

**Amendment #1 to the Prospectus for Passenger Ferry  
to the South Core Banks and Shackleford Banks and  
Land Transportation on the South Core Banks  
Solicitation Number CC-CAL001-26**

**PROPOSAL PACKAGE**

**Principal Selection Factor 2, Service Objectives is replaced as follows:**

The Service's main objective regarding the visitor services required by the Draft Contract is for the Concessioner to provide the highest quality necessary and appropriate services for the price paid by the visitor.

**Principal Selection Factor 2, Park Objective is changed to remove "Visitor experience, interpretation and visitor education" as follows:**

- Customer service, complaint resolution, and website

**Principle Selection Factor 2(a) is changed to add the following directly after the second paragraph:**

For each vessel that the Offeror intends to use, the Offeror must provide commitment letters from the seller or manufacturer for the vessels intended to be purchased, leased, or built. Vessels must be in place within 18 months of the effective date of the contract.

Interim vessel(s) must be used while the permanent vessels are being acquired or built and must have the capacity for at least 83 passengers in total. Only three slips are available for the concessioner to use at the Harkers Island NPS marina. Concessioners may moor additional vessels in the water away from the NPS marina during operational hours but not overnight. In addition to the permanent vessels, describe the interim vessel(s) you will use.

**Principle Selection Factor 2(a) is changed to replace the sentence "Describe the following for all the vessels you plan to utilize to provide the required ferry services (including any backup vessels that are used):" with the following:**

Describe the following for all the vessels you plan to utilize, including interim vessel(s), to provide the required ferry services (including any backup vessels that are used):

**Principle Selection Factor 2(a), page limit, is replaced as follows:**

*Limit your response to 4 pages for Subfactor 2(a), not including graphics, schematics, photos, or commitment letters.*

**Principal Selection Factor 2, Subfactor 2(b) 4) How complaints will be handled, is deleted. All other parts of Subfactor 2(b) remain in place.**

**Principal Selection Factor 2, Subfactor 2(b), page limit, is replaced with the following:**

*Limit your response to 6 pages for Subfactor 2(b), not including graphics, schematics, or photos.*

**Principal Selection Factor 2, Subfactor 2(c), page limit, is replaced with the following:**

*Limit your response to 3 pages for Subfactor 2(c), not including graphics, schematics, or photos.*

**Principal Selection Factor 2(d), page limit, is replaced with the following:**

*Limit your response to 3 pages for Subfactor 2(d), not including graphics, schematics, or photos.*

**Principal Selection Factor 2(e) is replaced in its entirety with the following:**

Principal 2(e). Customer Service, Complaint Resolution, and Website

Describe how you will provide the following:

- 1) Courtesy, appearance, and professionalism of employees
- 2) Resolution of complaints and timely responses to questions
- 3) Website and other sources of information

*Limit your response to 3 pages for Subfactor 2(e), not including graphics, schematics, or photos.*

**Secondary Selection Factor 1, page limit, is replaced as follows:**

*Limit your response to 2 pages for Secondary Selection Factor 1, not including graphics, schematics, or photos.*

**Secondary Selection Factor 2 is replaced as follows:**

The Service would like to ensure that visitors are aware of the ferry and land transportation services required under the Draft Contract. Refer to the Operating Plan for the minimum requirements regarding advertisements and promotional material.

Describe your marketing plan for the Concession operation including, at a minimum, the following:

- 1) Ideas, concepts, and examples of the advertising campaign you will use to market the ferry and land transportation services.
- 2) Specific types of promotional opportunities (i.e., discounts, reduced fares, package deals) and advertising/outreach programs.

*Limit your response to 2 pages for Secondary Selection Factor 2, not including graphics, schematics, or photos.*

**Secondary Selection Factor 3 has added page numbers as follows:**

*Limit your response to 3 pages for Secondary Selection Factor 3, not including graphics, schematics, or photos.*

**Proposal Package is updated with the changes provided above and replaces the previous version.**

**Appendix A Proposal Package [Word] is updated with the changes provided above and replaces the previous version.**

**Appendix B Proposal Package Template [Excel] is updated to specify the required services (under the Draft Contract) and replaces the previous version.**

**Operating Plan 5) A) Requirements is changed to add the following:**

- (5) Vessels must be in place within 18 months of the effective date of the contract. Interim vessel(s) must be used while the permanent vessels are being acquired or built and must have the capacity for at least 83 passengers in total. Only three slips are available for the concessioner to use at the Harkers Island NPS marina. Concessioners may moor additional vessels in the water away from the NPS marina during operational hours but not overnight.