

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
LONG TERM LEASE/CONCESSION AGREEMENT  
OF THE DOVER AND PORTSMOUTH BUS TERMINALS  
RFQ DOT 2019-01

**Form 1: Facilities Operator Inquiry Form**

Item No.	Page No.	Section No.	Inquiry	Reserved for Response
1	4	1.3, Bullet 8	What is the scope of “any additional revenues collected?” Can you please provide examples	Additional revenues may be advertising, concession sales (i.e. vending, subleases, etc.), commissions and ticket sales. All sales revenues collected on site will need to be disclosed to the State on an annual basis.
2	5	1.5, Bullet 2	Why is an on-site kiosk mandatory?	The goal of the onsite kiosk is to ensure continuous ticket sales during periods the ticket desk is not open as well as providing alternative options for customer service.
3	N/A	N/A	Does the Operator assume full control of the security system, including server operations?	Yes. The Operator would assume full operation and maintenance of the security system including the server as well as monitoring and emergency response costs.
4	N/A	NA	What assurances will be made by the Operator to match existing hours of operations for facilities maintenance, terminal operations, and storm coverage?	It would be the Operator’s responsibility to coordinate these operations with members of its operations team. Expected hours of operation are noted in the RFQ Section 1.5 Goal #1.
5	3	1.3	What are the detailed rules and regulations regarding revenues derived from concessions and parking in the DTC and PTC (in reference to FHWA guidelines)?	The Early Development Agreement (EDA) outlining these requirements has been posted to the website. <a href="https://www.nh.gov/dot/org/aerorailtransit/railandtransit/index.htm">https://www.nh.gov/dot/org/aerorailtransit/railandtransit/index.htm</a> .
6	3	1.3	Will the FHWA/EDA be released at least 10 days prior to RFQ submission date?	The Early Development Agreement (EDA) has been posted to the website. <a href="https://www.nh.gov/dot/org/aerorailtransit/railandtransit/index.htm">https://www.nh.gov/dot/org/aerorailtransit/railandtransit/index.htm</a> .
7	N/A	N/A	What are the detailed state and federal restrictions that apply to building height restrictions, airport protection zones, existing community well infrastructure, onsite aquifers and wetlands, the Great Bay Estuary, and environmental concerns?	Operators are responsible to investigate these aspects to ensure that any potential operations, capital improvements, etc. are conforming to federal, state and local rules and regulations.

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
LONG TERM LEASE/CONCESSION AGREEMENT  
OF THE DOVER AND PORTSMOUTH BUS TERMINALS  
RFQ DOT 2019-01

8	N/A	N/A	How will the maintenance of swales and basins, currently maintained by the state of NH, be addressed?	The Operator will assume all maintenance responsibilities of the swales and basins.
9	N/A	N/A	During the operator visit, Mr. Pouliot explained that there was no potential for expansion of parking space or current buildings on the existing footprint at both locations. Could you confirm this statement?	There may be restrictions related to the airport at the Portsmouth Transportation Center; it will be the Operator’s responsibility to determine these restrictions. No construction or operations will be permitted within the Interstate right-of-way; no decrease in parking capacity or physical parking capacity at the sites. Operators are encouraged to bring forward creative solutions within these constraints and should consult the Early Development Agreement (EDA) and federal, state, and local rules and regulations.
10	3	1.3	The RFQ sets minimum hours to be 16 hours per day on weekdays, and 12 hours per day on weekends and holidays while current operator operates two fully staffed, 24/7 terminals to ensure comfort, convenience, and safety of passengers and park & riders. How will the Operator meet the current high expectations of passengers and park & riders with these reduced hours, and what assurance will be made regarding their safety?	The RFQ identifies minimum operational goals. Operators may choose to staff the facilities beyond these hours. It will be the Operator’s responsibility to determine the operational aspects to ensure safety and to meet customer expectations.
11	21	4.4, Bullet 1	Section V asks for an “Overview of the firm’s financial structures.” Exactly what information is required?	This refers to the Operator’s financial management and oversight, including its staffing (internal & external), policies, procedures, internal controls, etc. as they relate to their finances.

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF TRANSPORTATION  
LONG TERM LEASE/CONCESSION AGREEMENT  
OF THE DOVER AND PORTSMOUTH BUS TERMINALS  
RFQ DOT 2019-01

12	5	1.4	At the end of the lease (including the two five-year extensions) will the Operator have the right to renegotiate the lease for further extension?	At the end of the lease, it is anticipated that the State would comply with the termination language (Section 4.3) of the Early Development Agreement (EDA).
13	22	4.4, Bullet 1	Do unaudited financials, reviewed and prepared by a third-party CPA, meet the state's criteria for independence? If not, please outline what steps are to be taken to comply with state criteria.	Yes, provided that, in accordance with the RFQ, the unaudited financial statements are certified as true, correct, and complete by the senior financial officer of the entity along with an explanation as to why audited financials are not available.
14	N/A	N/A	Will a net reduction of parking spaces be allowed for any purpose other than parking control implementation?	Per Section 4.3 of the Early Development Agreement (EDA), the Operator may not decrease the parking capacity at the facilities.
15	N/A	N/A	What date can we expect the Operator inquires, submitted on or before 7/24/19, to be answered and posted to on the P3 Project Website?	The answers have been posted to the website. <a href="https://www.nh.gov/dot/org/aerorailtransit/railandtransit/index.htm">https://www.nh.gov/dot/org/aerorailtransit/railandtransit/index.htm</a> .