard to property insurance, how is the value derived and is that amount expected to stay static over the next 3 years?	As defined in Appendix 1, PL-5 and Article 20, the Concessioner shall obtain property appraisals, and adequate insurance is required. NASA has no expectation other than what is stated in Appendix 1, PL-5 and Article 20.
R2.Q21	In reference to Draft Request for Proposal, General Provisions, Section 22.3 of Schedule of Articles, page 47. References to Article 5. Should the references to Article 5 be replaced with References to Article 6?	Reference will be changed to both Article 5 and Article 6.
R2.Q22	Who will be responsible for the replacement cost if the value of the property to be replaced is less than the minimum values established in Article 23 (even though the concessioner was determined to be negligent) or regardless of the value of the property, concessioner is not found to have been negligent?	Per Article 18, if the replacement value of the property is under the values established in Article 23, the Concessioner replaces it regardless. Negligence is determined on a case by case basis. Every instance would be investigated separately and the action taken would be negotiated based on the facts and circumstances.

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R2.Q23	From Articles, 5.1.3 and 5.2.1, what is "Performance Incentive Account"? Should Performance Incentive Account be Performance Fee Account?	Article 5 will be edited to change "Performance Incentive Account" to "Performance Fee Account".
R2.Q24	In Article 8, please clarify the numbering convention. In the first line of the last bullet, "portable" should be "portable".	Article 8 will be edited to make numbering convention uniform. The typo will be corrected.
R2.Q25	Article 4.5.2 reads, value of said unreimbursed support shall not exceed \$10,000 annually." Should the aforementioned sentence read "The aggregate retail value of such complimentary tickets shall not exceed \$10,000 annually."?	Article 4.5.2 will be edited to clarify.
R2.Q26	Should the reference to "Trust Accounts" in the last sentence of Schedule of Articles, Repair, be changed to "Improvement Accounts"? If not, will "Trust Accounts" be defined in the final RFP?	Yes, the RFP will be edited to substitute the term "Improvement Trust Account" for "trust Account". The definition for "Improvement Accounts" will be changed to "Improvement Trust Accounts".
R2.Q27	Should Section 35 of General Provisions be deleted since it appears to be a duplicate of Section 31?	Section 31 will be deleted from Final RFP and numbering will be adjusted accordingly.

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R2.Q28	The instructions for completing Form F Labor Rates and Overhead ask us to provide supporting details explaining the rationale and methodology used for straight time and overtime labor rate development, including our escalation assumptions. However, General Provision 16 refers to the price adjustment process under the SCA, but states that the concessioner warrants that the prices in this concession agreement do not include any allowance for any contingency to cover increased costs for which adjustment is provided under this clause. Should we ignore this provision when providing our labor rate estimates in the out years?	Paragraph 16 (b) does not apply to this agreement due to the fact that no adjustments are provided by the Government.
R2.Q29	Intentionally left blank	
R2.Q30	Can NASA confirm that there is an objective for attendance to rise to 3 million visitors, per a comment made during the Industry Day presentation?	NASA has no assumptions about future attendance. The goal is to achieve the PVP Mission Objectives set forth in SOW 1.0 and allow the PVP's success to drive attendance.
R2.Q31	Would it be a potential conflict of interest of a possible unfair advantage if an Offeror (partners or teaming) have other contracts at KSC?	Conflict of interests are determined on a case-by-case basis.

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R2.Q32	If an Offeror performs other work at KSC using government furnished facilities, tools, vehicles, material or equipment, under what scenarios could those assets be used in performance of the KSCVC contract?	In general, it is the responsibility of the Offeror to ensure that they are in compliance with the accounting principles for federal reporting entities. There would always need to be the capability for separate accounting and charging mechanisms in the case of one contractor shop doing work for two separate contracts. It is essential not to augment appropriations.
R2.Q33	What maintenance system is currently being used at KSCVC by the current concessioner?	The current concessioner uses MP2® as their work control system.
R2.Q34	Is the Concessioner subject to DCAA audits?	No.
R2.Q35	Are there going to be any provisions for small business in the RFP?	There are no provisions for small business in the RFP.
R2.Q36	Is the 2009 award fee determination (for calendar year 2008) for the current concessioner available? This will help prospective bidders determine NASA's current satisfaction with the incumbent concessioner.	The award fee determination letters will not be made available.
R2.Q37	Can we see year-to-date numbers on revenue and attendance in comparison to the same period last year? This valuable trend data will assist in establishing a base for the required bid revenue forecasts.	The revenue, expense, Improvement Accounts and attendance numbers for 2006, 2007, and 2008 have been provided in the exhibits. Data for the first six months of 2009 will be provided with the RFP.
R2.Q38	Is there any demographic and/or KSCVC guest data research available?	Guest demographic data will not be provided as it is considered confidential commercial information.

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R2.Q39	Do the attendance figures include "comp" admissions? If not, how many comp admissions are there per year?	Yes. Attendance figures are based on turnstile clicks, not tickets sold.
R2.Q40	Due to the complexity of this bid, we request consideration be given to a 30 day extension of the due date.	The due dates will not be extended.
R2.Q41	When we come back to the KSCVC with our service-specific experts to do further operational analysis, who should we contact to schedule back of house tours (understanding that this will be prior to service so as not to disrupt the current concessioner's operations)?	A "back of house" tour will be scheduled and all interested parties will be notified and the date will be posted.
R2.Q42	(A) What is the ticket revenue, by category, for each of the last three years? For example, (B) what is the number of general admission tickets sold for each of the last three years for adults, children, seniors and other category designations? (C) What is the number of annual pass tickets sold for each of the last three years?	(A)(B) Based on tickets sold: Adults = 78%; Child = 22%. (C) On average, 27,000 annual passes were sold for each of the years 2006-2008. An updated exhibit will be provided showing Ticket sales by category.

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R2.Q43	(A) What is the ratio of ticket sales to the contributions to the CIA, per year, over the last three years? Your slides reflect that there were surcharges of \$9.5 million from ticket sales that were contributed to the trust fund. (B) What were the number of tickets sold and the total revenue from those sales (including the surcharge amounts)? We are trying to model the percentage of total revenues of CIA for the new RFP based in part on the actual ratios for the last three years.	(A) A revised financial exhibit will be provided which will enable Offerors to compute the ratio requested. (B) The actual number of tickets sold by category will not be released. The updated exhibit provides the percentage of tickets sold by category and the total admission revenue (including the surcharge amounts). The previous exhibit showed admission revenue totals after surcharges (CIA and TIA) had been deducted. This approach understated total admission revenue and thus caused confusion.
R2.Q44	(A) Over the last three years, what portion of total revenues was devoted to all of the operation's variable costs? In other words, variable costs represent what percentage of total revenues? (B) Of the total attendance at the Visitor Center over the last three years, what percentage is attributable to the days when a Shuttle launch was planned? (C) On average, how many days each year over the last three years was a launch scheduled?	(A) Variable cost information is synonymous with "direct expense" which is provided in the exhibits. (B) The attendance for Shuttle launches was provided in Exhibit 1 with the Draft RFP. (C) The number of days launches have been scheduled is public information.

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R2.Q45	(A) The implied merchandise revenue per person, using information from Exhibit 30, is approximately \$15. Do the revenue figures include sales from the airport retail location, on-line sales, and/or licensing deals? (B) If so, could you break down the revenue by unique categories (for example, apparel, toys, souvenirs, etc.) or venues? We need to better understand the merchandise spending per person at the KSCVC.	(A) Retail Revenue in the exhibit includes revenue from all venues. (B) Detailed breakdowns for Retail Revenue will not be provided as they are considered confidential commercial information.
R2.Q46	Does all existing and operating infrastructure that is currently in place stay there (i.e. financial systems, security systems, IT systems and other back of house assets)? If not, we need to understand what we will need to supply and if the funding would come from us or whether the trust accounts could be used for those costs. (B) In other words, which party owns which parts of the infrastructure if KSCVC doesn't own all of it?	An exhibit will be issued in the final RFP listing all of the property owned by the current Concessioner that will not transfer to a new Concessioner and therefore must be purchased.

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R2.Q47	Expanding off the last question that identified certain assets, to the extent that the current concessionaire owns any other assets, can those assets be identified and can you provide a statement regarding whether those assets will be required to be supplied by the new concessionaire?	
R2.Q48	(A) Is there any potential that the ARES rocket could launch from another NASA facility? (B) Do you have any attendance projections related to the end of the current space program or the start and implementation on the new program?	(A) The constellation Program baseline has the ARES 1 launching from Pad B at the Kennedy Space Center. (B) We have no attendance projections.
R2.Q49	RFP Exhibits include existing union contracts. It appears expiration dates on at least one of them goes into late 2010. Is there a requirement to renew any of these agreements or do any of these agreements automatically terminate with the end of the Delaware North involvement?	Please refer to the McNamara-O'Hara Service Contract Act (SCA) with regard to union contracts.
R2.Q50	What is the value, as reflected in the 2008 year end balance sheet, of the total fixed assets being managed by the concessionaire?	The value of NASA property managed by the current Concessioner is insured at \$223 million.

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R2.Q51	(A) What are the number of buildings and square miles that we would need to patrol for Security? We will need to have this information for staffing projections.	The KSCVC main complex consists of approximately 152 total acres. Fifty-eight acres are developed with 54 buildings and supporting guest and tour operations on KSC property. In addition to the main complex, there are three separate stand-alone tour stop facilities on KSC property, consisting of one building each (Apollo/Saturn V, Space Station Processing Facility and the LC-39 Observation Gantry). In addition to the facilities on KSC property, the KSCVC operates the Astronaut Hall of Fame, located outside of the boundaries of KSC on SR 405 six miles west of the main complex. Any available documentation will be released with the final RFP.
R2.Q52	What are the number of acres of paved roadways and Landscape area that would need to be maintained? We would need this information for budgetary consideration.	The Concessioner is responsible for approximately 188 acres to include the main complex, all tour stops, parking and retention areas.
R2.Q53	Would the plan and funding to move Hall of Fame and procure a retired Shuttle come from existing trust fund accounts or will NASA contribute for these one-time efforts?	There are no appropriated funds available for any purpose at the KSCVC. The KSCVC is totally self-sufficient.

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R2.Q54	To what extent is an Offeror's proposal subject to a Freedom of Information Act request? To what extent is the semi-annual evaluation of the concessionaire subject to a FOIA request? Publication of those documents on the internet, on a blog, or in the mainstream media would be a problem for the kind of well established companies you seek to serve as the concessionaire.	The proposals are not subject to release under the Freedom of Information Act (FOIA). Please refer also to the Instructions to Offerors, Section 2.5. For examples of previously released information concerning Concessioner evaluations, please refer to the KSC FOIA reading room.
R2.Q55	How satisfied is KSC with Delaware North's ability to manage your facility overall?	Delaware North has met all of the terms of the current agreement.
R2.Q56	Who owns the rights to any creative element that are going to be supplied for the RFP response?	Please refer to Paragraph 2.5 in the Instructions to Offerors, Part I, which contains information on disclosure and use of data.
R2.Q57	As a public agency, we would assume that any financial statements of the KSCVC would be a matter of public record, regarding the concessioner relationship. Can you please provide a recent profit and loss statement history for the past 2-3 years, showing how revenues and expenses flow, or at least how they were reported to the agency?	Requested information is confidential commercial information and therefore will not be disclosed.

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R2.Q58	Aside from the reinvestment funds taken from revenues received (as discussed at industry day), is the concessioner expected to make any Concessioner Capital Investments of its own? If so, what was the investment made by the current concessioner in the past and what were the conditions of those investments?	It up to the Offeror to make a determination of whether or not to provide any Concessioner Capital Investments. Information regarding the current Concessioner Capital Investments is considered proprietary.
R2.Q59	What is the desired timeline for a flown space shuttle to become part of KSCVC's tour itinerary?	Offerors should refer to the RFI issued by NASA for details on the orbiter placement.
R2.Q60	To the extent any flown space shuttle is ultimately located at KSCVC, will the concessioner be expected to incur the cost to construct the permanent home and all costs related to the display, interpretation and preservation of the shuttle? If so, have any estimates been created in regard to such costs? Will the concessioner be expected to incur the costs of maintaining the flown space shuttle while located at a remote location outside the KSCVC? If so, have any estimates been created in regard to such costs?	Offerors should refer to the RFI issued by NASA for details on the orbiter placement. At this time, no decisions have been made. There are no appropriated funds available for any purpose at the KSCVC. The KSCVC is totally self-sufficient. Estimates are not available at this time with regard to any cost associated with relocation of a flown Space Shuttle. Future concepts, such as this one, and the mechanism for funding them will be developed after award, as a collaborative effort as described in SOW 3.4. Major exhibits, such as SLE and Apollo/Saturn V Facility, have been paid out of the Trust Accounts.

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R2.Q61	What are the possible sites at KSCVC that have been considered for location of the AHOF and Museum?	None of the locations, cost, design, or schedule details have been fully developed for the concepts described in the RFP section entitled, Kennedy Space Center Public Visitor Program, Past, Present, and Future (previously entitled Background in the draft RFP). Future concepts, such as this one, will be developed after award as a collaborative effort between NASA and the Concessioner as described in SOW 3.4. The Concessioner is expected to discuss their approach to concepts identified in the RFP for potential future development. At this time, no decisions have been made. There are no appropriated funds available for any purpose at the KSCVC. The KSCVC is totally self-sufficient. Estimates are not available at this time with regard to any cost associated with this project. Future concepts, such as this one, and the mechanism for funding them, will be developed after award, as a collaborative effort as described in SOW 3.4. Major exhibits, such as SLE and Apollo/Saturn V Facility, have been paid out of the Trust Accounts.
R2.Q62	Will the concessioner be expected to incur the costs of construction of any new buildings or costs incurred in the renovation of existing structures related thereto? If so, have any estimates been created in regard to such costs? To the extent the concessioner will be expected to incur any of the costs related to the AHOF and Museum stated above, have such costs been or will they be factored into the establishment of the applicable Investment Account percentage amounts in the concession contract?	

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Release 2/ Q.Number	Question	Response
R2.Q63	Are all existing displays at the AHOF contemplated to be continued following relocation of the AHOF to KSCVC? To the extent there are more potential exhibits and artifacts stored by NASA that can be displayed at the AHOF and/or Museum, will the concessioner have access to those artifacts?	Yes, existing displays are expected to be continued. The Concessioner will have access to all content materials including the NASA exhibits and artifacts.
R2.Q64	Who will make the curatorial decisions in regard to the display of exhibits and artifacts at the AHOF and/or Museum?	Curatorial decisions will be a collaborative effort.
R2.Q65	To the extent the concessioner constructs any such new buildings, will NASA retain title to such property? If so, will NASA allow concessioner to retain some type of temporary security interest in the building(s) that could be used as collateral by the concessioner when borrowing funds for construction?	Article 6 in the Schedule of Articles contains all of the details concerning this question.

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R2.Q66	Please make available for review a comprehensive breakdown of revenues for all activities at KSCVC and AHOF for calendar years 2006, 2007 and 2008. At a minimum, it is important to review a breakdown of the KSCVC revenues by specific outlet, a breakdown of ticketed admissions by ticket type, and a breakdown of the sales or tickets sold for each educational program during that time period.	Requested information is confidential commercial information and therefore will not be disclosed.
R2.Q67	Please make available for review detailed expense breakdowns for AHOF and KSCVC educational programs for calendar years 2006, 2007 and 2008. Given the physical separation of the AHOF from the main KSCVC campus, the uniqueness of the programs and the ultimate plan to transfer them to the main campus, it is important to understand the financial characteristics of these programs.	Requested information is confidential commercial information and therefore will not be disclosed.
R2.Q68	Please make available for review staffing schedules or FTE listings for KSCVC operations for the last twelve month period, preferably structured according to the Labor Classifications assigned by NASA (management, protective services, public engagement, KSCVC collections, guest services, maintenance, and other).	Requested information is confidential commercial information and therefore cannot be disclosed.

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R2.Q69	Is the current concessioner paying any personal property taxes to any taxing authorities, and if so, how much? If known, please make available for review a general description of the assets subject to such taxes.	No personal or property taxes on KSCVC properties are paid with the exception of the Astronaut Hall of Fame (AHOF). Specifics relating to taxes are public record.
R2.Q70	Will NASA provide the concessioner with the opportunity to negotiate new contract terms in the event NASA's contemplated Constellation Program is curtailed or cancelled by the executive branch of the United States government? Will any contingencies be built into the concession contract, related to forecasts, budgets, required investment by concessioner, etc., in the event such program is curtailed or cancelled?	General Provision 6 describes the process for making changes within the general scope of the Concession Agreement. No contingencies will be "built in" to the Agreement.
R2.Q71	Are the amounts set forth in Exhibit 30 of the DRFP ("Fund Deposits, EPF & Gross Collections") included in the Direct Expense or Indirect Expense line items set forth on Page 6 of Exhibit 15 of the DRFP ("Expenses by Category")?	A new exhibit will be issued with the RFP that more clearly shows the relationship between the Fund Deposits and the Revenue and Expenses. Trust Account deposits were not included in either the direct or indirect expenses in the financial exhibit provided with the Draft RFP.

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Release 2/ Q.Number	Question	Response
R2.Q72	Please make available for review the captions of costs included within the line items identified as Direct Expenses and Indirect Expense categories on Page 6 of Exhibit 15 of the DRFP ("Expenses by Category").	Requested information is confidential commercial information and therefore will not be disclosed.
R2.Q73	Section 4.1.1 of the Schedule of Articles included in the DRFP stipulates that the concessioner must meet all obligations of the Shuttle Launch Experience Loan and the Shuttle Launch Experience Incremental Loan, in accordance with certain agreements entered into and between KSC and Space Florida. Accordingly, please make available for review copies of these agreements and any and all related loan documents.	Information will be released with the RFP.
R2.Q74	Exhibit 29 of the DRFP ("SLE Loan Amortization Schedule") contemplates a schedule of principal reduction through 2013 being paid from the Capital Investment Account (hereinafter the "CIA"). Why does this schedule show extra payments being applied to pay down the principal balance?	It is at the discretion of the Government as to the amount of the loan payment. Extra payments are being applied to offset the balloon payment due at the end of the amortization period. Offerors are free to propose alternative loan repayment arrangements.

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Release 2/ Q.Number	Question	Response
R2.Q75	What are the current balances associated with the various Improvement Accounts, the Special Funds, and any other trust account created and funded pursuant to the existing concession agreement? What is the contemplated use of these funds through the term of the current concession agreement period?	The amounts that have been deposited into the Trust Accounts for the years 2006, 2007 and 2008 have been provided to Offerors as an exhibit in the RFP and also in the Industry Day presentation. Generally the balances available are allocated to projects as described in the Schedule of Articles, Article 5. These funds are then used throughout the year for the designated purposes so balances fluctuate as funds are deposited from receipts and then withdrawn to pay incurred expenses. A process is followed to allocate funds to ensure proper cash flow as described throughout the SOW, especially sections 1.4, 3.4, and 5.0.
R2.Q76	Please make available for review NASA's estimated refurbishment plan for existing facilities that are anticipated for the next concession term making use of proceeds from the General Investment Account (hereinafter the "GIA").	A current facility assessment has been recently completed and the summary list and schedule of roof, HVAC, pavement, electrical panels and building integrity repairs and replacement will be provided as an exhibit in the final RFP.
R2.Q77	Please make available for review a current inventory of buses owned by the existing concessioner, including mileage and maintenance history related to each.	The bus fleet replacement plan, mileage and maintenance data will be provided in an exhibit upon release of the final RFP.

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Release 2/ Q.Number	Question	Response
R2.Q78	Please make available for review a schedule of expenditures related to the Transportation Account for upgrades to the bus fleet and service vehicles over the past three years, including any budgets or forecasts that have been prepared for 2009 and beyond in this regard.	The bus fleet replacement plan, mileage and maintenance data will be provided in an exhibit upon release of the RFP. Historical expenditure data and budget forecasts prepared by the current Concessioner will not be provided.
R2.Q79	In the Request For Information issued by NASA in connection with KSCVC on January 22, 2009 (the "RFI"), listed as an example of "Desired Improvements" at KSCVC was an "expanded bus fleet." Is expansion of the existing bus fleet still a desired improvement at KSCVC? If so, please provide a detailed explanation of why NASA feels that this improvement is necessary, how an expanded bus fleet may be beneficial, and how it will improve guest services at KSCVC.	The RFP is the controlling document for this solicitation and the requirements are provided therein.

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R2.Q80	Please identify in detail all specific KSC areas, both within and outside the KSCVC, that the concessioner will operate, manage or have access to in the course of its duties, including square footage calculations and, where possible, related floor plans.	The KSCVC main complex consists of approximately 152 total acres. Fifty-eight acres are developed with 54 buildings and supporting guest and tour operations on KSC property. In addition to the main complex, there are three separate stand-alone tour stop facilities on KSC property, consisting of one building each (Apollo/Saturn V, Space Station Processing Facility and the LC-39 Observation Gantry). In addition to the facilities on KSC property, the KSCVC operates the Astronaut Hall of Fame, located outside of the boundaries of KSC on SR 405 six miles west of the main complex. Any available documentation will be released with the final RFP.
R2.Q81	Please identify any past or current code violations, safety violations or dissatisfactory sanitation issues that NASA is aware of at existing facilities within KSCVC. If any such violations or issues have arisen in the past, please provide details of how the violation or issue was resolved and the timing associated with resolution of the matter.	This information will not be made available.

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Release 2/ Q.Number	Question	Response
R2.Q82	Have the obligations of the concessioner as set forth in the current IMAX Theater agreement been fulfilled or will they be fulfilled prior to commencement of a new concession contract such that the concessioner has acquired the IMAX equipment in both theaters, that the payments for the Space Library are complete, and that the final \$75,000 payment for 'Magnificent Desolation' will be made on 1/1/10? Is there an expectation that any new concessioner will need to make any payments to NASA or the existing concessioner related to any of these costs?	The current concessioner will continue to fulfill their obligations as they relate to the IMAX theaters and associated equipment. It is anticipated that there will be no remaining obligations under the current agreement that the follow-on Concessioner would be expected to assume. There is no expectation that there will be any payments made to NASA or the current Concessioner related to the IMAX equipment.
R2.Q83	Please make available for review a copy of that existing agreement with Sullivan Marketing Group listed in Section 4.1.1 of the draft Schedule of Articles.	The purpose of the Sullivan contract is to find sponsorships. To date, no sponsorship agreements have been finalized. If one is finalized, the information will be provided. The Sullivan Contract expires before the start of the new Concession Agreement and will therefore not be provided.
R2.Q84	As the Center for Space Education was not accessible during Industry Day, please describe what activities the current concessioner conducts in these offices and classrooms. Assuming the space will continue to be needed, under what terms does NASA believe the leases can be modified to continue into the future with the Astronauts Memorial Foundation?	The Government provided the lease as an exhibit in the RFP.

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R2.Q85	The existing agreement provides the Astronaut Scholarship Foundation (ASF) with the right to elect fixed annual payments from the concessioner of \$100,000 plus inflation OR a \$.50 per full price admission from which total payments to the Foundation cannot be less than \$75,000 or more than \$250,000. Which approach did the Foundation choose to use beginning in the third year of the agreement?	The annual average based on the last three years of actual payments is \$266K.
R2.Q86	In reference to the ASF, it appears that this agreement contains an open-ended term with a 30-day cancellation right granted to either party. Did either party exercise its right to cancel this agreement? If so, please provide details surrounding the reasons behind.	The agreement with ASF is still in effect. It will expire on December 1, 2012.
R2.Q87	The agreement does not contain provisions for an assignment. Assuming that a new agreement is required, what material changes in the terms should a new concessioner expect the Foundation to negotiate? Noting that a \$100,000 capital infusion was provided to the museum as of the 2002 effective date of the agreement, does NASA believe that any additional capital infusions will be required at the time of a new agreement?	It is anticipated that the current terms of the Agreement with the USAF Space and Missile Museum Foundation, Inc. will remain the same. No infusion of capital is anticipated.

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R2.Q88	The Collective Bargaining Agreement with the security professionals expires at the end of 2009 with provisions for a one-year extension if neither party chooses to act. Does NASA expect the current contract to be extended? Although the contract does not provide for pay rate increases, does NASA anticipate that increases will be made, and if so, what is the current estimate for pay increases? What are NASA's expectations related to a longer-term continuation of this union agreement (i.e., does the union have significant concerns that need to be addressed with a new contract)?	The Collective Bargaining Agreements are between the Concessioner and the Labor Unions. The Concessioner is required to comply with the clause in the general provision entitled, "Service Contract Act of 1965". NASA is neutral on issues of Concession employee pay increases and other union concerns. This information would need to be obtained from the applicable union representatives.
R2.Q89	Is there a "business as usual" standard related to the turn over of KSCVC operations that NASA will apply that will require the existing concessioner to hand over operations of KSCVC to any new concessioner with all necessary goods and materials in place, including without limitation a full stock of retail merchandise, marketing materials and back-of-house equipment/inventory?	There will be a phase-in period as described in Article 3.2. The incumbent concessioner's phase-out plan will document how all unsold goods and materials in stock will transition from the incumbent concessioner to the new concessioner.
R2.Q90	Will NASA fund any unanticipated transition costs related to the incumbent concessioner's operation under the current contract with all or a part of the unpaid Performance Fee?	There are no appropriated funds available for any purpose at the KSCVC. The KSCVC is totally self-sufficient. The "unearned portion" of the Performance Fee is transferred to the Improvement Accounts. Any "unanticipated transition costs" would have to be dealt with as a modification to the Concession Agreement, as required.

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R2.Q91	Has a Phase-Out Plan been prepared by the existing concessioner in the event transition to a new concessioner is required and if so, is a copy of such plan available for review?	A Phase-out plan is in the process of being developed and will be provided to the new Concessioner.
R2.Q92	Are costs incurred by the concessioner pursuant to Sections 4.6.11 ("Reduced Price Catering"), 4.6.15 ("Veteran Astronaut Appearances") and 4.6.16 ("Mission Support") of the Schedule of Articles subject to the \$100,000 unreimbursed support maximum set forth in Section 4.6.12?	No.
R2.Q93	In regard to Section 4.6.16 of the Schedule of Articles, what is entailed in such contemplated support services (beyond the bus transportation outlined in Section 4.6.8)?	The support services related to Article 4.6.16 for launch support is <i>de minimus</i> .
R2.Q94	Please make available for review a list of Government-Furnished Property, as the same is defined in Section 1 of the General Provisions, contemplated to be delivered to concessioner under any new concession agreement.	See Government Furnished Property exhibit.
R2.Q95	In regard to the various KSCVC retail stores and the concessioner's souvenir sales operations, please provide the following annual statistical information for the past three years: Revenue by location; Sales by category; Gross margin percent; Labor as a percent of revenue; Number of retail employees employed at each location; Number of times that total inventory turned; and hours of operation at each location.	Requested information is confidential commercial information and therefore will not be disclosed.

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R2.Q96	Please provide the type of point of sale software and hardware utilized at each of the various KSCVC retail stores and the concessioner's souvenir sales operations .	Refer to the exhibit entitled "Technology Systems" that was released with the Draft RFP. Bullet 1 on this exhibit shows that "Retail Pro" is the POS software for the retail operations, including front and back of house (warehouses) operations . Bullet 7 lists the POS system for Food and Beverage locations.
R2.Q97	Please provide the hours of operation of each of the various KSCVC retail stores and the concessioner's souvenir sales operations.	Hours of operation are scheduled based on visitor patterns. Refer to SOW 4.1.1.
R2.Q98	In regard to warehouse and storage facilities utilized in connection with retail merchandise and souvenir sales operations at KSCVC: What is the total square footage of warehouse/storage space at the KSCVC allocated to retail inventory?	Total square footage is approximately 7,200.
R2.Q99	What equipment shall be supplied to the concessioner in connection with warehouse operations (e.g., forklifts, wave [work assist vehicles] machines, etc.)?	See Government Furnished Property exhibit.
R2.Q100	From which warehouse/storage locations are on-line and catalog merchandise currently processed?	On-line and catalog purchases are processed in the central warehouse at the Main Visitor Complex.
R2.Q101	How many warehouse employees are currently employed by the concessioner.	Requested information is confidential commercial information and therefore will not be disclosed.

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R2.Q102	Section 4.6.10 of the Schedule of Articles ("Sale of Items to the NASA KSC Exchange")(inadvertently numbered as Section 4.5.10) provides that the concessioner is to sell to the Exchange any merchandise item offered at PVP locations at a 5% markup and such items are authorized for resale. During the past three years, how much merchandise was acquired by the Exchange and what proportion was resold? Who are the target audiences for the resale merchandise?	The quantity of merchandise acquired by the Exchange is minimal (averages \$30k per year). All merchandise procured by the Exchange is resold at KSC Exchange employee stores and/or at launch events. Target audience is employees who work at KSC, both civil service and contractor.
R2.Q103	What are all of the sources of industrial waste water at KSCVC and what are the hazardous and nonhazardous chemical constituents of each waste water stream?	This question is not applicable to current operating conditions.
R2.Q104	What is the annual volume of pesticides used at KSCVC facilities by the current concessioner? What specific pesticides are used (brand name, active ingredients and organic chemicals nomenclature)?	Requested information is confidential commercial information and therefore will not be disclosed.
R2.Q105	Intentionally left blank	
R2.Q106	Intentionally left blank	
R2.Q107	Does the existing concessioner have the potential to spill PCBs as implied in Section 2.5 of the SOW? If so, what are the sources of such PCBs?	SOW 2.5 is not meant to imply any potential for contamination or discharge of pollutants.

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R2.Q108	Please make available for review an itemized list of each underground and above ground storage tank at KSCVC (including size, tank material, fuel type, age of tank, corrosion protection system, leak detection system, etc.) for which the concessioner is responsible.	There are two above-ground storage tanks - a 10,000 gallon tank for diesel and a 500 gallon tank for unleaded gasoline. The diesel tank was installed approximately two years ago, and the unleaded gasoline tank was installed approximately one year ago.
R2.Q109	Has there been any TRI reportable substances or releases in the last five years at KSCVC? If so, what substances and how much of each substance?	There have been no TRI reportable substances or release in the last five years at the KSCVC.

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R2.Q110	Please make available for review the following documents: KNPD 8500.1, KSC Environmental Management KNPR 8500.1, KSC Environmental Requirements KNPR 170.1, KSC Sanitation Program EVS-P-001, Spaceport Waste Service Guidance Manual Current Environmental Management Plan of KSCVC Concessioner Current Training Plan of KSCVC Concessioner KSC Form 21-608, version 2 KSC Title V Air Operating Permit, Title V Air Permit Fuel Usage Report and Title V Air Permit Operating Data and Statement of Compliance Report KSC Facility-Wide Spill Prevention, Control, and Countermeasures (SPCC) Plan (KSC-PLN-1919) and KSC Site-Specific SPCC Plan (KSC-PLN-1920) Storm Water Environmental Resource Permits for Concession Activities, including any Storm Water Environmental Resource Permit Compliance Reports Storm Water Pollution Prevention Plan (SWPPP) for the Bus Maintenance Facility's NPDES Stormwater Industrial Activity Multi-Sector General Permit (MSGP) All other existing environmental permits NASA's Green Purchasing Program (if different than EO 13423) NASA's Environmental Management System in accordance with KSC-PLN-1912, KSC Environmental Management Plan and the last two years of Tier II reports.	The Government will provide access to those documents that are Government-controlled. The Concessioner-controlled documents will not be provided.

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R2.Q111	Please provide for review copies of all referenced policies and articles pertaining to risk, safety and compliance issues as identified in the SOW (see Section 2.1.3 for example).	The Government will provide access to those documents that are Government-controlled.
R2.Q112	Will the concessioner have access to the Government-Industry Data Exchange Program (GIDEP) and NASA Advisories as referenced in the SOW? If so, will such data reside/be accessible on KSC's existing network platform?	Yes, the GIDEP and NASA Advisories, as referenced in the SOW will be made available to the Concessioner. The data is accessible on KSC's existing network.
R2.Q113	Please provide for review a copy of the current risk management organizational structure at KSCVC.	The Government does not have a risk management organizational structure at KSCVC. The question is unclear.
R2.Q114	Please provide for review information indicating the current level of fire protection and other risk mitigation systems installed in the various KSCVC facilities that the concessioner will operate.	The current Concessioner's approach to risk mitigation is proprietary.
R2.Q115	What are the required limits on the Builders Risk insurance coverage to be carried by the concessioner?	Section 20 of the current Concession Agreement contains the insurance coverage required of the current Concessioner. The current Concession Agreement is available in the electronic reading room section of the Kennedy Space Center FOIA website.

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Release 2/ Q.Number	Question	Response
R2.Q116	Clause 20.2 of the Schedule of Articles included in the DRFP stipulates that the concessioner is to procure and maintain extended insurance coverage against damage to or destruction of Government real property and personal property including Exhibits and Collections and that this coverage shall be 100% of the total stated values (assuming no deductible) or a specific dollar value amount negotiated annually between the Government and concessioner. What is the current negotiated dollar value that the current concessioner is providing coverage for? Is this the approximate insurable basis a new concessioner should assume under the new contract?	The value of NASA property managed by the Concessioner is insured at a value \$223 million. Offeror's should assume the same value for proposals purposes; however a current appraisal will be required under the new agreement.
R2.Q117	Section 20.2.2 of the Schedule of Articles provides that the concessioner is to provide \$25 million of coverage for the artifacts. Please provide a list of what the minimum insurance coverage for artifacts has been each of the past 10 years. To the extent a flown space shuttle is added to the list of artifacts to be maintained and operated by the concessioner, will the concessioner be required to provide insurance coverage on such shuttle? If so, will such coverage be provided pursuant to the \$25 million policy, or will the minimum policy amount be increased? If an increase is contemplated, what will the new coverage minimum be and have estimates been generated in regard to such required coverage?	The current Concession Agreement requires no less than \$10 million in coverage. Please see Section 20 of the current concession agreement. Concerning future insurance requirements, the Government will not make assumptions.

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Release 2/ Q.Number	Question	Response
R2.Q118	Pursuant to Section 1.2.1 of the SOW, the concessioner is required to make available for review an orientation program for all of its employees for purposes of ensuring that all employees are knowledgeable of NASA-KSC history and operations and submit a training plan that shall include, among other things, strategies for assuring that its employees remain knowledgeable about NASA-KSC history and operations. Will NASA provide formal orientation and training sessions for the concessioner's management team following award of the concession contract regarding NASA-KSC operations, history, rules, protocol and procedures in order that the concessioner can properly train its employees as required in this section of the SOW?	Yes. Some orientation training for the Concessioner's management team will be provided.
R2.Q119	What type of upfront and ongoing interaction can the concessioner expect to have with those NASA Interface Organizations as listed in the DRFP?	Close coordination is expected with the COTR, Contracting Officer, Technical Representatives, and others, as needed.
R2.Q120	Will the concessioner have access to NASA-KSC archives and/or other sources of direct, on-site information in regard to the history of NASA and KSC (through External Relations or otherwise), or will concessioner be expected to secure this information on its own from outside sources?	The concessioner will have access to all content materials including the NASA archives and media libraries.

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Release 2/ Q.Number	Question	Response
R2.Q121	Is there currently a web-based automated structured surveillance and corrective action system in place at KSCVC that the concessioner will simply take over? If not, will the concessioner be expected to install such a system at its cost? Have estimated costs regarding the installation, operation and maintenance of such system been generated and are they available for review?	The requirement is as stated in SOW1.3.3. There currently is no automated system as set forth in the RFP and no cost to develop one has been estimated.
R2.Q122	Is there currently an automated management information system for all concession activities in place at KSCVC that the concessioner will simply take over? If not, will the concessioner be expected to install such a system at its cost? Have estimated costs regarding the installation, operation and maintenance of such system been generated and are they available for review?	No, there currently is no automated Management Information System for concession activities at the KSCVC. The RFP currently does not have such a requirement. However, an automated MIS system can be proposed.
R2.Q123	In regard to the centralized media library referenced in Section 3.1.4, does such library currently exist and will any new concessioner simply take over the existing library from the existing concessioner, or will a new concessioner be required to create such library starting from the ground up?	The "Centralized Media Library" does not currently exist in the form described in the SOW.

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Release 2/ Q.Number	Question	Response
R2.Q124	Will all existing educational programs at KSCVC implemented by the current concessioner automatically cease upon any contract turnover? To the extent successful educational programs are in place at KSCVC at the time of turnover, how does NASA plan to educate and bring the new concessioner up to speed on such programs and otherwise facilitate a successful transition to concessioner of oversight of such programs?	It is up to Offerors to propose an education program. A list of existing education programs is provided as an exhibit. It is suggested that during the 60 day phase-in period this may be a task to be addressed.
R2.Q125	How many billboards are currently being utilized by the existing concessioner in total and in Florida specifically for marketing purposes?	The current Concessioner's approach to marketing is proprietary.
R2.Q126	What is the current staffing dedicated to the KSCVC Collections by the existing concessioner?	The current Concessioner's approach to staffing is confidential commercial data.
R2.Q127	Please make available for review access to the current KSCVC Marketing and Public/Media Relations Program Plan.	The current Concessioner's approach to marketing is proprietary.
R2.Q128	Are the Call Center parameters outlined in Section 4.3.2 of the SOW currently being met/in place? If not, what standards set forth in Section 4.3.2 are new? How much staffing does the existing concessioner currently dedicate to the Call Center?	Calls are currently handled by the Sales Department with limited hours/capability. Expanded capability is a new requirement. The current concessioner's approach to staffing is confidential commercial data.

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Release 2/ Q.Number	Question	Response
R2.Q129	Does the existing concessioner operate and maintain the KSCVC website through a third-party consultant? Is it contemplated that any new concessioner would simply assume the existing concessioner's obligations under such contract at the time of any contract turnover?	The current concessioner maintains the website internally.
R2.Q130	What is the historic turnover ratio of employees working at the KSCVC, broken down by department or classification?	The current Concessioner's approach to staffing is confidential commercial data.
R2.Q131	Please make available for review a copy of the latest Integrated KSCVC Visitor Feedback Executive Summary Report.	The current Concessioner's approach to marketing is confidential commercial data.
R2.Q132	Will the existing ticketing systems remain in place for a new concessioner or are these proprietary properties of the current concessioner?	The existing ticketing system will remain in place for a new concessioner; however, the system configuration and the data contained herein is proprietary to the current concessioner.
R2.Q133	Is there currently an employee dining plan in place for concessioner employees? If so, please describe its parameters, including the location of dining areas where the plan is available.	Yes. There is an employee cafeteria with a discounted menu. The location is directly west of the bus-loading area.

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R2.Q134	Please make available for review a schedule of dates where the existing concessioner has been required to supplement the existing bus fleet over the past three calendar years, including duration of such required supplementation.	This information will not be made available.
R2.Q135	For the costs shown in exhibit 15, can you confirm if the GIA and TA fund deposit amounts are included in either the direct or indirect cost line items? (B) Can you provide more specific information on the line item breakout for costs of sales (including, for example, Food & Beverage and Merchandise)? (C) Can you provide a complete breakout of the direct and indirect expense items, including labor and non-labor costs? If the concessionaire used outside contractors, can the non-labor component delineate the costs of that third party labor? (D) Can you provide more specific data reflecting all charges associated with contributions to the specific trust fund accounts, by category?	(A) Trust Account deposits were not included in either the direct or indirect expenses in the financial exhibit provided with the Draft RFP. This will be clarified in a new Financial Exhibit that will be provided with the RFP. (B) (C) Detailed breakdowns of the cost of sales, direct and indirect expenses will not be provided. (D) An exhibit will be provided that lists projects funded through Trust Accounts for 2006, 2007 and 2008.

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R2.Q136	(A) In determining the net revenue for the Visitor Center, are the CIA and TIA fund deposits taken from the total gross revenue of \$79.4M, or does the \$79.4 M represent revenue after those trust fund deposits have already been made? Table 1 of exhibit 30 is labeled DN Funds Deposits. (B) Does DN stand for Delaware North? In that table it shows \$2.3M contribution to the SIA account. (C) Is this \$2.3 million contribution from NASA and not the concessionaire?	(A) A new Financial Exhibit will be provided with the RFP that clarifies this issue. The previous exhibit did not include the CIA and TIA fund deposits in the Admission Revenue. In the previous exhibit, the \$79.4M of total revenue is after CIA and TIA fund deposits have already been deducted. In the new exhibit, the CIA and TIA are included in total admission revenue. (B) The acronym "DN" in Table 1 of exhibit 30 means Delaware North. (C) The SIA account contribution comes from revenues of the concession operations.
R2.Q137	Is NASA aware of any potential system upgrades or repairs that IMAX might require as a condition of extending the term of the agreement? If so, please describe in detail.	There are no known upgrades or repairs to IMAX that are required.
R2.Q138	Was the Collective Bargaining Agreement covering the food and beverage, guest services, and other employees (I.A.M. CB 3/10/06 – 2/1/09) extended for an additional year and was this documented in any way? Although the initial agreement assumed it would continue as-is, were any changes made in the rates of pay or other terms of the contract? What are NASA's expectations related to a renewal of this union contract and any significant negotiating points that can be expected in this event? The concessioner is responsible for contributing 80% of the monthly health care premiums. What are the current premiums under the union plan?	The CBA for service employees will be provided as an exhibit to be released with the RFP. The revised agreement is effective from 2/1/2009 to 8/1/2010. NASA has no expectations relating to the renewal of this agreement. The answers to all of the other questions can be found in the revised CBA.

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R2.Q139	The Collective Bargaining Agreements covering the landscaping, maintenance (vehicle, plant, and exhibits) and commentators/tour escorts (I.A.M. CB 12/1/07 – 11/31/10) stipulate that the concessioner will provide a 401(k) savings plan as described in the Summary Plan Description for D.N.C. Kennedy Space Center 401(k) Plan. Please make available for review a copy of this Plan. Is this the same plan referred to in the other two collective bargaining agreements as the Spaceport Retirement Savings Plan?	Plans under the CBAs may be obtained from the applicable local I.A.M.A.W. Union business representatives indicated on the signature sheet in the CBA.
R2.Q140	As any new concessioner will be assuming the obligations of tenant under the two existing Orlando International Airport retail leases, please make available for review a schedule of any and all lease and CAM charges incurred by the concessioner under the leases for the past three years (and budget figures for 2009), including but not limited to the total amount of Concession Fees paid and the percentage of annual gross receipts paid in consideration for the right to sell tickets to KSCVC at the store locations. Also, what is the value of the existing Letters of Credit purchased by the concessioner as required under Article 10 of both leases?	The Concessioner contributes 3% retail revenue from airport stores to the Facilities Fund. Answers to the remainder of the questions is considered confidential commercial information.
R2.Q141	How many separate warehouse/storage sites at KSCVC and the existing AHOF location are currently utilized for retail inventory and where are they located?	There is one central warehouse located at the Main Visitor Complex and one storage area within the AHoF.

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R2.Q142	What type of warehousing software is currently utilized at KSCVC?	Refer to the exhibit entitled "Technology Systems" that was released with the Draft RFP. Bullet 1 on this exhibit shows that "Retail Pro" is the POS software for the retail operations, including front and back of house (warehousing) operations. Bullet 7 lists the POS system for Food and Beverage locations. There currently is no proprietary software used to track general consumables.
R2.Q143	Will the concessioner have access to NASA-KSC archives and/or other sources of direct, on-site information in regard to the history of NASA and KSC (through External Relations or otherwise), or will concessioner be expected to secure this information on its own from outside sources?	The concessioner will have access to all content materials including the NASA archives and media libraries.